

Cheshire East Borough Council

INVITATION TO TENDER OPEN PROCEDURE RESPONSE DOCUMENT

CONTRACT FOR THE PROVISION OF INSURANCE

PERIOD: 3 YEARS
With 1 x 24 months option to extend

CHEST REF: DN212697

© 2016

Copyright – Cheshire East Council - All rights reserved No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopying, recording or otherwise without the prior written permission of the Council

Version 17



SELECTION OF LOTS

Lot No	Description	Bidding for:	
Lot 1	Property Damage/Property Owners/Business Interruption/All Risks/Glass/Works in Progress		
Lot 2	Combined Liability		
Lot 3	Motor Fleet/Uninsured Loss Recovery		
Lot 4	Crime		
Lot 5	Engineering Inspection & Insurance/Hired in plant		
Lot 6	Computer		
Lot 7	Marine		
Lot 8	Personal Accident/Business Travel		
Lot 9	Legal Expenses		
Lot 10	Terrorism		
Lot 11	Medical Malpractice		
Lot 12	Cyber Liability		
Lot 13	Environmental Impairment Liability		

Please indicate (tick) above the Lot(s) for which you are Tendering, by double clicking the grey tick box and selecting 'checked' box(es). Bidders My apply for one or more Lots.

CHECKLIST FOR TENDERERS

Failure to provide all of the items in the checklist may cause your Tender to be non-compliant and not considered.

Schedule	Item	Included	in
		Tender?	
1.	Form of Tender		
2.	Certificate of non-collusion and non-canvassing		
3.	SQ - Standard Selection Questionnaire		
4.	ITT Pricing Schedule		
5.	ITT Quality Response		



Cheshire East Borough Council Provision of Insurance

Period: 1st April 2017 - 31st March 2020 with 1 x 24 months option to extend

SCHEDULE 1 - FORM OF TENDER

Insurance Provision (the "Contract")

FORM OF TENDER

To: Cheshire East Borough Council (Via 'The Chest')

For the Attention of Louise Fenn
Date:
Dear Sir/Madam,

TENDER FOR Insurance Provision Lot(s) X

I/We the undersigned, hereby tender and offer to provide the Contract as listed below which is more particularly referred to in the Invitation to Tender supplied to me/us for the purpose of tendering for the provision of the Contract and upon the terms thereof.

Attached to this Form of Tender are the following:

- **1.** My/our response to the requirements of the ITT.
- **2.** The completed Pricing Schedule.
- **3.** A signed Certificate of Non Collusive Tendering and non-Canvassing.
- **4.** FSA registration details

I/We confirm that I/we can supply the Contract Lot __ as specified in the Invitation to Tender an annual Premium cost of ____ (excluding VAT/IPT) submitted within the Pricing Schedule herein.

(this paragraph should be repeated if applying for more than 1 lot)

I/We confirm that we accept the Contract as issued with the Invitation to Tender.



I/We undertake in the event of acceptance of our Tender to execute the Contract within the timescales stipulated.

I/We understand that the Council reserves the right to accept or refuse this Tender whether it is lower, the same, or higher than any other Tender.

I/We confirm that the information supplied to you and forming part of this Tender including (for the avoidance of doubt) any information supplied to you as part of my/our initial expression of interest in tendering, was true when made and remains true and accurate in all respects.

I/We confirm that this Tender will remain valid for 90 days from the date of this Form of Tender.

I/We confirm and undertake that if any of such information becomes untrue or misleading that I/we shall notify you immediately and update such information as required.

I/We confirm that the undersigned are authorised to commit the Tenderer to the contractual obligations contained in the Invitation to Tender and the Contract.

