

Notice of Meeting and Agenda Finance, Resources and Customer Services Policy Board

Date	Time	Venue
Wednesday, 01 September 2021	14:00	Council Chambers, Renfrewshire House, Paisley & Teams (Hybrid),

KENNETH GRAHAM
Head of Corporate Governance

Membership

Councillor Tom Begg: Councillor Bill Brown: Provost Lorraine Cameron: Councillor Audrey Doig: Councillor Neill Graham: Councillor Jim Harte: Councillor John Hood: Councillor Kenny MacLaren: Councillor Iain Nicolson: Councillor Jim Paterson: Councillor Jim Sharkey: Councillor James Sheridan: Councillor Andy Steel:

Councillor John Shaw (Convener): Councillor John McNaughtan (Depute Convener):

To Follow Items

I refer to the agenda for the meeting of the Finance, Resources & Customer Services Board to be held on 1 September 2021 at 14:00 and enclose the undernoted reports relative to items 16 and 17 previously marked 'copy to follow'.

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| 16 | Advice Services | 3 - 8 |
| | Report by the Chief Executive. | |
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| 17 | Framework Agreement for Insurance for Renfrewshire Council and Associated Bodies, and Renfrewshire Valuation Joint Board | 9 - 18 |
| | Joint report by the Chief Executive and the Director of Finance & Resources. | |



To: Finance, Resources and Customer Services Policy Board

On: 1st September 2021

Report by: Chief Executive and Head of Policy and Commissioning

Heading: Advice Services
(RC-CPU-21-185)

1. Summary

- 1.1 The purpose of this report is to seek the approval of the Finance, Resources and Customer Services Policy Board to award a negotiated contract to Renfrewshire Citizens Advice Bureau for Advice Services.
 - 1.2 This procurement exercise has been conducted in accordance with Section 12 (1) of the Procurement Reform (Scotland) Act 2014 (as amended) and the Council's Standing Orders Relating to Contracts.
 - 1.3 A Request to Negotiate was approved by the Head of Policy and Commissioning on the 16th August 2021.
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2. Recommendations

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board authorise the Head of Corporate Governance:

- 2.1.1 To award the Negotiated Contract for Advice Services to Renfrewshire Citizens Advice Bureau;
 - 2.1.2 To award the Negotiated Contract for a Contract Period of eighteen (18) months from 1st October 2021 to 31st March 2023; and
 - 2.1.3 To award the Negotiated Contract for a value of £505,500 excluding VAT.
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3. Background

- 3.1 Renfrewshire Council requires proactive “Advice Services” for delivery to the residents of Renfrewshire Council. The General Advice service will include advice on money/debt, financial capability, welfare benefits, housing and employment. The Community Based Legal service will provide advice with regards to housing, homelessness, employment, debt, public law, community care and disability and welfare rights.
- 3.2 Across Renfrewshire many people are affected by debt and financial problems. It is recognised that advice plays a key role in supporting households through challenging financial circumstances. It is also recognised that people usually only seek support once a crisis point is reached and advice becomes vital to help them resolve their issues. Renfrewshire Council wishes to commission a service that will not only support those in crisis, but encourage clients to engage earlier and obtain advice before crisis point is reached
- 3.3 The Invitation to tender was issued to Renfrewshire Citizens Advice Bureau via the Public Contract Scotland Tender portal on 20th August 2021 with a tender closing date of 5pm on 24th August 2021.
- 3.4 The tender document included a Single Procurement Document (SPD) as required by the Council’s Standing Orders relating to Contracts and the tender response submitted was evaluated by representatives from the following Council Services: Corporate Procurement Unit, Corporate Risk and Health and Safety – all requirements were met. The set budget for this Contract has been agreed by Renfrewshire Citizens Advice Bureau.
- 3.5 Community Benefits were sought as part of the procurement process and Renfrewshire Citizens Advice Service has agreed to work in partnership with the Council to deliver a range of community benefits as part of the contract.

