



C A B I N E T P R O C U R E M E N T A N D I N S O U R C I N G C O M M I T T E E

**Monday, 13 February 2023
at 5.00 pm Council Chamber, Hackney
Town Hall, Mare Street, London E8 1EA**

**Supplementary paper: Item 7 FCR S143
Procurement of Core Insurance Provision**

Members of the Committee:

Councillor Robert Chapman, Cabinet Member for Finance (Chair)
Councillor Anntoinette Bramble, Deputy Mayor and Cabinet Member for
Education, Young People and Children's Social Care
Councillor Christopher Kennedy, Cabinet Member for Health, Adult Social
Care, Voluntary Sector and Culture
Councillor Caroline Woodley, Cabinet Member for Families, Parks and
Leisure

Mark Carroll
Chief Executive
7 February 2023
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Cabinet Procurement and Insourcing Committee

Monday 13 February 2023

Supplementary paper: Item 7 FCR S143 Procurement of Core Insurance Provision

7 FCR S143 PROCUREMENT OF CORE INSURANCE PROVISION
(Pages 7 - 22)

This report was listed as to follow in the main agenda as it was unavailable at the time of publication due to necessary validation and the need for due diligence checks.

13 FCR S143 PROCUREMENT OF CORE INSURANCE PROVISION
(Pages 23 - 30) Exempt Appendices

Public Attendance

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We recognise, however, that you may find it more convenient to observe the meeting via the live-stream facility, the link for which appears on the agenda front sheet.

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The Council will continue to ensure that access to our meetings is in line with any Covid-19 restrictions that may be in force from time to time and also in line with public health advice. The latest general advice can be found here - <https://hackney.gov.uk/coronavirus-support>

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The Openness of Local Government Bodies Regulations 2014 give the public the right to film, record audio, take photographs, and use social media and the internet at meetings to report on any meetings that are open to the public.

By attending a public meeting of the Council, Executive, any committee or sub-committee, any Panel or Commission, or any Board you are agreeing to these guidelines as a whole and in particular the stipulations listed below:

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- You may use a laptop, tablet device, smartphone or portable camera to record a written or audio transcript of proceedings during the meeting;
- Facilities within the Town Hall and Council Chamber are limited and recording equipment must be of a reasonable size and nature to be easily accommodated.
- You are asked to contact the Officer whose name appears at the beginning of this Agenda if you have any large or complex recording equipment to see whether this can be accommodated within the existing facilities;
- You must not interrupt proceedings and digital equipment must be set to 'silent' mode;
- You should focus any recording equipment on Councillors, officers and the public who are directly involved in the conduct of the meeting. The Chair of the meeting will ask any members of the public present if they have objections to being visually recorded. Those visually recording a meeting are asked to respect the wishes of those who do not wish to be filmed or photographed.

Failure to respect the wishes of those who do not want to be filmed and photographed may result in the Chair instructing you to cease reporting or recording and you may potentially be excluded from the meeting if you fail to comply;

- Any person whose behaviour threatens to disrupt orderly conduct will be asked to leave;
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- The recorded images must not be edited in a way in which there is a clear aim to distort the truth or misrepresent those taking part in the proceedings;
- Personal attacks of any kind or offensive comments that target or disparage any ethnic, racial, age, religion, gender, sexual orientation or disability status could also result in legal action being taken against you.

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Advice to Members on Declaring Interests

If you require advice on declarations of interests, this can be obtained from:

- The Monitoring Officer;
- The Deputy Monitoring Officer; or
- The legal adviser to the meeting.

It is recommended that any advice be sought in advance of, rather than at, the meeting.

Disclosable Pecuniary Interests (DPIs)

You will have a Disclosable Pecuniary Interest (*DPI) if it:

- Relates to your employment, sponsorship, contracts as well as wider financial interests and assets including land, property, licenses and corporate tenancies.
- Relates to an interest which you have registered in that part of the Register of Interests form relating to DPIs as being an interest of you, your spouse or civil partner, or anyone living with you as if they were your spouse or civil partner.
- Relates to an interest which should be registered in that part of the Register of Interests form relating to DPIs, but you have not yet done so.

