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Award

Dormant Assets Scheme Insolvency Solution

Reclaim Fund Limited

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-008621

Procurement identifier (OCID): ocds-h6vhtk-05e1de ([view related notices](#))

Published 30 January 2026, 4:05pm

Scope

Description

Should the disorderly insolvency of a Scheme participant occur, RFL would need to provide a B2C solution that mirrors the value that, and process by which, 'live' customers can be compensated through the firm's insolvency practitioner.

RFL is seeking to outsource this B2C solution and have it on standby, ready to be activated within a reasonable timeframe that mirrors the insolvency practitioner's reclaim service should it become apparent that a participant is facing a disorderly insolvency.

Activation of the B2C solution would be directed by RFL, based on information received from the participant's insolvency practitioner and/or the FCA that confirms a disorderly insolvency.

RFL wishes to procure a business process outsourcing (BPO) service that can calculate, validate, and process customer reclaims using data obtained from the participant's insolvency practitioner. The BPO must securely store the data, with appropriate access controls governing it.

The BPO service will need to be proportionate and appropriate to the insolvency event: it must be scalable (both up and down) and adapt to the insolvency practitioner, which will determine ways of working, processes, and timelines.

RFL recognises these unique requirements will require a sophisticated and bespoke solution and is therefore anticipating that the supplier is likely to sub-contract elements. RFL must be assured that the overall solution is compliant with RFL policies and procedures, FCA and other regulations, that customers receive appropriate outcomes, and that appropriate service standards are achieved.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=1010809436>

Contract 1. Dormant Assets Scheme Insolvency Solution

Supplier

- PricewaterhouseCoopers LLP

Contract value

- £1,500,000 excluding VAT
- £1,800,000 including VAT

Above the relevant threshold

Award decision date

30 January 2026

Date assessment summaries were sent to tenderers

30 January 2026

Standstill period

- End: 10 February 2026
- 8 working days

Earliest date the contract will be signed

27 February 2026

Contract dates (estimated)

- 2 March 2026 to 1 March 2029
- Possible extension to 1 March 2030
- 4 years

Description of possible extension:

A period of 1 year from the end of the Initial Term may be initiated (the “Extension Period”).

Main procurement category

Services

CPV classifications

- 66171000 - Financial consultancy services

- 72222300 - Information technology services
- 79212000 - Auditing services
- 79400000 - Business and management consultancy and related services
- 79512000 - Call centre

Contract locations

- UKI - London

Information about tenders

- 5 tenders received
- 3 tenders assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 2 suppliers unsuccessful (details included for contracts over £5 million)

Submission

Submission type

Tenders

Procedure

Procedure type

Competitive flexible procedure

Supplier

PricewaterhouseCoopers LLP

- Companies House: OC303525

More London Riverside

London

SE1 2RT

United Kingdom

Telephone: 07701 296118

Email: james.a.cameron@pwc.com

Region: UKI44 - Lewisham and Southwark

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Dormant Assets Scheme Insolvency Solution

Contracting authority

Reclaim Fund Limited

- Public Procurement Organisation Number: PGVJ-2191-XDBL

27 Old Gloucester Street

London

WC1N 3AX

United Kingdom

Email: delivery@exceeding.co.uk

Region: UKI31 - Camden and City of London

Organisation type: Public authority - central government