Implications of the Report

1. **Financial** – Financial costs will be met by the Chief Executive's Services budget.
2. **HR & Organisational Development** - None
3. **Community/Council Planning** –
 - *Our Renfrewshire is well* –

The aim of the advice service being delivered by the contract is to improve quality of life for the citizens of Renfrewshire "the client", especially those in vulnerable groups and communities by ensuring timely advice is available around benefits advice, income maximisation, managing debt and other appropriate advice. The service delivered by the contract will not only equip clients with increased financial stability and resilience, but by working in partnership with other advice organisations, including Advice Works, the service will contribute to the holistic wellbeing of the client, building their confidence and positivity about the future, their sense of wellbeing and ability to have control over their own lives.
 - *Building strong, safe and resilient communities* –

By demonstrating knowledge, understanding and expertise in approaches to engaging difficult to reach clients, the advice service delivered through the contract will seek to specifically target priority client groups who do not currently access, or face barriers to accessing advice services. Furthermore, the service will be non-stigmatising, responsive in their approach and work with local communities to establish their need, empowering local people to become more involved in the service. The service will:

 - Build community capacity and resilience, empowering individuals and organisations to support themselves and others in a sustainable way through provision and access to robust and effective advice and information services.
 - Deliver advice which empowers communities, with an emphasis on early intervention and prevention (spreading expertise of different levels and complexity to intervene and reduce difficulties, with the longer term aim of reducing the demand on specialist advice services at an advanced level or when in crisis) and sustainability (an implementation strategy which builds individuals' and communities knowledge, capacity and resilience

to resolve their own issues with the appropriate tools, training and resources.

- *Tackling inequality, ensuring opportunities for all –*
The advice delivered through the contract will tackle inequality by enhancing the current advice provision in Renfrewshire. The new advice contract will ensure the advice service treats clients in a holistic way, maximising their income and minimising outgoings through appropriate advice. Furthermore, the service will work in partnership with a wide variety of other relevant organisations to help solve clients issues. The new advice contract is intended to enhance client's financial and other wellbeing, and we will measure the benefits of the advice provided: specifically whether:
 - Clients are more positive about and able to deal with things in future
 - Clients have increased financial stability and resilience
 - Clients report increased health and wellbeing.
 - The service meets the needs of clients.

4. **Legal** – This procurement exercise has been conducted in accordance with Section 12 (1) of the Procurement Reform (Scotland) Act 2014 (as amended) and the Council's Standing Orders Relating to Contracts
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – The Renfrewshire Citizens Advice Bureau's Health and Safety submission has been evaluated by Corporate Health and Safety and meets the Council's requirements.
9. **Procurement** – The procurement procedures outlined within this report shall ensure that the Council meets its statutory requirements in respect of procurement procedures, efficiency and modern Government.

10. **Risk** – The Renfrewshire Citizens Advice Bureau insurances have been assessed and evaluated and meet the minimum requirements regarding insurable risk.
11. **Privacy Impact** – No Privacy Impact implications have been identified or are anticipated
12. **Cosla Policy Position** –Not Applicable.
13. **Climate Change** – No climate change implications were noted as part of this Contract.

List of Background Papers

none

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To: Finance, Resources and Customer Services Policy Board

On: 1 September 2021

Report by: Chief Executive and the Director of Finance and Resources

Heading: Framework Agreement for Insurance for Renfrewshire Council and Associated Bodies, and Renfrewshire Valuation Joint Board (RC-CPU-21-034)

1. Summary

- 1.1 The purpose of this report is to obtain authorisation from the Board to enter into a Framework Agreement for Insurance and to obtain delegated authority to enter into subsequent call-off contracts for Renfrewshire Council and associated bodies under this Framework Agreement once it has been awarded.
 - 1.2 This procurement exercise for the Framework Agreement was conducted in accordance with the Restricted Procedure under the Public Contracts (Scotland) Regulations 2015 and the Council's Standing Orders Relating to Contracts.
 - 1.3 A Contract Strategy was agreed by the Director of Finance and Resources and the Strategic Commercial and Procurement Manager 1st June 2021.
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2. Recommendations

- 2.1 It is recommended that the Board authorise:
 - 2.1.1 The Head of Corporate Governance to award the Framework Agreement for Insurance for Renfrewshire Council and Associated Bodies and Renfrewshire Valuation Joint Board (RC-CPU-21-034) to the following Tenderers per specific Lots as follows:

Lots	Recommended Tenderer
1 Property Damage & Business Interruption including Money and Specified Property Insured	Zurich International PLC trading as Zurich Municipal
2 Terrorism	Risk Management Partners Ltd acting as Managing General Agent on behalf of Convex Insurance UK Limited
3 Casualty including Employers' Liability/Public Liability Libel and Slander/ Officials Indemnity/Professional Liability	Zurich International PLC trading as Zurich Municipal
4 Motor Fleet	Zurich International PLC trading as Zurich Municipal
5 Computer	Zurich International PLC trading as Zurich Municipal
6 Contractors All Risks/Own Plant/ Hired-in Plant	Zurich International PLC trading as Zurich Municipal
7 Engineering Insurance and Inspection	Risk Management Partners Ltd acting as Managing General Agent on behalf of HSB Engineering Insurance Ltd
8 Group Personal Accident / Travel	Risk Management Partners Ltd acting as Managing General Agent on behalf of American International Group UK Limited (AIG UK)
9 Crime	Zurich International PLC trading as Zurich Municipal
10 Medical Malpractice	Zurich International PLC trading as Zurich Municipal
11 Marine	[Not to be awarded]