If you are present at any meeting of the Council and you have a DPI relating to any business that will be considered at the meeting, you **must**:

- Not seek to improperly influence decision-making on that matter;
- Make a verbal declaration of the existence and nature of the DPI at or before the consideration of the item of business or as soon as the interest becomes apparent; and
- Leave the room whilst the matter is under consideration

You **must not**:

- Participate in any discussion of the business at the meeting, or if you become aware of your Disclosable Pecuniary Interest during the meeting, participate further in any discussion of the business; or
- Participate in any vote or further vote taken on the matter at the meeting.

If you have obtained a dispensation from the Monitoring Officer or Standards Committee prior to the matter being considered, then you should make a verbal declaration of the existence and nature of the DPI and that you have obtained a dispensation. The dispensation granted will explain the extent to which you are able to participate.

Other Registrable Interests

You will have an 'Other Registrable Interest' (ORI) in a matter if it

- Relates to appointments made by the authority to any outside bodies, membership of: charities, trade unions,, lobbying or campaign groups, voluntary organisations in the borough or governorships at any educational institution within the borough.
- Relates to an interest which you have registered in that part of the Register of Interests form relating to ORIs as being an interest of you, your spouse or civil partner, or anyone living with you as if they were your spouse or civil partner; or
- Relates to an interest which should be registered in that part of the Register of Interests form relating to ORIs, but you have not yet done so.

Where a matter arises at any meeting of the Council which affects a body or organisation you have named in that part of the Register of Interests Form relating to ORIs, **you must** make a verbal declaration of the existence and nature of the DPI at or before the consideration of the item of business or as soon as the interest becomes apparent. **You may** speak on the matter only if members of the public are also allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation.

Disclosure of Other Interests

Where a matter arises at any meeting of the Council which **directly relates** to your financial interest or well-being or a financial interest or well-being of a relative or close associate, you **must** disclose the interest. **You may** speak on the matter only if members of the public are also allowed to speak at the meeting. Otherwise you must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation.

Where a matter arises at any meeting of the Council which **affects** your financial interest or well-being, or a financial interest or well-being of a relative or close associate to a greater extent than it affects the financial interest or wellbeing of the majority of inhabitants of the ward affected by the decision and a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest, you **must** declare the interest. You **may** only speak on the matter if members of the public are able to speak. Otherwise you must not take part in any discussion or voting on the matter and must not remain in the room unless you have been granted a dispensation.

In all cases, where the Monitoring Officer has agreed that the interest in question is a **sensitive interest**, you do not have to disclose the nature of the interest itself.

CABINET PROCUREMENT & INSOURCING COMMITTEE

CONTRACT AWARD REPORT

Contract Award Report	
Title of Report	Procurement of Core Insurance Provision
Key Decision No.	FCR S143
CPIC Meeting Date	13 February 2023
Classification	Open - Report Exempt - Appendix A and B
Ward(s) Affected	All Wards
Cabinet Member	Councillor Robert Chapman Cabinet member for finance, insourcing and customer service
Key Decision	<p>_____</p> <p>Yes</p> <p>_____</p> <p>This results in the Council incurring expenditure or savings which are significant having regard to the Council's budget for the service/function.</p>
Group Director	Ian Williams Group Director, Finance & Corporate Resources
Contract value, <u>both</u> Inclusive of VAT and Exclusive of VAT (for the duration of the contract including extensions)	<p>£11,220,260.15 including VAT & Insurance Premium Tax (IPT)</p> <p>£10,969,123.35 excluding VAT including Insurance Premium Tax (IPT)</p> <p>Please Note: The quoted values are for Lots 2-6 only and exclude Lot 1 - Property</p>
Contract duration (including extensions e.g. 2 yrs + 1 yr + 1 yr)	3 yrs + 2 yrs (optional extension)

