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#### Contract

# **Insurance and Related Services 4**

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice identifier: 2023/S 000-037218

Procurement identifier (OCID): ocds-h6vhtk-03b5ac

Published 19 December 2023, 9:12am

# **Section I: Contracting authority**

### I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

**L3 9PP** 

#### **Email**

supplier@crowncommercial.gov.uk

### **Telephone**

+44 3454102222

### Country

**United Kingdom** 

### Region code

**UK - United Kingdom** 

### Internet address(es)

Main address

https://www.gov.uk/ccs

### I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Ministry or any other national or federal authority

## I.5) Main activity

General public services

# **Section II: Object**

# II.1) Scope of the procurement

### II.1.1) Title

Insurance and Related Services 4

Reference number

RM6323

### II.1.2) Main CPV code

• 66510000 - Insurance services

### II.1.3) Type of contract

Services

### II.1.4) Short description

Crown Commercial Service (CCS), as the Authority, put in place a Pan Government Collaborative Agreement for the provision of Insurance services to be utilised by Central

Government Departments and all other UK Public Sector Bodies, including Local Authorities, Health, Police, Fire and Rescue, Education and Devolved Administrations. It was intended that the commercial agreement would be the recommended vehicle for all insurance and related services required by UK Central Government Departments.

Bidders were able to bid on all of the Lots. However, successful bidders were only awarded to Lot 1 or Lot 3. Bidders indicated which of these Lots was their preferred choice in the Selection Questionnaire Attachment 2a. If the bids were successful, we used the selected preference to determine the award to either Lot 1 or Lot 3.

If a bidder was successful on their preferred Lot as referenced above due to being within 1% of the last position in the competition for that lot then their preferred choice in the Selection Questionnaire Attachment 2a will be the lot they are awarded.

Lot 1 – Brokerage and Related Services = 15 suppliers

Lot 2 – Claims Handling and Related Services = 4 suppliers

Lot 3 - Insurance Service Providers and Related Services = 3 suppliers

### 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: £600,000,000

## II.2) Description

### II.2.1) Title

**Brokerage and Related Services** 

Lot No

1

#### 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
- 66513000 Legal insurance and all-risk insurance services
- 66513100 Legal expenses insurance services
- 66514000 Freight insurance and Insurance services relating to transport
- 66514100 Insurance related to Transport
- 66514110 Motor vehicle insurance services
- 66514120 Marine, aviation and other transport insurance services
- 66514130 Railway insurance services
- 66514140 Aircraft insurance services
- 66514150 Vessel insurance services
- 66515000 Damage or loss insurance services
- 66515100 Fire insurance services
- 66515200 Property insurance services
- 66515300 Weather and financial loss insurance services
- 66515400 Weather-related insurance services
- 66515410 Financial loss insurance services
- 66515411 Pecuniary loss insurance services
- 66516000 Liability insurance services
- 66516100 Motor vehicle liability insurance services
- 66516200 Aircraft liability insurance services
- 66516300 Vessel liability insurance services
- 66516400 General liability insurance services
- 66516500 Professional liability insurance services
- 66517000 Credit and surety insurance services
- 66517300 Risk management insurance services
- 66518000 Insurance brokerage and agency services

- 66518100 Insurance brokerage services
- 66518200 Insurance agency services
- 66518300 Insurance claims adjustment services
- 66519000 Engineering, auxiliary, average, loss, actuarial and salvage insurance services
- 66519200 Engineering insurance services
- 66519300 Auxiliary insurance services
- 66519310 Insurance consultancy services
- 66519500 Loss adjustment services
- 66519600 Actuarial services
- 66700000 Reinsurance services
- 66710000 Life reinsurance services
- 66720000 Accident and health reinsurance services

#### II.2.3) Place of performance

**NUTS** codes

• UK - United Kingdom

### II.2.4) Description of the procurement

Insurance brokerage and associated services, typically including cover for the following classes of insurance: Liability, Property, Motor, Insurance and Travel. Insurance brokerage and associated services, a broad range of services a typical example will include: Assurance services, Audits, Claims Handling, Consultancy, Courtesy car and relief vehicle, Incident investigation and Loss analysis / forecasting.