Signed by

Name(s)	
Position	
for and on behalf of [Insert Company Nam	e]
Full registered business / name and register	ed company address of the Tenderer



Cheshire East Borough Council Provision of Insurance

Period: 1st April 2017 - 31st March 2020 with 1 x 24 months option to extend

SCHEDULE 2 - CERTIFICATE OF NON-COLLUSION AND NON-CANVASSING

Insurance Provision (the "Contract")

To: Cheshire East Borough Council (Via 'The Chest')
Date:
For the Attention of Louise Fenn

Statement of non-canvassing

I/we hereby certify that I/we have not canvassed any member, Director, employee, representative or adviser of the Council in connection with the proposed award of the Contract by the Council, and that no person employed by me/us or acting on my/our behalf, or advising me/us, has done any such act.

I/we further hereby undertake that I/we will not canvass any member, Director, employee, representative or adviser of the Council in connection with the award of the Contract and that no person employed by me/us or acting on my/our behalf, or advising me/us, will do any such act.

Statement of non-collusion

The essence of selective tendering for the Contract is that the Council shall receive bona fide competitive Tenders from all Tenderers.

In recognition of this principle, I/we certify that this is a bona fide offer, intended to be competitive and that I/we have not fixed or adjusted the amount of the offer in accordance with any agreement or arrangement with any other person (except any sub-contractor identified in this offer).

I/we also certify that I/we have not done, and undertake that I/we will not do, at any time any of the following acts:



- (a) communicate to a person other than the Council, the amount or approximate amount of my/our proposed offer except where the disclosure in confidence of the approximate value of the Tender was essential to obtain insurance premium quotations required for the preparation of the Tender; or
- (b) enter into any agreement or agreements with any other person that they shall refrain from tendering or as to the amount of any offer submitted by them; or
- (c) offer or agree to pay or give or actually pay or give any sum of money, inducement or valuable consideration, directly or indirectly, to any person for doing or having done or having caused to be done in relation to any other offer or proposed offer, any act or omission.
- (d) committing any offence under the Bribery Act 2010 or any subordinate legislation made under that Act from time to time.

http://www.legislation.gov.uk/ukpga/2010/23/contents

I/we agree that there is a requirement to disclose and declare any direct or indirect financial or non financial interest in an organisation, company, or other body that is doing business with, or has dealings with, the council and where this may affect and/or could bring about a conflict with the Council's interest.

I/we should notify this to the Council and that failure to disclose or declare such an interest could result in the contract being terminated.

I/we agree that the Council may, in subsequent actions, rely upon the stater		and	ın	any
Signed				
Name:				
Position				
For and on behalf of [Tenderer]				

(End of Schedule 2)



Cheshire East Borough Council Provision of Insurance

Period: 1st April 2017 - 31st March 2020 with 1 x 24 months option to extend

SCHEDULE 3 – Standard Selection Questionnaire (SQ)

NOTE TO ORGANISATION:

Some sections of Schedule **3** (SQ) will be scored on a pass/fail basis as described within the guidance document.

Questions marked 'for information only' will not be assessed however they must still be answered in full.

Tenderers are therefore strongly advised to ensure they answer all questions within each section.

Cross Referencing an answer; from a questions response to another, will not be taken into consideration and will result in a score of zero for that question.

Failure to answer a question which is scored will result in a score of zero or be deemed as a 'fail' on that question.

Failure to provide an **acceptable explanation** with any **Fail** Questions answered will fail on Schedule **3** as a result, a submission awarded a fail, will not be scored further.

Consortia Bids

If the Supplier completing this SQ is doing so as part of a consortium, the following information must be provided;

- names of all consortium members;
- the lead member of the consortium who will be contractually responsible for delivery of the contract (if a separate legal entity is not being created); and



• if the consortium is not proposing to form a legal entity, full details of proposed arrangements within a separate Appendix.

The contracting authority may require members of the consortium to assume a specific legal form if awarded the contract, to the extent that it is necessary for the satisfactory performance of the contract.

All members of the consortium will be required to provide the information required in all sections of the SQ as part of a single composite response to the contracting authority i.e. each member of the consortium is required to complete the form.

Where the suppliers are proposing to create a separate legal entity, such as a Special Purpose Vehicle (SPV), they should provide details of the actual or proposed percentage shareholding of the constituent members within the new legal entity in a separate Appendix.