1. Cabinet Member's Introduction

- 1.1. This report outlines the results of the 2022/23 re-tendering of the Council's insurance portfolio. A number of the insurance contracts required re-tender following the last exercise undertaken in 2018, which saw the majority of insurance contracts approved for a period of 3 years with the inclusion of an optional 2 year extension.
- 1.2. Since the last main re-tender exercise in 2018, the market environment for insurance remains relatively uncertain with reduced capacity for public sector risks and a hardening of the rate and associated terms, in particular in the property and professional indemnity markets. Financial pressures during the term of the expiring contract and adverse changes to the discount rates applied to catastrophic injury claims are factors that continue to lead to premium increases. There remains a continued focus on Housing related risks and reinstatement valuations are now subject to fourfold increases. Consequently at the outset of the tender exercise there was some concern that the Council may not be able to consolidate the competitive premium rates achieved at the time of the 2018 tender.
- 1.3. In the event, the tender exercise has managed to secure competitive bids from the majority of public sector providers. In five of the six Lots tendered most areas of insurance will see a small increase in rates with two Lots, Motor Fleet & Liability, subject to a small premium saving. However, the evaluation of the property tender requires further consideration with terms indicating that these will lead to an overall increase in the Council's premium spend when compared to 2022/23.
- 1.4. The full details of the tendering exercise are contained within the main body of the report with the appendix showing the outcome of the various submissions.

2. Group Director's Introduction

- 2.1. The Council reviews and re-tenders its insurance portfolio on a regular basis, both to ensure value for money and to investigate alternative methods of financing the Council's insurable risks.
- 2.2. The current policies expire on 31 March 2023 and the Insurance Team has been undertaking an extensive re-tendering exercise in conjunction with Marsh, the Council's insurance brokers. Insurance cover is being arranged for the Council, which includes the Authority's opted in schools. In total there were 6 insurance lots being tendered at this time.

- 2.3. The re-tendering included procurement assessments, and the Head of Finance Procurement has assessed the procurement risk as low; hence this is the main report on this re tender. This paper is being brought at this time due to the overall cost of providing insurance cover which is projected to be in the region of £2.25m per annum (Lots 2-6) and to ensure that insurance cover is in place on 1 April as the existing cover expires on 31 March 2023.

3. Recommendations

- 3.1. To note the various options considered in the procurement of the Council Insurance contracts.

- 3.2. Agree the award of contracts for the following insurance services:

LOT No.	Policy Coverage	Successful Provider
1	Property	Deferred - See Item 3.4
2	Casualty (Liability) & Fidelity Guarantee	Supplier G
3	Motor Fleet	Supplier F
4	Engineering Inspection & Insurance	Supplier B
5	Personal Accident/Business Travel	Supplier H
6	Terrorism	Supplier A

- 3.3. Approve officers to proceed with the contracts to ensure that insurance cover is in place for 1st April 2023.

- 3.4. Delegate authority to the Group Director, Finance and Corporate Resources to award the contract for the [lot 1 - Property] contract under terms as shall be agreed, in consultation with the Chair of Cabinet Procurement and Insourcing Committee, by the Director of Legal, Democratic and Electoral Services, and authorise the Director of Legal, Democratic and Electoral Services to prepare, agree, settle and sign the necessary legal documentation to effect the proposals contained in this report.

- 3.5. The decision relating to lot 1 property will be reported to CPIC on 13 March 2023 as a note on process.

4. Related Decisions

- 4.1. Low Risk Business Case - Procurement of Core Insurance Provision. Approved on 11 October 2022 by Hackney Procurement Board (HPB.)

- 4.2. The Business Case provided provision for 7 Lots as per Item 3.2 but also including Fine Art & Heritage Assets. However, coverage relating to Fine Art & Heritage Assets was withdrawn from the open procurement and is now subject to annual market review via Marsh, with an estimated contract value of less than £5,000 per annum.