2.1.2 To delegate authority to the Head of Policy and Commissioning to approve the award of Call-Off Contracts under each Lot noted in 2.1.1 once the Framework Agreement has been awarded, and for the Head of Corporate Governance to award these Call-Off Contracts for insurance cover to be in place for most Lots by 1 November 2021.

2.2 The spend under this Framework Agreement and associated Call Off contracts for the maximum Call Off periods will be up to the value of £10 million.

2.3 The Framework is intended to go live on 15 October 2021 and is for a period for 4 years

2.4 The Call-Off contracts will run from 1 November 2021 for a period of three years with the option to extend for a further two periods of two years each.

3. **Background**

3.1 Renfrewshire Council tendered for a Framework Agreement for Insurance services on behalf of the Council and their associated bodies and the

Renfrewshire Valuation Joint Board The areas of insurance cover required were separated into 11 individual lots as noted below:

- Property Damage & Business Interruption including Money and Specified Property Insured
- Terrorism
- Casualty including Employers' Liability/ Public Liability Libel and Slander/ Officials Indemnity/ Professional Liability
- Motor Fleet
- Computer
- Contractors All Risks/ Own Plant/ Hired-in Plant
- Engineering Insurance and Inspection
- Group Personal Accident/ Travel
- Crime
- Medical Malpractice
- Marine

- 3.2 The Framework Agreement also has the flexibility to enter into mini-competitions with suppliers in all Lots for any additional insurance requirements should they be identified by the Council during the Framework lifetime.
- 3.3 For the procurement of this Framework Agreement, a two-stage Restricted Procedure was undertaken in accordance with the Public Contracts (Scotland) Regulations 2015 and the Council's Standing Orders Relating to Contracts. The contract notice was dispatched via the Public Contracts Scotland advertising portal on 1 June 2021 and published on Find a Tender Service on the 1 June 2021 with the invitation to participate documents available for download from the Public Contracts Scotland – Tender portal.
- 3.4 During the invitation to participate stage (ITP) (stage 1), six candidates expressed an interest. By the return date for stage 1 at 12 noon on 17 June 2021, six candidates had submitted a request to participate (RTP).
- 3.5 All six (6) RTP submissions were evaluated against a set of pre-determined criteria in the form of the Single Procurement Document (SPD) by representatives from the Corporate Procurement Unit and the Council's Risk Manager.
- 3.6 The selection criteria at stage 1 required that bids would only be accepted from bidders who were insurers regulated by the FCA to underwrite insurance business in the UK and being rated as "A" with Standard & Poor's or equivalent rating with another ratings provider, OR brokers or managing general agents who are authorised by the relevant insurer to submit a tender on the insurer's behalf and bind them into the cover to be provided for the Framework Agreement and Call Off Contracts for the duration of the Framework Agreement and Call Off Contracts.

- 3.7 One (1) candidate withdrew from the process and the remaining five (5) RTP submissions satisfied the Council's minimum requirements at stage 1. All five remaining candidates were invited to stage 2 – details below:

Aon UK Limited trading as Maven Public Sector
Protector Forsikring ASA trading as Protector Insurance and registered with FCA as Protector Insurance UK
Risk Management Partners Ltd
Travelers Insurance Company Limited
Zurich International PLC trading as Zurich Municipal

- 3.8 The Invitation to Tender (Stage 2) documentation was made available to download by the five (5) candidates via the Public Contracts Scotland – Tender portal on 23 June 2021. By the closing date, 12 noon on 23 July 2021, all five (5) companies had submitted a tender submission.
- 3.9 All five tenders were then evaluated against the set of published award criteria which was based on a price/ quality ratio of 30%/ 70%, which applied to each Lot. Each Lot was then evaluated separately in accordance with the Specification for the respective Lot.
- 3.10 The scores relative to the award criteria of each tenderer are as follows per lot:

Lot 1 - Property Damage & Business Interruption including Money and Specified Property Insured			
Supplier	Final Technical Score (70%)	Final Commercial Score (30%)	Total Score (100%)
Zurich International PLC trading as Zurich Municipal	55.00	30.00	85.00
Risk Management Partners Ltd acting as Managing General Agent on behalf of American International Group UK Limited (AIG UK)	53.75	17.36	71.11

Lot 2 - Terrorism			
Company	Final Technical Score (70%)	Final Commercial Score (30%)	Total Score (100%)
Risk Management Partners Ltd acting as Managing General Agent on behalf of Convex Insurance UK Limited	51.25	30.00	81.25
Zurich International PLC trading as Zurich Municipal	43.75	9.71	53.46

Lot 3 - Casualty (includes Officials' Indemnity and Professional Indemnity)			
Company	Final Technical Score (70%)	Final Commercial Score (30%)	Total Score (100%)
Zurich International PLC trading as Zurich Municipal	55.00	30.00	85.00
Aon UK Ltd trading as Maven Public Sector	63.75	17.22	80.97
Risk Management Partners Ltd acting as Managing General Agent on behalf of QBE UK Limited	31.25	21.99	53.24

Lot 4 – Motor Fleet			
Company	Final Technical Score (70%)	Final Commercial Score (30%)	Total Score (100%)
Zurich International PLC trading as Zurich Municipal	57.50	30.00	87.50
Risk Management Partners Ltd acting as Managing General Agent on behalf of QBE UK Limited	53.75	18.60	72.35
Protector Forsikring ASA trading as Protector Insurance	53.75	16.52	70.27
Travelers Insurance Company Limited	43.75	21.30	65.05

Lot 5 - Computer			
Company	Final Technical Score (70%)	Final Commercial Score (30%)	Total Score (100%)
Zurich International PLC trading as Zurich Municipal	56.25	26.12	82.37
Risk Management Partners Ltd acting as Managing General Agent on behalf of HSB Engineering Insurance Ltd	51.25	30.00	81.25

Lot 6 - Contractors All Risks/ Own Plant/ Hired-in Plant			
Company	Final Technical Score (70%)	Final Commercial Score (30%)	Total Score (100%)
Zurich International PLC trading as Zurich Municipal	43.75	30.00	73.75
Risk Management Partners Ltd acting as Managing General Agent on behalf of HSB Engineering Insurance Ltd	51.25	16.40	67.65

Lot 7 - Engineering Insurance and Inspection			
Company	Final Technical Score (70%)	Final Commercial Score (30%)	Total Score (100%)
Risk Management Partners Ltd acting as Managing General Agent on behalf of HSB Engineering Insurance Ltd	63.75	30.00	93.75
Zurich International PLC trading as Zurich Municipal	65.00	22.91	87.91

Lot 8 - Group Personal Accident / Travel			
Company	Final Technical Score (70%)	Final Commercial Score (30%)	Total Score (100%)
Risk Management Partners Ltd acting as Managing General Agent on behalf of American International Group UK Limited (AIG UK)	55.00	22.94	77.94
Zurich International PLC trading as Zurich Municipal	43.75	30.00	73.75

Lot 9 - Crime			
Company	Final Technical Score (70%)	Final Commercial Score (30%)	Total Score (100%)
Zurich International PLC trading as Zurich Municipal	56.25	22.34	78.59
Aon UK Ltd trading as Maven Public Sector	50.00	20.21	70.21
Risk Management Partners Ltd acting as Managing General Agent on behalf of QBE UK Limited	38.75	30.00	68.75

Lot 10 - Medical Malpractice			
Company	Final Technical Score (70%)	Final Commercial Score (30%)	Total Score (100%)
Risk Management Partners Ltd acting as Managing General Agent on behalf of QBE UK Limited	51.25	12.95	64.20
Zurich International PLC trading as Zurich Municipal	18.75	30.00	48.75

Lot 11 - Marine			
For Lot 11, only one bid was received at Stage 2. The documentation provided revealed that the supplier would be placing reliance on another party to underwrite the cover. Since this relationship had not been declared at Stage 1 no award can be made for Lot 11			

3.11 For Lot 10, the tenderer with the highest score had indicated in their tender submission that this Lot 10 would not be accepted without an award for Lot 3, consequently it is recommended that the award for Lot 10 is made to the supplier in second place (Zurich International PLC trading as Zurich Municipal).