Consortium arrangements may be subject to future changes and any updates to the bidding model should be provided to the contracting authority so that a further assessment can be carried out (by applying the selection criteria to the new information provided). The contracting authority reserves the right to deselect the Supplier prior to any award of contract, based on an assessment of the updated information.

Part 1: Potential Supplier Information

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

Section 1	Potential supplier information		
Question number	Question	Response	
1.1(a)	Full name of the potential supplier submitting the information		
1.1(b) – (i)	Registered office address (if applicable)		



		Council
1.1(b) - (ii)	Registered website address (if applicable)	
1.1(c)	Trading status a) public limited company b) limited company c) limited liability partnership d) other partnership e) sole trader f) third sector g) other (please specify your trading status)	
1.1(d)	Date of registration in country of origin	
1.1(e)	Company registration number (if applicable)	
1.1(f)	Charity registration number (if applicable)	
1.1(g)	Head office DUNS number (if applicable)	
1.1(h)	Registered VAT number	
1.1(i) - (i)	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	Yes □ No □ N/A □
1.1(i) - (ii)	If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s).	
1.1(j) - (i)	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	Yes □ No □
1.1(j) - (ii)	If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this.	
1.1(k)	Trading name(s) that will be used if successful in this procurement	
1.1(I)	Relevant classifications (state whether you fall within one of these, and if so which one) a) Voluntary Community Social Enterprise (VCSE) b) Sheltered Workshop c) Public service mutual	
1.1(m)	Are you a Small, Medium or Micro Enterprise (SME) ¹ ?	Yes □ No □
1.1(n)	Details of Persons of Significant Control (PSC), where appropriate: ²	

-

¹ See EU definition of SME: http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/

² UK companies, Societates European (SEs) and limited liability partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will



		Council
	 Name; Date of birth; Nationality; Country, state or part of the UK where the PSC usually lives; Service address; The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used); Which conditions for being a PSC are met; Over 25% up to (and including) 50%, More than 50% and less than 75%, 75% or more. 3 	
	(Please enter N/A if not applicable)	
1.1(o)	Details of immediate parent company: - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) (Please enter N/A if not applicable)	
1.1(p)	Details of ultimate parent company: - Full name of the ultimate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) (Please enter N/A if not applicable)	

Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them.

need to keep a PSC register, and must file the PSC information with the central public register at

Companies House. See PSC guidance.

3 Central Government contracting authorities should use this information to have the PSC information for the preferred supplier checked before award.



Please provide the following information about your approach to this procurement:

Section 1	Bidding model	
Question number	Question	Response
1.2(a) - (i)	Are you bidding as the lead contact for a group of economic operators?	Yes □ No □ If yes, please provide details listed in questions 1.2(a) (ii), (a) (iii) and to 1.2(b) (i), (b) (ii), 1.3, Section 2 and 3.
		If no, and you are a supporting bidder please provide the name of your group at 1.2(a) (ii) for reference purposes, and complete 1.3, Section 2 and 3.
1.2(a) - (ii)	Name of group of economic operators (if applicable)	
1.2(a) - (iii)	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	
1.2(b) - (i)	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	Yes □ No □
1.2(b) - (ii)		e provide additional details for each sub- y ask them to complete this form as well.



Contact details and declaration

I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.

I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

Section 1	Contact details and declaration	
Question number	Question	Response
1.3(a)	Contact name	
1.3(b)	Name of organisation	
1.3(c)	Role in organisation	
1.3(d)	Phone number	
1.3(e)	E-mail address	
1.3(f)	Postal address	
1.3(g)	Signature (electronic is acceptable)	
1.3(h)	Date	



