

Further Competition Invitation
GPS Insurance Services framework agreement (RM958) for the Police & Crime Commissioner for
Lancashire

Claims Handling Lots - Evaluation Criteria (Lot 8)**IMPORTANT NOTE**

The PCC is under no obligation to accept the lowest or any tender submitted in respect of motor uninsured loss recovery. Furthermore, the final selection may be dependent on the choice of motor insurers and therefore outside of the control of the PCC.

	EVALUATION CRITERIA	Weighting
1.	Skills and Technical Capability of Staff	20%
1.1	Provide details of the identities, qualifications and experience of the individual case handlers and management team who will be involved in providing the Claims Handling service.	50%
1.2	State management/individual case handlers' authority limits, case review systems and frequencies and detail internal control systems and mechanisms, and escalation arrangements.	30%
1.3	Supply a training matrix indicating courses attended by case handling staff and detail procedures for training staff to ensure their knowledge is kept fully up to date.	20%
2.	Methodology	25%
2.1	Submit a method statement outlining how the claims handling service will be provided and provide details of any established timescales for claims processing.	30%
2.2	Provide details of your proposals for undertaking on-site investigations of claims.	13%
2.3	Explain contingency measures, procedures for responding to out of business hours and major incidents or series of incidents and to media enquiries and attention.	4%
2.4	Provide details of measures in place to ensure compliance with applicable legal protocols e.g. pre-action protocols.	24%
2.5	Provide information regarding your complaints procedures.	4%
2.6	Provide details of how you assess/monitor the quality of any consultants or experts instructed to act. Do you have a directory of experts detailing costs, performance, turn around and court performance?	13%
2.7	Give details of your company's use of information technology to improve the efficiency and effectiveness of claims processing procedures and of any planned investment in IT to eliminate legacy systems.	4%
2.8	Specify procedures to ensure the security and integrity of data relating to the claims handling service which will be stored on your computerised systems.	4%
2.9	Describe your Business Continuity Plan and any disaster recovery plan that you have in place.	4%

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3.	Innovation	5%
3.1	Describe how you will provide the PCC with advice and information arising from your provision of a claims handling service which will assist the PCC to ensure maximum recovery of Motor uninsured losses wherever appropriate.	100%
4.	Price	50%
4.1	Please provide full details on price as requested in the Pricing Schedule including the completion of the Pricing Schedule as set out in Appendix 2. The maximum score available for price will be awarded to the lowest priced Tenderer. Remaining Tenderers will be awarded marks based on the following formula: EXAMPLE Lowest Price Submitted ----- Tenderers Submitted rate x 100 (x 50% High Level Weighting)	100%
	Total	100%

The following scoring system will be applied to the above criteria with the exclusion of Price

SCORE	CLASSIFICATION	DEFINITION
0	Unacceptable	No response or totally unacceptable response not meeting PCC's requirements or ITT specification in any way.
1	Inadequate	Substantially unacceptable and does not meet the PCC' expectations in some significant areas. Considerable reservations of the organisation relevant ability, understanding, experience, skills, resources and quality measures to provide the service required.
2	Weak	Weak response that does not fully meet the PCC's requirements. Minimal response with little or no detail or evidence demonstrating adequate compliance. Some limited concerns about the organisation's relevant ability, understanding, experience, skills, resources and quality measures to provide the service required.
3	Satisfactory	Response largely covers the PCC's requirements but with limited evidence given to support the answers.
4	Good	Criteria in the ITT are met with evidence provided to support answers. Answers demonstrate full compliance and relevant experience.
5	Excellent	Comprehensive and detailed response demonstrating full requirements of all aspects of ITT with clear examples of added value of relevance and benefit to the PCC. Enhancements above the minimum ITT requirements provided are deemed relevant and add value also.