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Contract

Provision of an Insurance and Claims Handling Service

Inverclyde Council

F03: Contract award notice

Notice identifier: 2023/S 000-034226

Procurement identifier (OCID): ocds-h6vhtk-03df46

Published 20 November 2023, 11:08am

Section I: Contracting authority

I.1) Name and addresses

Inverclyde Council

Procurement, Municipal Buildings, Clyde Square

Greenock

PA15 1LX

Email

procurement@inverclyde.gov.uk

Telephone

+44 1475712634

Country

United Kingdom

NUTS code

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00168

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

Provision of an Insurance and Claims Handling Service

Reference number

CP0508/FIN

II.1.2) Main CPV code

- 66510000 - Insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

This contract opportunity is for the Provision of an Insurance and Claims Handling Service for Inverclyde Council.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £4,250,000

II.2) Description

II.2.1) Title

Property Insurance

Lot No

1

II.2.2) Additional CPV code(s)

- 66000000 - Financial and insurance services
- 66510000 - Insurance services
- 66513000 - Legal insurance and all-risk insurance services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

Inverclyde

II.2.4) Description of the procurement

This contract opportunity is for the Provision of an Insurance and Claims Handling Service for Inverclyde Council. This lot covers Property Insurance Services.

II.2.5) Award criteria

Quality criterion - Name: Clauses & Extensions / Weighting: 5

Quality criterion - Name: Claims Handling Response Times / Weighting: 6

Quality criterion - Name: Staffing/Service Delivery / Weighting: 3

Quality criterion - Name: Support Services / Weighting: 1

Quality criterion - Name: Social Value / Weighting: 3

Quality criterion - Name: Fair Work First / Weighting: 2

Price - Weighting: 80

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

II.2) Description

II.2.1) Title

Casualty Insurance

Lot No

2

II.2.2) Additional CPV code(s)

- 66000000 - Financial and insurance services
- 66510000 - Insurance services
- 66512000 - Accident and health insurance services
- 66512100 - Accident insurance services
- 66512200 - Health insurance services
- 66513000 - Legal insurance and all-risk insurance services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

Inverclyde

II.2.4) Description of the procurement

This contract opportunity is for the Provision of an Insurance and Claims Handling Service for Inverclyde Council. This lot covers Casualty Insurance.

II.2.5) Award criteria

Quality criterion - Name: Clauses & Extensions / Weighting: 5

Quality criterion - Name: Claims Handling Response Times / Weighting: 6

Quality criterion - Name: Staffing/Service Delivery / Weighting: 3

Quality criterion - Name: Support Services / Weighting: 1

Quality criterion - Name: Social Value / Weighting: 3

Quality criterion - Name: Fair Work First / Weighting: 2

Price - Weighting: 80

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

II.2) Description

II.2.1) Title

Motor Fleet Insurance.

Lot No

3

II.2.2) Additional CPV code(s)

- 66000000 - Financial and insurance services
- 66510000 - Insurance services
- 66514110 - Motor vehicle insurance services
- 66513000 - Legal insurance and all-risk insurance services
- 66512000 - Accident and health insurance services
- 66512100 - Accident insurance services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

Inverclyde

II.2.4) Description of the procurement

This contract opportunity is for the Provision of an Insurance and Claims Handling Service for Inverclyde Council. This lot covers Motor Fleet Insurance.

II.2.5) Award criteria

Quality criterion - Name: Clauses & Extensions / Weighting: 5

Quality criterion - Name: Claims Handling Response Times / Weighting: 6

Quality criterion - Name: Staffing/Service Delivery / Weighting: 3

Quality criterion - Name: Support Services / Weighting: 1

Quality criterion - Name: Social Value / Weighting: 3

Quality criterion - Name: Fair Work First / Weighting: 2

Price - Weighting: 80

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

II.2) Description

II.2.1) Title

Crime Insurance

Lot No

4

II.2.2) Additional CPV code(s)

- 66000000 - Financial and insurance services
- 66510000 - Insurance services
- 66512000 - Accident and health insurance services
- 66512100 - Accident insurance services
- 66513000 - Legal insurance and all-risk insurance services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

Inverclyde

II.2.4) Description of the procurement

This contract opportunity is for the Provision of an Insurance and Claims Handling Service for Inverclyde Council. This lot covers Crime Insurance.

II.2.5) Award criteria

Quality criterion - Name: Clauses & Extensions / Weighting: 5

Quality criterion - Name: Claims Handling Response Times / Weighting: 6

Quality criterion - Name: Staffing/Service Delivery / Weighting: 3

Quality criterion - Name: Support Services / Weighting: 1

Quality criterion - Name: Social Value / Weighting: 3

Quality criterion - Name: Fair Work First / Weighting: 2

Price - Weighting: 80

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

II.2) Description

II.2.1) Title

Engineering Insurance/Inspections and Computer Insurance

Lot No

5

II.2.2) Additional CPV code(s)

- 66000000 - Financial and insurance services
- 66510000 - Insurance services
- 66511000 - Life insurance services
- 66512000 - Accident and health insurance services
- 66512200 - Health insurance services
- 66513000 - Legal insurance and all-risk insurance services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

Inverclyde

II.2.4) Description of the procurement

This contract opportunity is for the Provision of an Insurance and Claims Handling Service for Inverclyde Council. This lot covers Engineering Insurance/Inspections and Computer Insurance

II.2.5) Award criteria

Quality criterion - Name: Clauses & Extensions / Weighting: 5

Quality criterion - Name: Claims Handling Response Times / Weighting: 6

Quality criterion - Name: Staffing/Service Delivery / Weighting: 3

Quality criterion - Name: Support Services / Weighting: 1

Quality criterion - Name: Social Value / Weighting: 3

Quality criterion - Name: Fair Work First / Weighting: 2

Price - Weighting: 80

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

II.2) Description

II.2.1) Title

All Risks - Museum and Fine Art

Lot No

6

II.2.2) Additional CPV code(s)

- 66000000 - Financial and insurance services
- 66510000 - Insurance services
- 66511000 - Life insurance services
- 66512000 - Accident and health insurance services

- 66512100 - Accident insurance services
- 66513000 - Legal insurance and all-risk insurance services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

Inverclyde

II.2.4) Description of the procurement

This contract opportunity is for the Provision of an Insurance and Claims Handling Service for Inverclyde Council. This lot covers All Risks Museum & Fine Art.

II.2.5) Award criteria

Quality criterion - Name: Clauses & Extensions / Weighting: 5

Quality criterion - Name: Claims Handling Response Times / Weighting: 6

Quality criterion - Name: Staffing/Service Delivery / Weighting: 3

Quality criterion - Name: Support Services / Weighting: 1

Quality criterion - Name: Social Value / Weighting: 3

Quality criterion - Name: Fair Work First / Weighting: 2

Price - Weighting: 80

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

II.2) Description

II.2.1) Title

Personal Accident, Business Travel and School Journey Travel

Lot No

7

II.2.2) Additional CPV code(s)

- 66000000 - Financial and insurance services
- 66510000 - Insurance services
- 66512000 - Accident and health insurance services
- 66511000 - Life insurance services
- 66512100 - Accident insurance services
- 66513000 - Legal insurance and all-risk insurance services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

Inverclyde

II.2.4) Description of the procurement

This contract opportunity is for the Provision of an Insurance and Claims Handling Service for Inverclyde Council. This lot covers Personal Accident, Business Travel and School Journey

Travel.

II.2.5) Award criteria

Quality criterion - Name: Claims Handling Response Times / Weighting: 8

Quality criterion - Name: Staffing/Service Delivery / Weighting: 5

Quality criterion - Name: Support Services / Weighting: 2

Quality criterion - Name: Social Value / Weighting: 3

Quality criterion - Name: Fair Work First / Weighting: 2

Price - Weighting: 80

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

II.2) Description

II.2.1) Title

Combined Lot for Property Insurance Services and Casualty Insurance

Lot No

8

II.2.2) Additional CPV code(s)

- 66000000 - Financial and insurance services

- 66510000 - Insurance services
- 66511000 - Life insurance services
- 66512100 - Accident insurance services
- 66512000 - Accident and health insurance services
- 66513000 - Legal insurance and all-risk insurance services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

Inverclyde

II.2.4) Description of the procurement

This contract opportunity is for the Provision of an Insurance and Claims Handling Service for Inverclyde Council. This lot is a Combined Lot Option for Property Insurance Services (Lot 1) and Casualty Insurance (Lot 2).

II.2.5) Award criteria

Quality criterion - Name: Clauses & Extensions / Weighting: 5

Quality criterion - Name: Claims Handling Response Times / Weighting: 6

Quality criterion - Name: Staffing/Service Delivery / Weighting: 3

Quality criterion - Name: Support Services / Weighting: 1

Quality criterion - Name: Social Value / Weighting: 3

Quality criterion - Name: Fair Work First / Weighting: 2

Price - Weighting: 80

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

II.2) Description

II.2.1) Title

Terrorism Insurance

Lot No

9

II.2.2) Additional CPV code(s)

- 66000000 - Financial and insurance services
- 66510000 - Insurance services
- 66513000 - Legal insurance and all-risk insurance services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

II.2.4) Description of the procurement

This contract opportunity is for the Provision of an Insurance and Claims Handling Service for Inverclyde Council. This lot covers Terrorism Insurance.

II.2.5) Award criteria

Quality criterion - Name: Clauses & Extensions / Weighting: 5

Quality criterion - Name: Claims Handling Response Times / Weighting: 6

Quality criterion - Name: Staffing/Service Delivery / Weighting: 3

Quality criterion - Name: Support Services / Weighting: 1

Quality criterion - Name: Social Value / Weighting: 3

Quality criterion - Name: Fair Work First / Weighting: 2

Price - Weighting: 80

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-019259](#)

Section V. Award of contract

Lot No

8

Title

Combined Lot for Property Insurance Services and Casualty Insurance

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section V. Award of contract

Lot No

9

Title

Terrorism Insurance

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section V. Award of contract

Lot No

1

Title

Property Insurance

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 September 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Travelers Ins Co Ltd

61-63 London Road,

Redhill, Surrey

RH1 1NA

Telephone

+44 1737787093

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £445,009

Section V. Award of contract

Lot No

2

Title

Casualty Insurance

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 September 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Maven Public Sector

122 Leadenhall Street

London

EC3V 4AN

Telephone

+44 2070863366

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £1,004,835

Section V. Award of contract

Lot No

3

Title

Motor Fleet Insurance.

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 September 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Maven Public Sector

122 Leadenhall Street

London

EC3V 4AN

Telephone

+44 2070863366

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £423,360

Section V. Award of contract

Lot No

4

Title

Crime Insurance

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 September 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Risk Management Partners

67 Lombard Street

London

EC3V 9LJ

Telephone

+44 2072341800

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

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

Total value of the contract/lot: £47,970

Section V. Award of contract

Lot No

5

Title

Engineering Insurance/Inspections and Computer Insurance

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 September 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Risk Management Partners

67 Lombard Street

London

EC3V 9LJ

Telephone

+44 2072341800

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

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

Total value of the contract/lot: £197,132

Section V. Award of contract

Lot No

6

Title

All Risks - Museum and Fine Art

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 September 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Blackwall Green

133 Houndsditch

London

EC3A 7AH

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £42,513

Section V. Award of contract

Lot No

7

Title

Personal Accident, Business Travel and School Journey Travel

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 September 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Risk Management Partners

67 Lombard Street

London

EC3V 9LJ

Telephone

+44 2072341800

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

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

Total value of the contract/lot: £37,209

Section VI. Complementary information

VI.3) Additional information

Tenderers will be required to return with their submission a completed Data Protection Certificate, FOI Certificate, No Collusion Certification, S1 Equalities Questionnaire, S2 Equalities Declaration, Prompt Payment Certificate and Tender Declaration Certificate.

It will also be a condition of contract that Tenderers comply with Inverclyde Council's General Conditions of Contract, Special Conditions of Contract, Specification & Contract Information for Tenderers.

(SC Ref:750436)

VI.4) Procedures for review

VI.4.1) Review body

Greenock Sheriff Court and Justice of the Peace Court

Sheriff Court House,1 Nelson Street,

Greenock

PA15 1TR

Country

United Kingdom