Part 2: Exclusion Grounds

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

Section 2	Grounds for mandatory exclusion		
Question number	Question	Response	
2.1(a)	Regulations 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this web page, which should be referred to before completing these questions.		
	Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the webpage.		
	Participation in a criminal organisation.	Yes □ No □ If Yes please provide details at 2.1(b)	
	Corruption.	Yes □ No □ If Yes please provide details at 2.1(b)	
	Fraud.	Yes □ No □ If Yes please provide details at 2.1(b)	
	Terrorist offences or offences linked to terrorist activities	Yes □ No □ If Yes please provide details at 2.1(b)	
	Money laundering or terrorist financing	Yes □ No □ If Yes please provide details at 2.1(b)	
	Child labour and other forms of trafficking in human beings	Yes □ No □ If Yes please provide details at 2.1(b)	
2.1(b)	If you have answered yes to question 2.1(a), please provide further details.		
	Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,		
	Identity of who has been convicted		
	If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.		
2.2	If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self Cleaning)	Yes □ No □	
2.3(a)	Regulation 57(3)	Yes □ No □	



		Courier 7
	Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?	
2.3(b)	If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.	

Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.



This Section is for Information Only

Section 3	Grounds for discretionary exclusion		
	Question	Response	
3.1	Regulation 57 (8) The detailed grounds for discretionary exclusion this web page, which should be referred to be Please indicate if, within the past three years following situations have applied to you, you who has powers of representation, decision of	fore completing these questions. s, anywhere in the world any of the r organisation or any other person	
3.1(a)	Breach of environmental obligations?	Yes □ No □ If yes please provide details at 3.2	
3.1 (b)	Breach of social obligations?	Yes □ No □ If yes please provide details at 3.2	
3.1 (c)	Breach of labour law obligations?	Yes □ No □ If yes please provide details at 3.2	
3.1(d)	Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?	Yes □ No □ If yes please provide details at 3.2	
3.1(e)	Guilty of grave professional misconduct?	Yes □ No □ If yes please provide details at 3.2	
3.1(f)	Entered into agreements with other economic operators aimed at distorting competition?	Yes □ No □ If yes please provide details at 3.2	
3.1(g)	Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?	Yes □ No □ If yes please provide details at 3.2	
3.1(h)	Been involved in the preparation of the procurement procedure?	Yes □ No □ If yes please provide details at 3.2	
3.1(i)	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions?	Yes □ No □ If yes please provide details at 3.2	
3.1(j)	Please answer the following statements		



		Council
	The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.	Yes □ No □ If Yes please provide details at 3.2
1 .5 1(1) - (11)	The organisation has withheld such information.	Yes □ No □ If Yes please provide details at 3.2
	The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.	Yes □ No □ If Yes please provide details at 3.2
3.1(j)-(iv)	The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.	Yes □ No □ If Yes please provide details at 3.2

	If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning)
--	---



Part 3: Selection Questions⁴

Section 4	Technical and Professional Ability – scored on Pass / Fail basis (inability to provide 3 relevant contracts would score a 'Fail')
4.1	Relevant experience and contract examples
	Please provide details of three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to this requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years.
	The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.
	Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).
	Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or subcontractor(s) who will deliver the contract.

	Contract 1	Contract 2	Contract 3
Name of customer organisation			
Point of contact in the organisation			
Position in the organisation			
E-mail address			
Description of contract			
Contract Start date			
Contract completion date			

⁴ See Action Note 8/16 Updated Standard Selection Questionnaire

17



		Countin
Estimated contract		
value		

4.2	Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)
	Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries) – please enter N/a if not applicable. NOTE: this question will not be scored, but is required for information purposes only.

Section 5	Modern Slavery Act 2015: Requirements under 2015 ⁵ - Pass / Fail	Modern Slavery Act
5.1	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	Yes □ N/A □
5.2	If you have answered yes to question 1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?	Yes Please provide relevant the url / (report location) No Please provide an explanation

6. Additional Questions

⁵ Procurement Policy Note 9/16 Modern Slavery Act 2015



Suppliers who self-certify that they meet the requirements to these additional questions will be required to provide evidence of this if they are successful at contract award stage.

