

**UK-Feltham: Financial and insurance services**  
**OJ S 53/2013 15/03/2013**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

---

**I.1. Name and addresses**

Official name: Hounslow Homes Ltd

Postal address: St Catherines House, 2 Hanworth Road

Town: Feltham

Postal code: TW13 5AB

Country: United Kingdom

For the attention of: Procurement Manager

E-mail: [tenders@hounslowhomes.org.uk](mailto:tenders@hounslowhomes.org.uk)

Telephone: +44 2085836431

Fax: +44 2085834129

**Internet address(es):**

General address of the contracting authority: [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk)

Address of the buyer profile: [http://www.mytenders.org/search/Search\\_AuthProfile.aspx?ID=AA22007](http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA22007)

**I.2. Type of the contracting authority**

Other: ALMO of London Borough of Hounslow

**I.3. Main activity**

Housing and community amenities

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

---

**II.1. Description**

**II.1.1. Title**

Tenants Contents Insurance.

**II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 6: Financial services a) Insurances services b) Banking and investment services

Main site or place of performance: London Borough of Hounslow.

NUTS code UK United Kingdom

**II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)**

**II.1.4. Short description of the contract or purchase(s)**

Hounslow Homes Ltd (HH) was established, by the London Borough of Hounslow (LBH, the Council), on 1 April 2002, as an Arms Length Management Company (ALMO) to manage,

maintain and improve the Council's housing stock. It is responsible for managing some 16,500 properties, which include approximately 2,500 leaseholders. In line with this, Hounslow Homes is required to arrange a Tenant Contents Insurance facility for London Borough of Hounslow tenants. Hounslow Homes also currently owns 79 properties; as part of this contract properties owned by Hounslow Homes will also be able to participate within the insurance offered. The Contract shall be between the Contractor and London Borough of Hounslow and shall be managed by Hounslow Homes. Hounslow homes will also administer the collection and payment of premiums to the Contractor as set out further within this Specification. Hounslow is bordered by the M4, the Thames, Heathrow Airport, and home to the headquarters of many leading global and national businesses. With a population of approximately 254,000, of whom an estimated 33 % belong to ethnic minority groups, with more than 140 languages spoken, it is one of London's most culturally diverse and vibrant Boroughs.

Hounslow Homes promotes equality, sustainable procurement and improving the local economy and expects its contractors and suppliers to adhere to and promote similar policies and values.

It should be noted that the insurance cover is to start from 1.4.2013. The contract start date will reflect any mobilisation period required.

Applicants will need to demonstrate social housing sector experience or equivalent for non UK based applicants and experience of providing standardised ("block") insurance policies for this customer base, but should also be able to demonstrate experience in other sectors in order to add value.

The Contractor shall be expected to promote the service to the Council tenants. Applicants should note no guarantee can be given as to any value, or any minimum number of, insurance covers, or as to the value that may be placed during the term of this contract.

#### **II.1.5. CPV code(s)**

66000000 Financial and insurance services, 66500000 Insurance and pension services, 66510000 Insurance services, 66512000 Accident and health insurance services, 66512100 Accident insurance services, 66513000 Legal insurance and all-risk insurance services, 66515000 Damage or loss insurance services, 66515100 Fire insurance services, 66515200 Property insurance services, 66515300 Weather and financial loss insurance services, 66515410 Financial loss insurance services, 66515411 Pecuniary loss insurance services, 66516000 Liability insurance services, 66518000 Insurance brokerage and agency services, 66518100 Insurance brokerage services, 66518200 Insurance agency services, 66518300 Insurance claims adjustment services, 66515100 Fire insurance services

#### **II.1.6. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

#### **II.2. Total value of the contract/lot**

##### **II.2.1. Total value of the contract/lot**

### **Section IV: Procedure**

---

#### **IV.1. Type of procedure**

##### **IV.1.1. Type of procedure**

Open

#### **IV.2. Award criteria**

#### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of

1. Price. Weighting 60
2. Additional Range/scope of insurance cover offered. Weighting 5
3. Cover offered. Weighting 15
4. Claims handling policy. Weighting 10
5. Innovative and new approaches to publicity and marketing. Weighting 5
6. The quality of management reports available. Weighting 3
7. Plain English. Weighting 2

#### **IV.2.2. Information about electronic auction**

#### **IV.3. Administrative information**

##### **IV.3.1. File reference number attributed by the contracting authority**

##### **IV.3.2. Previous publication concerning this procedure**

###### **Contract notice**

Notice number in the OJ S: [2012/S 164-272722](#) of 28.8.2012

#### **Section V: Award of contract**

---

Lot title: Tenants Contents Insurance

##### **V.1. Date of conclusion of the contract**

27.2.2013

##### **V.2. Information about tenders**

Number of tenders received: 3

##### **V.3. Name and address of the contractor**

Official name: Thistle Insurance Services Limited T/A Jardine Lloyd Thompson Tenant Risks

Postal address: Bond House, Boar Lane

Town: Leeds

Postal code: LS1 SEN

Country: United Kingdom

##### **V.4. Information on value of the contract/lot**

##### **V.5. Information about subcontracting**

#### **Section VI: Complementary information**

---

##### **VI.1. Information about European Union funds**

##### **VI.2. Additional information**

(MT Ref:102196).

##### **VI.3. Procedures for review**

###### **VI.3.1. Review body**

###### **VI.3.2. Review procedure**

###### **VI.3.3. Service from which information about the review procedure may be obtained**

**VI.4. Date of dispatch of this notice**  
13.3.2013