

**United Kingdom-Norwich: Insurance services**  
**OJ S 186/2019 26/09/2019**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Flagship Housing Group Ltd

Postal address: 31 King Street

Town: Norwich

NUTS code: UKH15 Norwich and East Norfolk

Postal code: NR1 1PD

Country: United Kingdom

Contact person: Flagship Group consultant for this Procurement, Jenny Aley from Gibbs Laidler Consulting

E-mail: [Procurement@flagship-group.co.uk](mailto:Procurement@flagship-group.co.uk)

Telephone: +44 8081684555

**Internet address(es):**

Main address: <https://www.flagship-group.co.uk/>

**I.1. Name and addresses**

Official name: RFT Repairs Ltd

Postal address: 31 King Street

Town: Norwich

NUTS code: UKH15 Norwich and East Norfolk

Postal code: NR1 1PD

Country: United Kingdom

E-mail: [Procurement@flagship-group.co.uk](mailto:Procurement@flagship-group.co.uk)

Telephone: +44 8081684555

**Internet address(es):**

Main address: <https://www.flagship-group.co.uk/>

**I.1. Name and addresses**

Official name: Flagship Housing Developments Ltd

Postal address: 31 King Street

Town: Norwich

NUTS code: UKH15 Norwich and East Norfolk

Postal code: NR1 1PD

Country: United Kingdom

E-mail: [Procurement@flagship-group.co.uk](mailto:Procurement@flagship-group.co.uk)

Telephone: +44 8081684555

**Internet address(es):**

Main address: <https://www.flagship-group.co.uk/>

**I.1. Name and addresses**

Official name: Victory Housing Trust

Postal address: 31 King Street  
Town: Norwich  
NUTS code: UKH15 Norwich and East Norfolk  
Postal code: NR1 1PD  
Country: United Kingdom  
E-mail: [Procurement@flagship-group.co.uk](mailto:Procurement@flagship-group.co.uk)  
Telephone: +44 8081684555  
**Internet address(es):**  
Main address: <https://www.flagship-group.co.uk/>

**I.2. Information about joint procurement**

The contract involves joint procurement

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Housing and community amenities

**Section II: Object**

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**II.1. Scope of the procurement**

**II.1.1. Title**

Provision of Insurance and Related Services to Flagship Housing Group Ltd

**II.1.2. Main CPV code**

66510000 Insurance services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Insurance and related services for property, legal liability and other general (non-life) insurable risks, as required by Flagship Housing Group Ltd. Note estimated total value is the annual estimated value.

**II.1.6. Information about lots**

This contract is divided into lots: yes

**II.1.7. Total value of the procurement**

Value excluding VAT: 1 293 893,67 GBP

**II.2. Description**

**II.2.1. Title**

A Programme of General Insurance and Related Services to Flagship Housing Group Ltd  
Lot No: 1

**II.2.2. Additional CPV code(s)**

66513100 Legal expenses insurance services, 66513200 Contractor's all-risk insurance services, 66515000 Damage or loss insurance services, 66515100 Fire insurance services, 66515200 Property insurance services, 66515410 Financial loss insurance services, 66515411 Pecuniary loss insurance services, 66516000 Liability insurance services,

66516400 General liability insurance services, 66516500 Professional liability insurance services, 66517300 Risk management insurance services, 66518000 Insurance brokerage and agency services, 66518300 Insurance claims adjustment services

### **II.2.3. Place of performance**

NUTS code: UKH3 Essex

NUTS code: UKH17 Breckland and South Norfolk

NUTS code: UKH12 Cambridgeshire CC

NUTS code: UKH14 Suffolk

NUTS code: UKH16 North and West Norfolk

NUTS code: UKH15 Norwich and East Norfolk

Main site or place of performance: Essex, Breckland and South Norfolk, Cambridgeshire CC, Suffolk, North and West Norfolk, Norwich and East Norfolk.

### **II.2.4. Description of the procurement**

A programme of general insurance and related services for Flagship Housing Group Ltd, excluding motor fleet risks (see Lot 2) and engineering insurance/inspection (see Lot 3). The programme will require insurance and related services for risks that may include but not be limited to: property damage and business interruption, employers, public, products and property owners liability, business combined/office, money, all risks, computer, contract works, group personal accident, professional indemnity, fidelity guarantee/crime, employment practices liability, cyber and terrorism.

