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Tender

## Loss Adjusters

THAMES WATER UTILITIES LIMITED

F05: Contract notice – utilities

Notice identifier: 2024/S 000-034521

Procurement identifier (OCID): ocds-h6vhtk-04b100

Published 24 October 2024, 3:32pm

## Section I: Contracting entity

### I.1) Name and addresses

THAMES WATER UTILITIES LIMITED

Reading

RG18DB

### Contact

Thames Water

### Email

[procurement.support CENTRE@thameswater.co.uk](mailto:procurement.support CENTRE@thameswater.co.uk)

### Country

United Kingdom

### Region code

UKJ11 - Berkshire

## **Companies House**

02366661

## **Internet address(es)**

Main address

<https://www.thameswater.co.uk/>

## **I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

<https://forms.office.com/e/XzdxSAeFkC>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://thameswater.sharepoint.com/sites/ProcurementSupportCentreBidProcessRepository/FA2198LossAdjusters>

Tenders or requests to participate must be submitted to the above-mentioned address

## **I.6) Main activity**

Water

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Loss Adjusters

Reference number

FA2198

## **II.1.2) Main CPV code**

- 66518300 - Insurance claims adjustment services

## **II.1.3) Type of contract**

Services

## **II.1.4) Short description**

Provision of Loss Adjustment Services and Contractor Repair Network

## **II.1.5) Estimated total value**

Value excluding VAT: £2,583,000

## **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Thames Water reserves the right to award a single or multiple lots to the most suitable providers(s).

## **II.2) Description**

### **II.2.1) Title**

Primary Emergency, Major Incident and Out of Hours Loss Adjustment Services

Lot No

1 a

### **II.2.2) Additional CPV code(s)**

- 66518300 - Insurance claims adjustment services
- 66519000 - Engineering, auxiliary, average, loss, actuarial and salvage insurance services

### **II.2.3) Place of performance**

NUTS codes

- UKI - London
- UKJ - South East (England)

Main site or place of performance

The whole of Thames Water Region

### **II.2.4) Description of the procurement**

Thames Water Utilities Limited are looking for a retained provider who can be called on at any time for emergency incidents, providing Thames Water with an out of hours helpdesk and crucial resources to provide early assessment and complete the evaluation of claims, which may include managing a repair and reinstatement process.

Thames Water seeks long-term price stability for these services and prefers a 3-year contract, with allowable 1 year extensions up to a maximum of 5 years in total contract length.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £249,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Any agreement awarded would be for a maximum initial period of 3 years, with options to extend for two further one year periods. The maximum total contract length would be 5 years.

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 8

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

Any agreement awarded would be for a maximum initial period of 3 years, with options to extend for two further: one year periods.

## **II.2) Description**

### **II.2.1) Title**

Major Loss Response Panel

Lot No

1 b

### **II.2.2) Additional CPV code(s)**

- 66518300 - Insurance claims adjustment services
- 66519000 - Engineering, auxiliary, average, loss, actuarial and salvage insurance services

### **II.2.3) Place of performance**

NUTS codes

- UKI - London

- UKJ - South East (England)

Main site or place of performance

The whole of Thames Water Region

#### **II.2.4) Description of the procurement**

From time to time Thames Water require response to major incidents and therefore require a panel of suppliers that would be able to support by responding to these events should they occur, and providing early assessment and complete the evaluation of claims.

Thames Water seeks long-term price stability for these services and prefers a 3-year contract, with allowable 1 year extensions up to a maximum of 5 years in total contract length.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £126,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Any agreement awarded would be for a maximum initial period of 3 years, with options to extend for two further one year periods. The maximum total contract length would be 5 years.

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 8

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **II.2.11) Information about options**

Options: Yes

Description of options

Any agreement awarded would be for a maximum initial period of 3 years, with options to extend for two further one year periods.

