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Award

Third Party Administrator Lot 1

SEVERN TRENT WATER LIMITED

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-068465

Procurement identifier (OCID): ocds-h6vhtk-04e878 ([view related notices](#))

Published 27 October 2025, 10:59am

Scope

Description

Third Party Administrator - Lot 1

Desktop claims handling services during incidents, this will also cover 3rd parties.

Lot 1. Insurance Claims Handling - Third Party Administrators

Description

Desktop claims handling services during incidents, this will also cover 3rd parties.

Contract 1

Lots

Lot 1. Insurance Claims Handling - Third Party Administrators

Supplier

- Willis Towers Watson

Contract value

- £2,250,000 excluding VAT
- £2,700,000 including VAT

Above the relevant threshold

Award decision date

27 October 2025

Date assessment summaries were sent to tenderers

27 October 2025

Standstill period

- End: 5 November 2025
- 8 working days

Earliest date the contract will be signed

10 November 2025

Contract dates (estimated)

- 1 January 2026 to 31 December 2028
- Possible extension to 31 December 2030
- 5 years

Description of possible extension:

option for 1 + 1 extension

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

1 + 1

CPV classifications

- 66510000 - Insurance services

Submission

Submission type

Requests to participate

Procedure

Procedure type

Competitive flexible procedure

Supplier

Willis Towers Watson

- Companies House: BR021056
- Public Procurement Organisation Number: PRTB-7625-DNJD

51 Lime Street

London

EC3M 7DQ

United Kingdom

Email: andrew.chatel@wtwco.com

Website: <http://www.wtwco.com>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

SEVERN TRENT WATER LIMITED

- Companies House: 02366686
- Public Procurement Organisation Number: PQQN-5222-QDXR

Severn Trent Centre

Coventry

CV1 2LZ

United Kingdom

Email: systemsandprocessteam-pcm@severntrent.co.uk

Region: UKG33 - Coventry

Organisation type: Private utility