### **II.2.5. Award criteria**

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Certainty/sustainability / Weighting: 10

Cost criterion - Name: Price / Weighting: 40

### **II.2.11. Information about options**

Options: yes

Description of options:

Flagship Housing Group Ltd will consider entering into long term agreements with the bidder and/or the bidder's proposed risk carriers for 3 years (or 3 periods of insurance), with an option to extend the award period subject to service, performance and cost.

### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

### **II.2.14. Additional information**

As stated in the tender documentation.

## **II.2. Description**

### **II.2.1. Title**

Insurance and Related Services for Motor Vehicle Risks (Possibly including Motor Legal Expenses and Occasional Business Use)

Lot No: 2

### **II.2.2. Additional CPV code(s)**

66514110 Motor vehicle insurance services, 66516100 Motor vehicle liability insurance services, 66517300 Risk management insurance services, 66518000 Insurance brokerage and agency services

### **II.2.3. Place of performance**

NUTS code: UKH3 Essex

NUTS code: UKH17 Breckland and South Norfolk

NUTS code: UKH12 Cambridgeshire CC

NUTS code: UKH14 Suffolk

NUTS code: UKH16 North and West Norfolk

NUTS code: UKH15 Norwich and East Norfolk

Main site or place of performance: Essex, Breckland and South Norfolk, Cambridgeshire CC, Suffolk, North and West Norfolk, Norwich and East Norfolk.

### **II.2.4. Description of the procurement**

Insurance and related services for motor vehicle risks (possibly including Motor legal expenses and occasional business use extensions).

### **II.2.5. Award criteria**

Quality criterion - Name: Quality / Weighting: 50

Cost criterion - Name: Price / Weighting: 50

### **II.2.11. Information about options**

Options: yes

Description of options:

Flagship Housing Group Ltd will consider entering into long term agreements with the bidder and/or the bidder's proposed risk carriers for 3 years (or 3 periods of insurance), with an option to extend the award period subject to service, performance and cost.

### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

### **II.2.14. Additional information**

As stated in the tender documentation.

## **II.2. Description**

### **II.2.1. Title**

Insurance and Related Services Associated with Items of Engineering Plant and a Programme of Engineering Inspections

Lot No: 3

### **II.2.2. Additional CPV code(s)**

66517300 Risk management insurance services, 66518000 Insurance brokerage and agency services, 71631000 Technical inspection services, 71631100 Machinery-inspection services, 71632200 Non-destructive testing services

### **II.2.3. Place of performance**

NUTS code: UKH3 Essex

NUTS code: UKH17 Breckland and South Norfolk

NUTS code: UKH12 Cambridgeshire CC

NUTS code: UKH14 Suffolk

NUTS code: UKH16 North and West Norfolk

NUTS code: UKH15 Norwich and East Norfolk

Main site or place of performance: Essex, Breckland and South Norfolk, Cambridgeshire CC, Suffolk, North and West Norfolk, Norwich and East Norfolk.

#### **II.2.4. Description of the procurement**

Engineering Insurance and an associated programme of inspections for statutory and other items of engineering plant and equipment. The contracting authority may require that LOLER Certification is planned 5 monthly, which will allow the association one month to re-book appointments where access has not been gained. In addition, the contracting authority requires that the delivery of LOLER visits is done in line with its 'No access process', this includes evidenced appointments and records of any appointment failures.

#### **II.2.5. Award criteria**

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Certainty/sustainability / Weighting: 10

Cost criterion - Name: Price / Weighting: 40

#### **II.2.11. Information about options**

Options: yes

Description of options:

Flagship Housing Group Ltd will consider entering into long term agreements with the bidder and/or the bidder's proposed risk carriers for 3 years (or 3 periods of insurance), with an option to extend the award period subject to service, performance and cost.

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

#### **II.2.14. Additional information**

As stated in the tender documentation.