3.12 Note that for Lot 10, Zurich International PLC trading as Zurich Municipal (Zurich) have a low technical score of 18.75 out of 70. This is because one of the PDF files submitted by Zurich with their response to the Quality Questions for this Lot was corrupted and could not be opened. In accordance with the requirements of the Regulations, the Council can only evaluate based on information submitted by the tender closing date and time. The response was evaluated without the supporting information hence the low score. As part of the tender clarification process, the Council contacted Zurich to advise them that their document could not be opened or evaluated. Zurich resubmitted the information which could be viewed by the evaluation team for information only but not considered as part of the tender or as a scored / evaluated item. The Council is satisfied that although the technical score is low, the bid submitted by Zurich for this Lot is fully compliant and will meet the requirements of the Council.

3.13 For Lot 11 the Council reserves the right to mini-competition for this Lot in accordance with the Framework Agreement requirements.

3.14 It is therefore recommended that the following tenderers are awarded a place on the Framework Agreement in respect of these individual Lots and any subsequent call-off contracts made under the respective Lot once the Framework Agreement has been awarded and whom, based on this evaluation, have provided the most economically advantageous tender responses:

Lots	Recommended Tenderer
1 Property Damage & Business Interruption including Money and Specified Property Insured	Zurich International PLC trading as Zurich Municipal
2 Terrorism	Risk Management Partners Ltd acting as Managing General Agent on behalf of Convex Insurance UK Limited

Lots	Recommended Tenderer
3 Casualty including Employers' Liability/Public Liability Libel and Slander/ Officials Indemnity/Professional Liability	Zurich International PLC trading as Zurich Municipal
4 Motor Fleet	Zurich International PLC trading as Zurich Municipal
5 Computer	Zurich International PLC trading as Zurich Municipal
6 Contractors All Risks/Own Plant/ Hired-in Plant	Zurich International PLC trading as Zurich Municipal
7 Engineering Insurance and Inspection	Risk Management Partners Ltd acting as Managing General Agent on behalf of HSB Engineering Insurance Ltd
8 Group Personal Accident / Travel	Risk Management Partners Ltd acting as Managing General Agent on behalf of American International Group UK Limited (AIG UK)
9 Crime	Zurich International PLC trading as Zurich Municipal
10 Medical Malpractice	Zurich International PLC trading as Zurich Municipal
11 Marine	[Not to be awarded]

3.15 The estimated cost for call-off contracts made under this Framework will be allocated in accordance with the Council arrangement to cross charges to all Council Services.

3.16 Under the terms of this Framework Agreement, the tenderer listed in the respective Lot is able to provide insurance cover for the Council and Associated bodies and separately Renfrewshire Valuation Joint Board. Once the Framework Agreement is awarded and active, Call-off contracts can be awarded in accordance with the Framework Agreement. Each award for the Council will be based on current policy renewal dates and it is anticipated the Call-Off contracts will run from 1 November 2021 for a period of three years with the option to extend for a further two periods of two years each. The actual dates will be confirmed in individual the Letter of Appointment issued for the respective Lot.

3.17 Due to the value of some of the premiums for these insurance risk, some of these contract values would require authorisation from the Finance Resources and Policy Board. Due to the renewal dates for these policies, delegated authority is requested to approve awards of these call off contracts once the Framework Agreement is live.

Implications of the Report

1. **Financial** - The financial stability of each recommended tenderer has been assessed as part of the evaluation procedure and met with the Council's

minimum requirements for this Framework Agreement and each respective Lot.

2. **HR & Organisational Development** – n/a
3. **Community/Council Planning** – n/a
4. **Legal** - the tendering procedures for the establishment of this Framework Agreement was made in accordance with the Restricted Procedure under the Public Contracts (Scotland) Regulations 2015 and Renfrewshire Council's Standing Orders Relating to Contracts
5. **Property/Assets** – n/a
6. **Information Technology** – n/a
7. **Equality & Human Rights** – the recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – The health and safety submissions have been evaluated by the Council's Health and Safety Section and meet the Council's requirements.
9. **Procurement** – the procurement procedures outlined within this report ensure that the Council meets its statutory requirements in respect of procurement procedures, efficiency and modern Government.
10. **Risk** – the recommended tenderers have been assessed and evaluated to confirm that they have met the minimum requirements regarding risk.
11. **Privacy Impact** – potential privacy risk (mainly claims handling data), have been addressed via the procurement procedures and in consultation with the Information Governance Team.
12. **Cosla Policy Position** – n/a

13. **Climate Change** – no climate change implications were noted as part of this Framework Agreement.
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List of Background Papers

(1) None

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