Section 6	Additional Questions	
6.1	Insurance – Pass / Fail	
6.1.1	Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Y/N	Yes 🗌 No 🗍
	Employer's (Compulsory) Liability Insurance = £10 million. Is required in respect of each and every claim.	
	Public Liability Insurance = £10 million. Is required in respect of each and every claim.	
	Professional Indemnity Insurance = £10 million. Is required in respect of each and every claim.	
	*It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.	
6.1.2	Cheshire East Council recommends that you obtain Cyber Insurance at £5m (in respect of each and every claim). Please confirm if you have Cyber Insurance of £5m or if not, would you be willing to obtain it. NOTE: if you answer 'No' this will NOT be awarded a fail, however, further information regarding data security may be requested.	Yes \Boxed No \Boxed Willing to obtain? Yes \Boxed No \Boxed I
6.1.3	If answered no to 6.1.2, please state what your intentions and procedures we the event of any instance of data breach, data loss or reputational damage you would manage the potential impact on your company/organisation and Council.	and how
6.1.3	Enter details here if necessary	

6.2	NOTE TO ORGANISATION: This question will be scored on a pass / fail basis, a response of 'No' will be awarded a fail, resulting in your submission not being scored any further.		
Insure	r licenced to transact insurance in UK insurance market?	Yes 🗌	
		No 📙	
Are you registered with the Financial Conduct Authority (FCA)? * Yes / No			
*Please delete as appropriate			
FCA re	gistration no./details: please complete		



7 Declaration

7	I declare that to the best of my knowledge the answers submitted to these questions are correct. I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement, and I am signing on behalf of		Yes No		
	questions. I also declare that there is no conflict of interest in relation to the				
	Authority's requirement.				
	The following appendices form part of our submission;				
Section	ref. of SQ	Supplier Appendix number/document name			
Enter here if necessary		Enter here if necessary			
SQ com	pleted by:				
7.1	Name				
7.2	Role in Organisation				
7.3	Date				
7.4	Signature				

(End of Schedule 3 SQ)



Cheshire East Borough Council Provision of Insurance

SCHEDULE 4 - PRICING SCHEDULE

Pricing will form 50% - 60% of total evaluation score (depending on the lot), this is in line with the pricing weighting as shown in the table below.

Please complete the pricing schedule table below indicating which Lot(s) that you have provided quotes for on the associated pricing schedule spreadsheet.

Prices quoted should represent the charges payable by Cheshire East Council for the Annual premium(s) for financial year 2017-18 (excluding IPT) as available under the contract - claims for additional payment, such as travel expenses, will not be considered for items that have not been specified.

Please ensure that you use the associated pricing schedule spreadsheet, completing the annual premium box(es) shaded in yellow, as applicable to each lot being bid for.

Discounts may be offered if you are successful on more than 1 lot. If you have any queries, please ask these prior to the submission deadline.

Failure to quote for at least 1 deductible option for any of the lots that you are bidding for may result in a score of zero being awarded for this section (i.e. price weighting).

Lot No	Description	Price Weighting	Quote Included
Lot 1	Property Damage/Property Owners/Business Interruption/All Risks/Glass/Works in Progress	50%	Yes/No*
Lot 2	Combined Liability	50%	Yes/No*
Lot 3	Motor Fleet/Uninsured Loss Recovery	50%	Yes/No*
Lot 4	Crime	60%	Yes/No*
Lot 5	Engineering Inspection & Insurance/Hired in plant	50%	Yes/No*
Lot 6	Computer	60%	Yes/No*
Lot 7	Marine	60%	Yes/No*
Lot 8	Personal Accident/Business Travel	60%	Yes/No*
Lot 9	Legal Expenses	60%	Yes/No*
Lot 10	Terrorism	60%	Yes/No*
Lot 11	Medical Malpractice	60%	Yes/No*



Lot 12	Cyber Liability	60%	Yes/No*
Lot 13	Environmental Impairment Liability	60%	Yes/No*

^{*}please amend/delete as applicable

(End of Schedule 4)



Cheshire East Borough Council Insurance Provision

SCHEDULE 5 ITT QUALITATIVE EVALUATION QUESTIONS

Quality Questions – 40-50% of total evaluation score Please refer to the Evaluation Summary tab of the "16 081 CE Price Schedule" spreadsheet for the individual question weightings as applicable to each lot.

