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Contract

Liability Claims Administrator

Transport for London

F03: Contract award notice

Notice identifier: 2025/S 000-030746

Procurement identifier (OCID): ocds-h6vhtk-040ed8

Published 6 June 2025, 6:58pm

Section I: Contracting authority

I.1) Name and addresses

Transport for London

5 Endeavour Square

London

E201JN

Contact

Ilva Cunka

Email

ilvacunka@tfl.gov.uk

Country

United Kingdom

Region code

UKI41 - Hackney and Newham

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<http://www.tfl.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Liability Claims Administrator

Reference number

TfL 96287

II.1.2) Main CPV code

- 66510000 - Insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

Requirement for a Service Provider for management and handling of liability (motor, employers, public) claims that fall under TfL's General Liability Policy of insurance, as well as uninsured disease claims.

Contract awarded for a period of 3 years, with an option to extend by up to further 2 years.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,750,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)

- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

II.2.4) Description of the procurement

The contract was awarded to the economic operator who submitted the Most Economically Advantageous Tender (MEAT) based on the evaluation criteria and weightings as set out in the ITT tender pack.

The successful economic operator will be providing Liability Claims Administrator services to Transport for London.

The duration comprises a core term of three (3) years with an option to extend up to a further two (2) years at the Contracting Authority's sole discretion.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 70

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

Three (3) years initial term, with optional extension of up to additional two (2) years, at the sole discretion of the contracting authority.

The total duration of contract, inclusive of the potential extension provisions, is five (5) years.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-031468](#)

Section V. Award of contract

Contract No

TfL 96287

Title

Liability Claims Administrator

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 June 2024

V.2.2) Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

GALLAGHER BASSETT INTERNATIONAL LTD

1st Floor, High Point, Sandy Hill Business Park, Sandy Way

Tamworth

B77 4DU

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

1844276

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,750,000

Section VI. Complementary information

VI.3) Additional information

The date of conclusion of the contract is 24/06/2024 and the contract commencement date is 01/07/2024

VI.4) Procedures for review

VI.4.1) Review body

Transport for London

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The award decision notices (standstill letters) were issued following the completion of the ITT stage and a standstill period was observed.

This is the point at which the award decision was taken and at which the competitive procurement process concluded.