

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/037218-2023>

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

- 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
- 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 (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-](https://www.gov.uk/government/publications/government-security-classifications) 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-22d4b975470b>

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

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