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Contract

## **Core Claims Services**

Financial Services Compensation Scheme

F03: Contract award notice

Notice identifier: 2024/S 000-019281

Procurement identifier (OCID): ocids-h6vhtk-03f994

Published 24 June 2024, 12:05pm

## **Section I: Contracting authority**

### **I.1) Name and addresses**

Financial Services Compensation Scheme

Beaufort House, 15 St. Botolph Street

London

EC3A 7QU

#### **Email**

[Procurement@fscs.org.uk](mailto:Procurement@fscs.org.uk)

#### **Telephone**

+44 2073758194

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.fscs.org.uk](http://www.fscs.org.uk)

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Economic and financial affairs

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Core Claims Services

#### **II.1.2) Main CPV code**

- 66000000 - Financial and insurance services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The scope of the services are:

- \* Deposit Claims Processing
- \* Advice Claims Processing
- \* Overflow Customer Contact
- \*Support Services

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £83,600,000

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79342320 - Customer-care services
- 66500000 - Insurance and pension services
- 66519310 - Insurance consultancy services

- 66523000 - Pension fund consultancy services
- 66171000 - Financial consultancy services
- 66152000 - Financial market regulatory services
- 66150000 - Financial markets administration services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

### **II.2.4) Description of the procurement**

The scope of the services are:

- \* Deposit Claims Processing
  - Not Fit For Straight Through Pay-out (NFFSTP) Claims
  - