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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](mailto: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

[www.tfl.gov.uk](http://www.tfl.gov.uk)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **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.

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## **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](#)

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## **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

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## **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.