



Arches Housing - Insurance Renewal

Advert

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Author: Mike Wilson-Jarvis

Owner: Brian Summerson / Sandra Bates

Contents

Contents	2
Advert - General	3
Apendix A Advert Copy	7
Apendix B EOI Reply Template	10

Advert

Calls for 'Expressions of Interest' – Insurance Cover Renewal

Advert copy is attached as appendix A

Introduction and Background

Arches Housing Limited

Arches Housing Ltd was established in 1975 and has over 30 years experience of providing good quality affordable housing within South Yorkshire. In 2005 we became a recognised Black and Minority Ethnic (BME) housing association with more than 80 percent of our Board Members from minority communities. We also have a target for our staff ethnicity and gender to reflect that of our customers.

Our staff and board are committed to help meet the aspirations and diverse needs of our communities and we will continue to ensure that our customers' homes and estates are maintained to a high standard. To help us meet this objective, our tenants and residents are actively encouraged to contribute towards improving service delivery through their own forum, focus groups, newsletters, this website and other media.

Our Vision

Provide homes and services to help our customers improve life qualities including security for themselves and their communities

Mission Statement

Promote excellence by valuing the diversity of our customers and using their knowledge as a key driver to influence our investment in services and building homes to meet their demand and that of future customers.

Core Values

Integrity, diversity, knowledge, energy and commitment to improvement and excellence

Our Community

We are very proud of the diverse nature of our communities. We aim to promote and encourage communities to prosper as a key thread to our work. As the only registered Black and Minority Housing Association operating within the city of Sheffield we are fully aware of our responsibilities to minority groups looking to access high quality, well managed affordable housing. It is with this responsibility in mind that our core services are tailored to meet the diverse needs of our communities.

Approach to Development

We build our homes to meet the Code for Sustainable Homes. This code is a national standard, with the primary aim of improving the overall sustainability of our properties. This gives the householder a level or "star" rating. Building to the code is a mark of quality and meets the Government requirements as we push for 2016 zero carbon targets. There is a growing appetite amongst consumers for more sustainable products and services and we are contributing to that by offering homes that reduce environmental impact and have lower running costs. Standard Assessment Procedure (SAP) is the Government's standard for assessing the energy performance of housing. The basic function of a SAP assessment is to provide two ratings: one is the energy efficiency, the other CO2 emissions. SAP takes into account a range of factors that contribute to energy efficiency:

- Thermal insulation of the building fabric
- Efficiency and control of the heating system
- Ventilation characteristics of the building
- Solar gain characteristics of the building
- Fuel used for space and water heating

As well as considering the environmental impact of new homes, we are committed to developing homes that are subject to a Building for Life assessment which has been developed by Design for Homes, The Commission for Architecture and the Built Environment (CABE) and the Home Builders Federation. A Building for Life assessment checks proposals against a set of twenty design criteria in order to judge the quality of the proposal. We aim for our developments to score good or very good.

All our new developments aim to follow the principles of inclusive design:

- Design for people
- Acknowledge diversity and difference
- Offer choice where a single design cannot accommodate all users
- Allow for flexibility of use
- Ensure designs are convenient and enjoyable for everyone

Our Requirements.

Areas of Insurance cover being considered and which form part of this procurement project:

1. Material Damage – Housing and Contents
Material Damage – Works in Progress
Material Damage – Business Interruption – Additional Expenses
2. All Risks
3. Public Liability
4. Employers Liability
5. Money
6. Fidelity Guarantee
7. Legal Expenses
8. Engineering – Insurance / Inspections
9. Personal Accident
10. Contractor All Risks
11. Computers
12. Terrorism

Risk Management and Loss Control Services

Claims handling service as appropriate.

What we are looking for in a provider.