Introduction

These are the ITT Qualitative questions, which are contract specific and relate to the technical and professional ability of the supplier. Please ensure you responses are in line with the specification. Anything beyond the page limit will not be taken into consideration by the Council. Cross Referencing information is not deemed a valid form of response by the Council. Appendices maybe attached, however, these should be clearly referenced and document names provided as relevant.

Q1. Please describe the Cover that you will provide as detailed within the specification.

This question will be scored based on the weighting detailed in the pricing schedule spreadsheet depending on the lot being bid for.

Response: lot X – PLEASE REPEAT IF BIDDING FOR MORE THAN 1 LOT

Q2. Please describe the Under-writing service that you will provide considering the information detailed within the specification and in line with the information requirements below:

All tenderers must include a service method statement. This must include:

Requirement	Measure
Details of underwriting and account management staff.	Insurers must provide at least one named contact for each lot being quoted for.
This must include contact details, and experience/qualifications.	Allocated staff must be able to demonstrate relevant experience / qualifications.



Communication / Correspondence

Telephone calls are returned within 24 hours

Emails are responded to within 48 hours.

Changes to cover are actioned within 5 working days.

Written correspondence is dealt with within 5 working days

Motor and EL certificates to be issued within 48 hours of request.

Policy documentation to be issued within 30 days of inception.

This question will be scored based on the weighting detailed in the pricing schedule spreadsheet depending on the lot being bid for.

Response: lot X – PLEASE REPEAT IF BIDDING FOR MORE THAN 1 LOT

Q3. Please describe the Claims service that you will provide considering the information detailed within the specification and in line with the information requirements below:

All tenderers submitting a response for Property, Liability and Motor Fleet lots must provide a claims handling method statement. This must include:

Requirement	Measure
Details of staff who will be undertaking claims handling.	Insurers must provide at least one named contact for each lot being quoted for.
This must include contact details and experience/qualifications.	Claims handlers must be able to demonstrate relevant experience/qualifications.
Details of claims reserving philosophy.	Full points will be awarded where a realistic reserving philosophy is adopted. Open claims are reviewed every 3 months and reserves are updated.
Communication / Correspondence	New claims are recorded and acknowledged within 48 hours
	Telephone calls are returned within 24 hours Written correspondence is dealt with within 5



	working days
	Legal proceedings are allocated on the working day of receipt.
Management Information	Monthly claims report in Excel to be provided
Use of third parties	Acceptance of Council's preferred solicitor in respect of litigated claims

Schedule of costs/fees

Providers are required to confirm if their proposals include claims handling within the premium quoted or if not please present their costing schedule in the format below, i.e, using a rate per claim.

Claims Handling Fee Schedule - 2017/18

Claim Type	Estimated no. of claims	Rate per claim	Total cost
Public Liability		£	£
Employers Liability		£	£
Motor Fleet		£	£
Ancillary services (if applicable)			£
Total			£

Tenderers must specify any other costs not included above that the Council would incur under the proposed claims handling service.

This question will be scored based on the weighting detailed in the pricing schedule spreadsheet depending on the lot being bid for.

Response: lot X – PLEASE REPEAT IF BIDDING FOR MORE THAN 1 LOT

Q4. Please describe the Added Value and Innovation that you will provide considering the information detailed within the specification

This question will be scored based on the weighting detailed in the pricing schedule spreadsheet depending on the lot being bid for.

Response: lot X – PLEASE REPEAT IF BIDDING FOR MORE THAN 1 LOT



Q5. Please articulate (in 500 words or less) how you will support The Council in achieving its priorities in Social Value, please detail anything you can bring to the Contract in this area.

This could include, but is not limited to:

- Creation of local employment opportunities
- Creation of apprenticeships
- Sustaining employment
- Creation of volunteer opportunities
- Procuring goods and services locally
- Energy efficiency
- Encourage recycling
- · Commitment to living wage
- Improve health and wellbeing of staff / local community

Response (for information only):

End of Schedule 5 ITT Response