

## **1819-0393 Insurance Claims Handling**

Islington Council invites suitable expressions of interest from suppliers for an insurance claims handling service.

### **Current status / Background**

Islington Council has had an out-sourced service for handling its insurance claims for several years. No claim files are kept in-house and all decisions on claims processing and information gathering are the responsibility of the provider. The current contract expires this year.

### **The requirement**

The Council requires a new seven-year contract to run from 01 December 2019 to have its insurance claims of all types, including the main three, liability, property and motor claims dealt with by an external provider. Full, delegated responsibility will be given to the provider to process claims to settlement. As the Council will not retain claim files of its own it is essential that the bidder provides a high quality service of recording and reporting claims, and that the Council can access that information via detailed management reports and look up claim files retained by the bidder.

### **Lots**

The council's requirement is for one provider to cover the full range of claims handling.

### **TUPE [Transfer of Undertakings (Protection of Employment) Regulations]**

Potential providers must be aware that TUPE may or may not apply to this service. Further details will be available in the invitation to tender.

### **Contract Period**

The contract period will be for 84 months from an estimated start date 01 December 2019, initially for 3 years, with the option to extend from 01 December 2022 for two additional periods of 24 months, subject to satisfactory performance and available funding.

### **Contract Value**

The estimated total value for this service is £1.4m - £1.75m over the maximum 84 months term of the contract. This is based on £200,000-250,000 per annum. However, the actual value will vary according to the number of claims actually received, their type and complexity. Tenders will be evaluated for price on the basis of a schedule of the charges they will levy based on type and complexity. As a guide, the Council has received the following numbers of claims on average for the last three years:

- Liability 235
- Motor 148
- Property 111

### **Award criteria**

The contract will be awarded to the Most Economically Advantageous Tender (MEAT) in accordance with the Public Contracts Regulations. MEAT for this contract is quality 65% and

cost 35%. Tender submissions will be subject to minimum quality thresholds of 3 for each question. Further details will be provided in the invitation to tender.

**Cost 35%**

**Quality 65%**

**Quality made up of:**

- Claims Handling Procedures 20%
- Customer Service 15%
- Fraud Prevention 10%
- Complaints Handling 10%
- IT systems, recording and management reporting 10%

**Total 100%**

Tenderers should be aware that we reserve the right to hold presentations and/or interviews during the tender process. Presentations and/or interviews will be for verification/clarification purposes of the written submission.

## **Procurement Process**

This contract will be procured using the Open Procedure. The Open Procedure means that all bidders who successfully express an interest will automatically be invited to tender and have access to the tender documents. Those who submit a tender and meet the minimum requirements will have their full tender, method statements and pricing evaluated.

## **How to express an interest**

If you wish to apply for this contract, please follow the steps below:

Register your company free of charge via the **London Tenders Portal**.

Link: <https://procontract.due-north.com>

Await acceptance. You will receive an email confirming your username and password.

Use your username and password to log into the London Tenders Portal and express your interest in 1819-0393 Insurance Claims Handling, Category Number: 66000000-0 - Financial and insurance services.

Shortly after you have expressed interest, you will receive a second email containing a link to access the tender documents.

## **Deadlines**

The deadline for expressions of interest is: **11.59am on Monday 30 September 2019**

Submission of tender documents by: **12 noon on Monday 30 September 2019**

Late submissions will not be accepted.

## **Additional information**

- Islington Council and its partners are committed to work towards a 'Fairer Islington', for more information see [www.islington.gov.uk](http://www.islington.gov.uk).
- Please **do not** include any publicity material with your submissions.

- Islington Council aims to provide equality of opportunity and welcomes applicants who meet the qualitative selection criteria from black and minority ethnic communities and disabled groups.
  - The Council encourages all types of organisation who meet the qualitative selection criteria including Voluntary and Community Sector (VCS) organisations, Social Enterprises or not for profit enterprises and small to medium enterprises (SME) to tender.
  - Your submission will be marked in stages. Only applicants who meet the requirements at each stage will progress to the next stage. Further details will be contained in the tender documents.
  - Please include the Contract Number of this tender process when communicating with the Council in any way.
  - All questions relating to this contract should be raised via the question and answer section of the relevant contract on the London Tenders Portal. Please do not contact any officer of the council directly.
  - Applicants are advised that all costs incurred either directly or indirectly in preparation, submission or otherwise related to this advertisement will be borne by them, and in no circumstances will the council be responsible for any such costs. Applicants are also advised that the council at its sole discretion acting reasonably and in good faith reserves the right to abandon the procurement at any stage prior to contract award.
  - As part of a commitment to transparency, the council is now publishing all spend over £500 each month. This includes spend on contracts, so the successful contractor should expect details of spend against the contract to appear on the council website [Islington Council: Council contracts](#). The council is also committed to publishing tender and contract documentation after contract award stage. Commercially sensitive information will be redacted from documentation. What constitutes commercially sensitive information is a matter for the council's sole discretion. However, tenderers will be invited to identify information they consider to be commercially sensitive in their tender return and this will be taken into account in the council forming a view.
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