### **II.2. Description**

#### **II.2.1. Title**

Insurance and Related Services Associated with Flagship Housing Group Ltd

Lot No: 4

#### **II.2.2. Additional CPV code(s)**

66510000 Insurance services

#### **II.2.3. Place of performance**

NUTS code: UKH3 Essex

NUTS code: UKH17 Breckland and South Norfolk

NUTS code: UKH12 Cambridgeshire CC

NUTS code: UKH14 Suffolk

NUTS code: UKH16 North and West Norfolk

NUTS code: UKH15 Norwich and East Norfolk

Main site or place of performance: Essex, Breckland and South Norfolk, Cambridgeshire CC, Suffolk, North and West Norfolk, Norwich and East Norfolk.

#### **II.2.4. Description of the procurement**

A programme of general insurance and related services for Flagship Housing Group Ltd, Including Motor fleet risks and engineering insurance/inspection. The programme will require Insurance and related services for risks that may include but not be limited to: property damage and business interruption,employers, public,products and property owners liability,

business combined/office, money, all risks, computer,contract works,group personal accident, professional indemnity, fidelity guarantee/crime, employment practices liability, cyber and terrorism.

This lot is a combination of lots 1, 2 and 3.

#### **II.2.5. Award criteria**

Price

#### **II.2.11. Information about options**

Options: yes

Description of options:

Flagship Housing Group Ltd will consider entering into long term agreements with the bidder and/or the bidder's proposed risk carriers for 3 years (or 3 periods of insurance), with an option to extend the award period subject to service, performance and cost.

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

#### **II.2.14. Additional information**

As stated in the tender documentation.

### **Section IV: Procedure**

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#### **IV.1. Description**

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

Competitive procedure with negotiation

##### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

##### **IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

#### **IV.2. Administrative information**

##### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2019/S 086-206677](#)

##### **IV.2.8. Information about termination of dynamic purchasing system**

##### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

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

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**Lot No: 4**

**Title:**

Lot 4: Insurance and Related Services Associated with Flagship Housing Group Ltd

A contract/lot is awarded: yes

#### **V.2. Award of contract**

**V.2.1. Date of conclusion of the contract**

23/09/2019

**V.2.2. Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 4

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: no

**V.2.3. Name and address of the contractor**

Official name: Zurich Insurance plc (UK Branch) trading as Zurich Municipal

Postal address: The Zurich Centre, 3000 Parkway, Whiteley

Town: Fareham

NUTS code: UKJ35 South Hampshire

Postal code: PO15 7JZ

Country: United Kingdom

E-mail: [gary.newlyn@uk.zurich.com](mailto:gary.newlyn@uk.zurich.com)

Telephone: +44 1252387055

Internet address: <http://www.zurichmunicipal.com/>

The contractor is an SME: no

**V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 1 293 893,67 GBP

**V.2.5. Information about subcontracting****Section VI: Complementary information**

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**VI.3. Additional information**

Bidders should note that for reasons of confidentiality, full tender information will be made available only to those bidders that are selected to proceed to the ITT Stage. Sufficient detail is provided within this notice, the SQ and via the authority's e-procurement portal to enable the bidder to decide whether to participate in this process. At the ITT stage, all respondents will be required to detail your proposed insurance wordings and provide details of relevant experience of all account servicing, claims handling and risk management staff.

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=432197260>

GO Reference: GO-2019924-PRO-15399941

**VI.4. Procedures for review****VI.4.1. Review body**

Official name: The High Court of England and Wales

Town: London

Country: United Kingdom

Telephone: +44 2079476000

**VI.4.2. Body responsible for mediation procedures**

Official name: N/A

Town: N/A

Postal code: N/A

Country: United Kingdom

Telephone: +44 1234567890

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

The contracting authority will enter into this contract following a 10 calendar day standstill period starting on the day after the notification of the result. The Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or who are at risk of harm by a breach of the Regulations to bring proceedings in the High Court. Any such proceedings must be brought within the limitation period specified by the Regulations according to the remedy sought.

**VI.4.4. Service from which information about the review procedure may be obtained**

Official name: The Cabinet Office

Town: London

Country: United Kingdom

Telephone: +44 2072761234

**VI.5. Date of dispatch of this notice**

24/09/2019