1. A successful bidder must be fully committed to providing high quality Insurance Cover across all risks area to be covered under this procurement project as detailed in the service specification. They will be expected to deliver innovative and creative services that meet all the business needs of Arches Housing in a cost effective and affordable manner. We expect the new provider to have a highly skilled workforce that includes an appropriate skill mix of account management, claims management, broking management and customer support staff.
2. Current annual costs are in the region of £90,000, taking into account our low claims history, we are seeking a reduction in costs of approximately 15 – 20%.
3. All bidders expected demonstrate their ability to meet and exceed our expectations in the areas outlined below:
 - Affordably Premium Payable related to risk
 - Financial Status / Commercial Sustainability
 - Scope of Cover / Services
 - Technical Knowledge
 - Specialist Knowledge of Social Housing Sector
 - Quality of Risk Management Services
 - Claims Administration Services
4. Detail what incentives are available from you to make this a viable option.
5. Detail what assistance will be provided in the development of Risk Management strategy throughout the duration of the contract.
6. Details of the methodology that will be employed to keep Arches Housing Limited briefed on relevant technical and legislative developments throughout the duration of the contract.

Award

Contracts will be awarded on the basis of the most economically advantageous offer to Arches Housing Limited.

It is anticipated that the service will commence by **1st August 2011** although early service delivery may be an option.

Summary of Services to be provided.

The successful provider will need to offer the following:

- Insurance cover for number of risk areas excluding vehicles
- Risk Management and Loss Control Services
- To provide advice, guidance and support on Risk Management Initiatives.
- To appoint a representative to attend Risk Management meetings.
- To advise on new products, which could be of benefit to Arches Housing Limited.
- Provide a full claims handling service as appropriate .
- Provide advice in relation to new legislation, claims record and provide representative to attend Risk Management Group meetings if required.

Contract

A Contract will be offered to the successful bidder for an initial period of 3 years subject to performance and annual reviews with the possibility of a 2 year extension. A key element of any review will be the cost of annual cover inflation and the performance of any claims management services provided under the contract

Expression of Interest (EOI)

Expressions of interest to provide and / or facilitate (Brokerage) this Insurance Cover service are invited from Partnerships, Corporate Bodies or other organisations who are licenced to provided such service in the United Kingdom.

Interested parties wishing to participate in this Arches Housing Limited Procurement **must** submit an EOI, in the standard format detailed in **Annex B**. to arrive on or before:

12pm on Monday 28th February 2011

Method: e-mail (**preferred**) or post.

To e-mail: procurement@archeshousing.org.uk

To Post: Procurement, Arches Housing Limited, 122 Burngreave Road,
Sheffield, S3 9DE

All '**Expressions of Interest**' **MUST BE** sent and received at the above address by the closing time and date.

Submissions received after this time and date will not be accepted. Neither Arches Housing Limited nor potential providers will be obligated to further commitment as a result of initial expressions of interest.

Potential bidders will then be sent a Pre Qualifying Questionnaire which will be used to determine their suitability for the required service. The date for submission of completed Pre Qualifying Questionnaires will be **12.00 noon Tuesday, 22nd March 2011**.

Evaluation of PQQ

Pre Qualifying Questionnaire returned for evaluation will be reviewed and evaluated between the 23rd March 2011 and 25th March 2011.

Potential Bidders and unsuccessful PQQ submitters will be advised of the outcome of the PQQ Evaluation process by email on or before Monday 21st March 2011.

Bidders Event

Successful Pre Qualified Bidders will be invited to a Bidders Event which will take place at 2.00pm on Thursday 31st March 2011.

The event will be held in The Board Room, Arches Housing Limited, 122 Burngreave Road, Sheffield, S3 9DE

Attendance at this meeting / event will be restricted 2 representatives from each pre qualified organisation. No unsuccessful bidders or organisation that showed an interest will be permitted to attend.

Enquiries

All Enquiries relating to this procurement project should in the first instance be e-mailed to:

procurement@archeshousing.org.uk

Only enquiries relating to this procurement project and received through the above address will be responded to by Arches Housing Limited Project Procurement Team.