5. Reason(s) For Decision / Options Appraisal

- 5.1. The Council will always be exposed to a range of risks, some of which are insurable and others are uninsurable. The purchase of an effective insurance portfolio manages the potential exposure of the Council to the insurable risks.
- 5.2. The portfolio includes a significant degree of self-insurance, thereby avoiding what can best be described as “pound swapping” i.e. the additional premiums paid for low or no excess on insurance policies effectively cost £1 for £1 on meeting claims payments plus associated costs, and ensuring that the Council benefits from the reduction in claims.
- 5.3. This report covers the insurance policies and arrangements which are due for renewal on 1st April 2023 and excludes the residential leasehold buildings insurance contracts, which are still within contract and which have historically been served by a separate procurement exercise.
- 5.4. As mentioned in the Cabinet Member’s introduction, there was some concern that insurance premiums the Council could have faced prior to the procurement exercise would have resulted in increased costs to the Council. There was further concern that in the marketplace some insurers maintained caution about the risk profile of the public sector. Consequently the Council’s Insurance Services Team has worked hard to mitigate claim exposures and to demonstrate to leading Insurers that the Council has implemented effective control measures and is willing to work hard in partnership with them to transfer or mitigate the risks it is exposed to.
- 5.5. Recommendations to award the contracts to the list of suppliers set out in the main section of this report for Lots 2-6 are the most economically advantageous. This reflects high quality scores for those selected. The price/quality evaluation varied between the types of insurance and a full breakdown of what this covered is included within **Appendix B - Costs & Service Comparison Summary (Exempt)**
- 5.6. In total the estimated savings in respect of Lots 2 - 6 for the 2023/24 premium over the current contracts are expected to be c.£90k, with the largest saving arising from the Casualty cover. If these premium levels were held throughout the 3 year contract, total savings would amount to c.£270k or c.£450k if the contracts remained in place for the full 3 + 2 year extension. Please note that the premiums quoted within the report are subject to normal increases in line with index linking, higher rates of Insurance Premium Tax, increased rebuilding costs, changes to assets and our claims performance.

- 5.7. As in previous years the cost of claims falling within the policy excess and for which the Council is responsible are met from the internal insurance fund and provision. These funds are reviewed annually (externally biennially) and the appropriate adjustments made within the normal finance activities.
- 5.8. Recommendation(s) relating to the award of Lot 1 - Property is deferred pending further detailed assessment of the proposed terms in the context of certainty of cover, coverage, conditions applied and compliance with the Council's risk appetite.
- 5.9. Evaluation and assessment of Lot 1 - Property continues with the support of Marsh and appropriate stakeholders within the Council. In order to facilitate the detailed impact analysis and financial implications beyond the accepted risk appetite and to ensure there is sufficient time to mobilise the contract in time for the expiry of the existing contract on 31 March 2023.

6. Alternative Options (Considered and Rejected)

- 6.1. **Insourcing:** Due to the nature of insurance as a risk transfer mechanism and the significant financial and resource risks associated with the activities of the Council it is not feasible to insource these contracts. In any event that Council retains an appropriate level of risk through the application of policy deductibles and self-insured retained limits.
- 6.2. **Alternative Deductibles:** Within the procurement exercise and specifically in relation to Lot 2 - Casualty & Fidelity Guarantee prospective suppliers were asked to provide quotations on a range of different deductibles. However, the terms offered in relation to higher risk retention by the Council, and the associated cost of risk, was not considered to provide sufficient benefit to outweigh the uncertainty of small cost savings.

7. Project Progress

7.1. Developments since the Business Case approval

- 7.1.1. As explained under para 4.2 the inclusion of a lot covering Fine Art & Heritage Assets was withdrawn from the procurement exercise prior to the market exercise.
- 7.1.2. Insurance market conditions in relations to Lot 1 - Property have hardened significantly leading to reduced Insurer capacity, adverse terms and significant conditions relating to the application of policy cover.

7.2. Whole Life Costing/Budgets

- 7.2.1. In keeping with the existing contract(s) the cost of insurance premiums will be recharged to service areas and member schools with the internal fund used to meet claims below the policy deductible. Insurance costs are included within departmental budgets and this is within the existing budget forecasts.
- 7.2.2. The Head of Insurance Services will continue to identify, analyse and address risk exposures with key stakeholders to reduce the frequency and cost of claims and to maximise any opportunity to reduce our overall insurance spend.