Compensation claims handling and associated services.

### II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

#### 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

Bidders had the opportunity to tender a bid for all of the Lots 1, 2 and 3. However, bidders were not awarded a place on both Lot 1 and Lot 3. If the tender was successful for both of these lots, we used the selected preference to award to either Lot 1 or Lot 3.

### II.2) Description

### II.2.1) Title

Claims Handling and Related Services

Lot No

2

#### 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
- 66513000 Legal insurance and all-risk insurance services
- 66513100 Legal expenses insurance services
- 66514000 Freight insurance and Insurance services relating to transport
- 66514100 Insurance related to Transport
- 66514110 Motor vehicle insurance services
- 66514120 Marine, aviation and other transport insurance services
- 66514130 Railway insurance services
- 66514140 Aircraft insurance services

- 66514150 Vessel insurance services
- 66515000 Damage or loss insurance services
- 66515100 Fire insurance services
- 66515200 Property insurance services
- 66515300 Weather and financial loss insurance services
- 66515400 Weather-related insurance services
- 66515410 Financial loss insurance services
- 66515411 Pecuniary loss insurance services
- 66516000 Liability insurance services
- 66516100 Motor vehicle liability insurance services
- 66516200 Aircraft liability insurance services
- 66516300 Vessel liability insurance services
- 66516400 General liability insurance services
- 66516500 Professional liability insurance services
- 66517000 Credit and surety insurance services
- 66517300 Risk management insurance services
- 66518000 Insurance brokerage and agency services
- 66518100 Insurance brokerage services
- 66518200 Insurance agency services
- 66518300 Insurance claims adjustment services
- 66519000 Engineering, auxiliary, average, loss, actuarial and salvage insurance services
- 66519200 Engineering insurance services
- 66519300 Auxiliary insurance services
- 66519310 Insurance consultancy services
- 66519500 Loss adjustment services
- 66519600 Actuarial services

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66700000 - Reinsurance services

• 66710000 - Life reinsurance services

• 66720000 - Accident and health reinsurance services

II.2.3) Place of performance

**NUTS** codes

• UK - United Kingdom

II.2.4) Description of the procurement

Insurance brokerage and associated services, typically including cover for the following

classes of insurance: Liability, Property, Motor, Insurance and Travel. Insurance

brokerage and associated services, a broad range of services a typical example will

include: Assurance services, Audits, Claims Handling, Consultancy, Courtesy car and

relief vehicle, Incident investigation and Loss analysis / forecasting. Compensation

claims handling and associated services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

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

Bidders had the opportunity to tender a bid for all of the Lots 1, 2 and 3. However, they were not be awarded a place on both Lot 1 and Lot 3. If the tender was successful for both of these Lots we used the selected preference to award to either Lot 1 or Lot 3.

### II.2) Description

### II.2.1) Title

Insurance Service Providers and Related Services

Lot No

3

### 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
- 66513000 Legal insurance and all-risk insurance services
- 66513100 Legal expenses insurance services
- 66514000 Freight insurance and Insurance services relating to transport
- 66514100 Insurance related to Transport
- 66514110 Motor vehicle insurance services
- 66514120 Marine, aviation and other transport insurance services
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- 66515100 Fire insurance services
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- 66517300 Risk management insurance services
- 66518000 Insurance brokerage and agency services
- 66518100 Insurance brokerage services
- 66518200 Insurance agency services
- 66518300 Insurance claims adjustment services
- 66519000 Engineering, auxiliary, average, loss, actuarial and salvage insurance services
- 66519200 Engineering insurance services
- 66519300 Auxiliary insurance services
- 66519310 Insurance consultancy services
- 66519500 Loss adjustment services
- 66519600 Actuarial services
- 66700000 Reinsurance services
- 66710000 Life reinsurance services
- 66720000 Accident and health reinsurance services

### II.2.3) Place of performance

**NUTS** codes

• UK - United Kingdom

### II.2.4) Description of the procurement

Insurance brokerage and associated services, typically including cover for the following classes (nature and quantity of insurance: Liability, Property, Motor, Insurance and Travel. Insurance brokerage and works, supplies or services associated services, a broad range of services a typical example will include: Assurance or indication of needs and services, Audits, Claims Handling, Consultancy, Courtesy car and relief vehicle, Incident requirements) investigation and Loss analysis/forecasting. Compensation claims handling and associated services.

