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Award

Industrial Disease Claims Handling - TRGF3153

Department for Transport

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-064051

Procurement identifier (OCID): ocds-h6vhtk-05ac78

Published 10 October 2025, 10:32am

Scope

Reference

TRGF3153

Description

The Department for Transport intends to directly award a contract for the continued provision of claims handling services for Industrial Disease Claims received from former employees of British Railways Board to the incumbent supplier. This decision is made in accordance with the Procurement Act 2023, Schedule 5, Paragraph 7, which permits direct award where a change of supplier would result in disproportionate technical difficulties and operational disruption.

The cost of handling the current portfolio of claims received on or before 31st October 2025 has already been paid in advance to the current supplier, covering the full lifecycle from registration to closure.

Transitioning to a new supplier would require:

- Duplicated fees for management of current portfolio of claims

- Complex and resource-intensive transfer of sensitive case data
- Operational disruption due to the potential need to manage two separate contracts with associated finance process, and on line databases.
- TUPE Considerations: The incumbent supplier currently employs staff with specialist knowledge and experience of this work portfolio. A change in provider would trigger operation of TUPE Regulations, resulting in legal and operational complexities reinforcing the case for continuity of service.

If a competitive tender were pursued, it would need to cover both the existing case portfolio and any new claims received on or after 1st November 2025. This would create the risk of double payment for the existing portfolio of cases with additional and unnecessary cost to the public purse, service fragmentation and stakeholder disruption.

Supplier: Crawford & Company Adjusters (UK) Limited

Anticipated Contract Award: 1st November 2025

Duration: 3-years

Total Value: £100k (below FTS threshold for services)

Contract 1

Supplier

- Crawford & Company Adjusters (UK) Limited

Contract value

- £100,000 excluding VAT

- £120,000 including VAT

Below the relevant threshold

Earliest date the contract will be signed

3 November 2025

Contract dates (estimated)

- 3 November 2025 to 3 November 2028
- 3 years, 1 day

Main procurement category

Services

CPV classifications

- 66516500 - Professional liability insurance services

Procedure

Procedure type

Below threshold - without competition

Supplier

Crawford & Company Adjusters (UK) Limited

Ashton House, Silbury Boulevard

Milton Keynes

MK9 2AH

United Kingdom

Email: name@broadsporetpa.co.uk

Region: UKJ12 - Milton Keynes

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Department for Transport

- Public Procurement Organisation Number: PLTC-5358-LTWZ

Great Minster House, 33 Horseferry Road

London

SW1P 4DR

United Kingdom

Email: dftc.procurement@dft.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government