7.3. Risk Assessment/Management

- 7.3.1. This is designated a Low Risk project. Insurance policies by their nature are part of an approach to transferring risk, in this case from the Council to an external insurance company. This has been considered as part of the finance directorate part of the overall Corporate Risk Management Policy.
- 7.3.2. The current insurance arrangements are, with the exception of the areas covered by our internal fund, currently outsourced. The overall procurement has been risk assessed by the DPM in advance of the tender process commencing and assessed the risk as low.
- 7.3.3. The insurance risk register has recently been reviewed by the Head of Insurance Services and the register updated to take account of developments in insurance. The register is monitored on an ongoing basis with a formal review of the risks on an annual basis.

Risk	Likelihood	Impact	Overall	Action to avoid/mitigate risk
Lack of competitive bids due to constricted number of suppliers and adverse claim costs for Public Sector nationally	Low	Medium	Low	Work undertaken to promote positive risk factors for The Council with potential suppliers. Specification to promote our Risk Strategy.

Emerging areas for new types of claims are not covered	Low	Medium	Low	Ongoing monitoring of market developments and horizon scanning of new or developing risks i.e. pollution / cyber
Inadequate levels of insurance cover due to inaccurate asset or activity information	Medium	High	Medium	Property valuations under review and asset registers reconciled with Department/Asset Managers - Insurance risk needs are now embedded in procurement and insourcing business case procedure
Inadequate insurance provision/reserves to cover claims in internal fund	Low	Medium	Low	Annual fund reviews undertaken by external advisers to assess levels required - levels adopted are prudent
Withdrawal of key Insurance Provider	Medium	Medium	Medium	Market capacity and appetite for public sector risks remains good as evidenced by the number of bids received. Contingency measures such as self-insurance and mutual arrangements continue to be reviewed should the market deteriorate beyond expectation and foreseeability.

8. Savings

- 8.1. Expected savings in 2023/24 across Lots 2-6 are nominal and in the region of £90k representing 4.2% reduction in premium costs compared to 2022/23.
- 8.2. The anticipated lifetime savings of the contracts under Lots 2-6 are expected to be in the region of £450k if the contracts were to be in place for the full term of 3 years plus 2 years extension. Given the number of variables that could impact on future premiums both from the wider market, Insurance Premium Tax rates and the individual experience of Hackney's claims experience, this level of ongoing savings cannot be guaranteed. Ongoing risk management should however assist in maintaining or improving the claims experience which will in turn help to ensure that premium costs are contained.

- 8.3. However, the terms provided for all bids under Lot 1 - Property represent a clear hardening of the market and the overall result of the market exercise, compared to premium spend in 2022/23, is likely to lead to a significant premium increase. This is estimated to be up to a 55% increase on 2022/23 spend.
- 8.4. The factors affecting the property market conditions are external and not within the control of the Council. However, implementing or maintaining the necessary risk controls and meeting policy conditions to mitigate the impact will continue to be a key task throughout the policy term.
- 8.5. The results achieved under Lots 2-6 consolidate the savings achieved in 2018 and represent a successful tender for these covers in a potentially uncertain market. In particular, the Council's management and mitigation of potentially large losses is likely to have contributed to the reduction in proposed premiums under Lot 2 - Casualty (Liability) risks.
- 8.6. Table below shows the net difference per annum between the current yet final year of the existing contract and the proposed premium rates achieved during this tender exercise. The table highlights the increased premium cost of the Motor Fleet Insurance policy balanced by the reduction in Terrorism Insurance.