## **II.2) Description**

### **II.2.1) Title**

General Loss Adjusting Services

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 66518300 - Insurance claims adjustment services
- 66519000 - Engineering, auxiliary, average, loss, actuarial and salvage insurance services

### **II.2.3) Place of performance**

NUTS codes

- UKI - London
- UKJ - South East (England)

Main site or place of performance

The whole of Thames Water Region

## **II.2.4) Description of the procurement**

Day to day claims adjusting and ancillary services assessment and evaluation, with longer response requirements.

Thames Water seeks long-term price stability for these services and prefers a 3-year contract, with allowable 1 year extensions up to a maximum of 5 years in total contract length.

## **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

## **II.2.6) Estimated value**

Value excluding VAT: £2,000,000

## **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Any agreement awarded would be for a maximum initial period of 3 years, with options to extend for two further one year periods. The maximum total contract length would be 5 years.

## **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 8

## **II.2.10) Information about variants**

Variants will be accepted: Yes



### **II.2.11) Information about options**

Options: Yes

Description of options

Any agreement awarded would be for a maximum initial period of 3 years, with options to extend for two further one year periods.

## **II.2) Description**

### **II.2.1) Title**

Contractor Repair Network

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 66518300 - Insurance claims adjustment services
- 66519000 - Engineering, auxiliary, average, loss, actuarial and salvage insurance services

### **II.2.3) Place of performance**

NUTS codes

- UKI - London
- UKJ - South East (England)

Main site or place of performance

The whole of Thames Water Region

### **II.2.4) Description of the procurement**

Thames Water seeks a provider offering a wide network of trades and services needed in Repair and Reinstatement following claims against TW. Thames Water seeks long-term price stability for these services and prefers a 3-year contract, with allowable 1 year extensions up to a maximum of 5 years in total contract length.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £208,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Any agreement awarded would be for a maximum initial period of 3 years, with options to extend for two further one year periods. The maximum total contract length would be 5 years.

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 8

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **II.2.11) Information about options**

Options: Yes

Description of options

Any agreement awarded would be for a maximum initial period of 3 years, with options to extend for two further one year periods.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

As detailed in the PQQ

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

#### **III.1.4) Objective rules and criteria for participation**

List and brief description of rules and criteria

As detailed in section VI.3 and PQQ

#### **III.1.6) Deposits and guarantees required**

Bonds and/ or parent company guarantees of performance and financial standing may be required.

#### **III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

Specified in Invitation to Negotiate Document.

#### **III.1.8) Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

Consortia may be required to form a legal entity prior to award.

## **III.2) Conditions related to the contract**

### **III.2.1) Information about a particular profession**

Execution of the service is reserved to a particular profession

Reference to the relevant law, regulation or administrative provision

Loss Adjusters must be members of the Chartered Institute of Loss Adjusters (CILA) and Surveyors must be a member of the Royal Institute of Chartered Surveyors.

### **III.2.2) Contract performance conditions**

As detailed in the ITN

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 8

#### **IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

8 November 2024

Local time

12:00pm

### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

Format for requested participation:

All suppliers who wish to respond to this contract notice must request a pre-qualification questionnaire (PQQ) by using the web link in Section I.3 . ( <https://forms.office.com/e/XzdxSAeFkC> )

From your response to the link in Section I.3 or above, Thames Water 's Procurement Support Centre will send you an email providing you login details for our eSourcing system.

If the project requires it, you will receive an additional and separate survey to complete for Data protection.

Note - The client may be Thames Water Utilities Limited or another company within the Kemble Water group structure.

Note on Estimated Contract Values:

All values shown are estimates only and have no binding on the total contract value that materialises under the provision of each service.

Any bidder that passes the PQQ pass/fail questions will be taken through to ITN.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Thames Water Utilities Limited

Reading

UK

Country

United Kingdom

### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Thames Water Utilities Limited will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

The Utilities Contracts Regulations 2016 (SI 2016 No 274) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).