### II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

### 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

Bidders had the opportunity to tender a bid for all of the Lots 1, 2 and 3. However, they were not awarded a place on both Lot 1 and Lot 3. If the tender was successful for both of these Lots, your selected preference were used to award to either Lot 1 or Lot 3.

# Section IV. Procedure

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

### IV.1.1) Type of procedure

Open procedure

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

The procurement involves the establishment of a framework agreement

### 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 000-014211

## Section V. Award of contract

### Lot No

1

A contract/lot is awarded: Yes

### V.2) Award of contract

### V.2.1) Date of conclusion of the contract

28 November 2023

### V.2.2) Information about tenders

Number of tenders received: 23

Number of tenders received from SMEs: 12

Number of tenders received by electronic means: 23

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

### V.2.3) Name and address of the contractor

See Contracts Finder Notice for full supplier list

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

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: £600,000,000

# **Section VI. Complementary information**

### VI.3) Additional information

The value provided in Section II.1.7 is only an estimate. We cannot guarantee to suppliers any business through this Commercial Agreement. As part of this contract award notice the following can be accessed at:

https://www.find-tender.service.gov.uk/Notice/014211-2023

- 1) Redacted Commercial Agreement
- 2) List of Successful Suppliers
- 3) Approved Customer list
- 4) Transparency Agenda

On 02/04/2014, Government introduced its Government Security Classifications (GSC) scheme which replaced Government Protective Marking Scheme (GPMS). A key aspect is the reduction in the number of security classifications used. All bidders were required to make themselves aware of the changes as it may impact this requirement.

This link provides information on the GSC at:

https://www.gov.uk/government/publications/government-security-classifications

Cyber Essentials is a mandatory requirement for Central Government contracts which involve handling personal information or provide certain ICT products/services. Government is taking steps to reduce the levels of cyber security risk in its supply chain through the Cyber Essentials scheme. The scheme defines a set of controls which, when implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet. To participate in this procurement, bidders were required to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

https://www.contractsfinder.service.gov.uk/Notice/c0bd087d-9e66-4807-a88b-22d4b9754 70b

# VI.4) Procedures for review

#### VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street
Liverpool
L3 9PP
Email
supplier@crowncommercial.gov.uk
Telephone
+44 3454102222
Country
United Kingdom
Internet address
https://www.crowncommercial.gov.uk/
VI.4.2) Body responsible for mediation procedures
VI.4.2) Body responsible for mediation procedures  The Minister for the Cabinet Office acting through Crown Commercial Service
The Minister for the Cabinet Office acting through Crown Commercial Service
The Minister for the Cabinet Office acting through Crown Commercial Service 9th Floor, The Capital, Old Hall Street
The Minister for the Cabinet Office acting through Crown Commercial Service 9th Floor, The Capital, Old Hall Street Liverpool
The Minister for the Cabinet Office acting through Crown Commercial Service 9th Floor, The Capital, Old Hall Street Liverpool L3 9PP
The Minister for the Cabinet Office acting through Crown Commercial Service 9th Floor, The Capital, Old Hall Street Liverpool L3 9PP Email
The Minister for the Cabinet Office acting through Crown Commercial Service 9th Floor, The Capital, Old Hall Street Liverpool L3 9PP Email supplier@crowncommercial.gov.uk
The Minister for the Cabinet Office acting through Crown Commercial Service  9th Floor, The Capital, Old Hall Street  Liverpool  L3 9PP  Email  supplier@crowncommercial.gov.uk  Telephone