Policy Coverage	Difference (per annum) Compared to 2022/23 Rates
Property / Material Damage	Deferred
Casualty (Liability) & Fidelity Guarantee	- £106,169.48
Motor Fleet Insurance	- £ 17,451.80
Engineering Inspection & Insurance	+ £ 19,082.55
Group Personal Accident & Travel Insurance	+ £ 6,070.67
Terrorism	+ £ 3,576.36
* Excluding Fine art/Heritage Assets and Leasehold Buildings Insurance	

9. Sustainability Issues and Opportunities, Social Value Benefits

Bidders were provided with Hackney's Sustainable Procurement Strategy and points were awarded according to their evidence, demonstration and commitment to those values as listed below.

9.1. **Procuring Green**

9.1.1. Across all lots climate change and associated environmental impacts have a direct bearing on claims exposure, claim cost and therefore claim premiums. The recommended supplier presented strong evidence of a reduction in CO2 emissions, and targets for net nil emissions and carbon neutral operations, e.g.

- The use of 100% renewable energy
- The implementation of electric only fleet.
- Cycle to work scheme

9.1.2. Across multiple lots, the recommended insurers have in place a system for the re-use, recycling and environmental salvage of equipment. Similarly, policies are in place for the promotion of paperless files, digital upskilling and video conferencing to reduce travel and employing local (dependent on policy offered.)

9.2. **Procuring For A Better Society**

9.2.1. The primary economic benefit to the Council is mitigating the financial exposure to unforeseen risks versus the cost of premiums. The insurer's aim is to help the Council reduce the number and costs of claims, which in turn has a direct bearing on premiums and allows money saved to be returned directly to the Council and in turn to the community. Insurance premiums are invested by the insurers until such time as they are required to pay claims. A recommended insurer will use a significant percentage of premiums collected into investments with a social objective.

9.2.2. Further, the different recommended suppliers offer a variety of volunteering opportunities for their staff with offers to assist in Hackney based community projects and/or present at careers fairs or school events.

9.2.3. Under one lot, the recommended supplier has developed an associated product for top up insurance to benefit SMEs ensuring adequate cover requirements are met and assisting the Council to fulfil the commitment to work with and support local SME businesses.

9.2.4. The procurement was open and fair and received bids from eight insurers across the lots.

9.3. **Procuring Fair Delivery**

9.3.1. The nature of the various lots means the recommended suppliers can be required to have a local presence - i.e engineers / assessors for attendance on site at incidents or inspections. London is a central hub for many of the insurers who commit to using the local workforce where applicable. Between them, the recommended suppliers have committed to paying the

London Living Wage, have in place policies covering Modern Slavery and are ranked highly in various external ethical standards rankings.

9.4. **Equality Impact Assessment and Equality Issues**

9.4.1. No specific issues of concern have been identified.

9.5. **Social Value Benefits**

9.5.1. All the suppliers were encouraged to provide significant social value offers in their bids. Whilst the primary method of achieving this is by providing the most economical value, and freeing up Hackney funds to be spent in the community, the recommended suppliers met this request through a number of social and charitable propositions. Namely:

- Volunteering within the borough at Hackney led community events
- Attendance and training talks at careers fairs and at schools.
- Socially conscious investments
- Grants for local organisations via community funds and charitable partners.
- Contracting locally wherever possible.

10. Tender Evaluation

10.1. The tender evaluation team consisted of Council's Head of Insurance Services and Senior Insurance Officer supported by the Council's insurance broker, Marsh.

10.2. The Standard Questionnaire (SQ) checks and due diligence have been completed by the Hackney Procurement Manager. Financial status checks have been undertaken by Marsh.

10.3. The Council undertakes a level of self-insurance to provide the optimum level of self-insurance compared to the use of external insurers as described in section 5.

10.4. The key output was to ensure that the Council has cost effective insurance cover, on the best available terms, to commence on 1 April 2023 and to be able to manage any insurance claims made or received by the Council.

10.5. The financial value of the insurance contracts required that a Find a Tender Service process was followed and given the limited number of providers in the local authority insurance market, an open procedure was deemed to be the most effective way to proceed.

10.6. As noted previously there were a total of eight suppliers who bid for at least one insurance contract lot. This is considered a very healthy market response. The full list of contractors bidding for each of the six lots is included within **Appendix A (Exempt)**

10.7. Summary of Insurance Market Engagement:

LOT No.	Policy Coverage	Supplier Bids Received
1	Property	Deferred - See Item 3.4
2	Casualty (Liability) & Fidelity Guarantee	3 Bids
3	Motor Fleet	4 Bids
4	Engineering Inspection & Insurance	3 Bids
5	Personal Accident/Travel	2 Bids
6	Terrorism	4 Bids*

10.8. Two bids under Lot 6 - Terrorism did not meet the requirements of the Invitation to Tender Pass/Fail criteria in relation to the fundamental basis of cover.

10.9. Evaluation Criteria and Weightings: The criteria used to evaluate the submitted bids are shown in the table below and includes the overall score of the contractor recommended for award of contract:

LOT No.	Price	Policy Cover	Claims Handling	Added Value & Innovation	Social Value
2-6	45%	30%	15%	5%	5%

10.10. Where a bid is providing something significantly different to what has been requested, further reductions in points / percentage scores have been applied as expressly described and quantified in the Invitation to Tender (ITT) and accompanying evaluation sheet.

10.11. **Recommendation:** The Cabinet Procurement Committee is recommended to award each Lot in accordance with the table immediately below:

	Coverage	Lead Score (Rounded)	Lead Bid
	Property	Deferred	Deferred

	Casualty (Liability) & Fidelity Guarantee	80.3%	Supplier G
	Motor Fleet	93.4%	Supplier F
	Engineering Inspection & Insurance	90.2%	Supplier B
	Personal Accident/Travel	86.8%	Supplier H
	Terrorism	93.9%	Supplier A

- 10.12. A comprehensive summary of the evaluation of the individual bids is included as **Appendix B (Exempt)** to this report and includes the names of the prospective suppliers for each lot.
- 10.13. The recommended awards under Lots 2-6 meet the primary requirements of the Business Case and subsequent Invitation to Tender.

11. Contract Management Arrangements

- 11.1. The Council has past experience of managing the implementation of new insurance arrangements. Insurance Services will provide the necessary resources with support from the Council's insurance broker, Marsh, to ensure that the transition can be completed within the timeframe available, as set out below.

Key Milestones	
Business Case Report to HPB	11 October 2022
Tender Issued [FTS] Advert Placed	11 November 2022
Tender Returns:	20 December 2022
Tender Evaluation:	22 December 2022 - January 2023
Contract Approval Report considered at CPIC:	13 February 2023
Intention to Award Notification	17 February 2023
Standstill Period:	18 - 28 February 2023
Contract Award:	1 March 2023
Mobilisation Period:	March 2023
Cover/Contract Commencement:	[00:01] 1 April 2023
Supplier Review Meetings	Within 40 days followed by quarterly performance/risk review meetings

- 11.2. Insurance Services within the Financial Management, Finance and Corporate Resources Directorate will assume responsibility for the ongoing contract management of all insurance contracts.
- 11.3. Insurance Services division manages the current contracts on behalf of the Council. The section will continue to work closely with both insurers and relevant stakeholders to monitor claims experience and to provide risk management training.
- 11.4. The contracts will be managed within existing resources and in compliance with the contract management system.
- 11.5. Implementation of the contracts and policy cover will be undertaken via a series of mobilisation meetings and coverage specific objectives with the successful supplier, supported by Marsh.
- 11.6. There are no TUPE risks associated with these contracts.
- 11.7. **Key Performance Indicators**
- 11.7.1. The contracts to be awarded are Contracts of Insurance and not service contracts and are therefore not readily measurable in this context. The Invitation to Tender identified indicative service & correspondence response times.
- 11.7.2. During the contract implementation phase performance measures will be mutually agreed with each supplier contextual to the coverage being provided. This is likely to include key measurable areas such claim performance, defensibility rates, complaint resolution and underwriting response periods.
- 11.7.3. Performance of all suppliers will be closely monitored by the Head of Insurance Services and Senior Insurance Officer to ensure that they meet the expectations and commitments stated in the insurance contract.
- 11.7.4. Conversely the performance of the Council against defined claims loss ratios, Ministry of Justice protocols and risk improvement actions will be tracked by the Insurer.
12. **Comments Of Group Director Of Finance And Corporate Resources**
- 12.1. The tender evaluation has identified a number of suitable providers for the Council's insurance programme, which has also led to some savings as specified in paragraph 8.6. The insurance covers are being placed with a range of insurance providers based on an evaluation of the cost of the cover, an assessment of the policy cover itself and the quality of the service from the providers.

- 12.2. However, as set out in paragraph 8.3 the terms provided for all bids under Lot 1 - Property (for which the decision is deferred and delegation proposed) represent a clear hardening of the market and the overall result of the market exercise, compared to premium spend in 2022/23, is likely to lead to a significant premium increase. This is estimated to be up to a 55% increase on 2022/23 spend. Provision has been made in the 2023/24 budget for this increase.
- 12.3. As with the existing contract the cost of insurance premiums will be recharged to service areas and schools with the internal fund used to meet claims below the insurance deductibles. Insurance costs are included within departmental budgets.
- 12.4. The total value of the contract for lots 2-6 only is £11,220,260.15 including VAT and Insurance Premium Tax (IPT). This cost is for the full 5 (3+2) years of the contract subject to renewal terms as mentioned in paragraph 5.6.

13. Comments Of The Director, Legal, Democratic & Electoral Services

- 13.1. This matter was classified as Low Risk and the Business Case for the procurement was approved by Hackney Procurement Board on 11th October 2022. However, the value of the contracts to be awarded in this Contract Award Report is more than £2m and therefore this Report is being presented to Cabinet Procurement and Insourcing Committee for approval in accordance with paragraph 2.5.3 of Contract Standing Orders.
- 13.2. The Council published a Find a Tender Notice on 11th November 2022 in order to seek bids for insurance services. The details of the bids received and the recommendations for contract award are set out in this Report.
- 13.3. Paragraph 2.2 ii) of the Cabinet Procedure Rules states that "If the Elected Mayor delegates functions to a Committee of the Cabinet, unless they direct otherwise, the Committee may delegate further to an officer." Therefore, subject to the approval of the Cabinet Procurement and Insourcing Committee of the recommendation in paragraph 3.4, the Group Director, Finance and Corporate Resources may award the contract for Lot 1 - Property.

14. Comments Of The Procurement Category Lead

- 14.1. Hackney Corporate Procurement has been involved in some stages of this Open tender process. On the 11 of November it was issued the contract Finder Notice HACK001-DN638397-57638982 in accordance with the Public Contract Regulation giving companies one month to place their bid.
- Hackney procurement managed the clarification questions and the compliance of bids received ensuring compliance to the Councils Contract Standing Order.
- 14.2. Bids were handed over to Marsh for evaluation, moderation and finance analysis check, Hackney procurement team was not involved in these stages of the tender process.

- 14.3. This report gives me confidence that all steps were taken to ensure we followed the procurement best practices and I am satisfied that the outcome of the evaluation provides the Council with a value for money following a fair and open tender process.

Appendices

Exempt

Appendix A: Table of Bidders 2023 [EXEMPT] (Attached separately)

Appendix B: Cost & Service Comparison Summary 2023 [EXEMPT] (Attached separately)

By Virtue of Paragraph 3 Part 1 of schedule 12A of the Local Government Act 1972 Appendices to the report are exempt because they contain Information relating to the financial or business affairs of any particular person (including the authority holding the information) (being information of bidders in a confidential procurement process) and it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information as revealing the identity of bidders and prices submitted may prejudice best value being driven through the procurement and any commercial arrangements the Council may enter into in due course.

Background Documents

In accordance with The Local Authorities (Executive Arrangements) (Meetings and Access to Information) England Regulations 2012 publication of Background Papers used in the preparation of reports is required.

Description Of Document (Or None)

None

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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