Appendix A

OJEU Advert Details

Document ID:	81210
Title:	Insurance Cover Renewal
Type of Document:	OJEU Notice
Type of Notice:	Contract Notice
Services/Supplies:	Services Contract
Procedure Type:	Restricted Procedure
Is Accelerated:	Yes
Organisation:	Arches Housing Limited
Contact:	Mike Wilson-Jarvis
Address:	122 Burngreave Road, Sheffield, S3 9DE.
Telephone:	0114 228 8100
Fax:	0114 2888150
Email:	procurement@archeshousing.org.uk
Address for Further Information:	Email only - procurement@archeshousing.org.uk
Address, from which, documents may be obtained:	Email only – procurement@archeshousing.org.uk
Address for Return of Documents:	122 Burngreave Road, Sheffield, S3 9DE.
Name for return of documents:	Company Secretary
Type of contracting authority:	Housing Association
Main activities:	Housing and Community
Purchasing on behalf of others:	No
Publication of a contract notice by a third party agent:	No
Contract Title:	Business, Buildings and Commercial Insurance
Tender Reference:	Insurance 01.11
Type of contract:	Financial Services (a) Insurance Services
Delivery Location:	Various
Delivery Location (local):	Yorkshire and Humberside
NUTS Code:	UK - United Kingdom
Framework Agreements:	A public Contract
Short Contract Description:	Insurance cover for the following areas of risk: Material Damage – Housing and Contents Material Damage – Works in Progress Material Damage – Business Interruption – Additional Expenses

	All Risks / Public Liability / Employers Liability Money / Fidelity Guarantee / Legal Expenses Engineering – Insurance / Inspections / Personal Accident / Contractor All Risks Computers / Terrorism
	Risk Management and Loss Control Services
	Claims handling Service as appropriate.
CPV Coding:	66513000
Commodity Categories:	Insurance
Covered by GP:	Yes
Division into Lots:	Yes
Contract Variants:	Yes
Total quantity or scope:	3 years - £270,000
Options:	Direct or through a Broker
E.O.I's	28.02.2011
ITT's	19.05.2011
Contract Award:	15.07.2011
Contract Start:	31.07.2011
Contract Duration:	3 years + 2
Accelerated Procedure Justification:	Arches Housing Limited are seeking to put place an arrangement for the provision of a comprehensive insurance cover to take effect from the 1st August 2011 under a 3 year contract. The current provision expires on 31st May 2011 and is subject to an extension request. This requirement places significant and urgent time constraints on the procurement project.
Terms and Payment for Documents:	N/A
Limitations on the number of operators:	
Minimum:	5
Maximum:	8
Objective criteria for choosing the limited number of candidates:	Pre Qualifying Questionnaire
Award Criteria:	The most economically advantageous from the point of view of the contracting authority.
Electronic auctions:	No
Previous Publications:	N/A
Languages:	English
Deposits and Guarantees:	N/A
Main Terms of Finance and Payment:	30 days from receipt of invoice / fee notice.
Legal Form to be taken:	Must be a legal entity licensed to operate in the United Kingdom before entering into the contract.

Particular conditions:	N/A
Personal situation of economic operators:	Not Bankrupt
Economic and financial capacity:	3 years – Audited Accounts
Technical capacity:	Size of business
Reserved contracts:	No
Reserved for a Specific Profession:	Licensed Financial / Insurance Service Providers
Requirement to State Names & Qualifications:	Yes
Recurrent Procurement and Timing:	Yes
EU Financed Project:	No
Additional Information:	This procurement and documents related to the stages will only be managed through email and a website. Only hard copies of the final ITT submissions will be requested and accepted.
Appeals procedure:	N/A
Noted Interest Access:	Mike Wilson-Jarvis (procurement@archeshousing.org.uk)

Appendix B



Arches Housing - Insurance Renewal

EOI Reply Format

To: Procurement - procurement@archeshousing.org.uk

From:

Subject: Arches Housing Insurance Renewal Project

Contact Name:

Organisation name:

Organisation Type:

1. Direct underwriter
2. Tried Broker
3. Independent Broker
4. Other (please specify)

Organisation Address:

Contact Telephone Number:

Contact email address:

Organisation Website address: