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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](mailto: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](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

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## **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.



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## **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](#)

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## **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

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## **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)

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## **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

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## **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

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### **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

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## **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

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### **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

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## **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

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### **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

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## **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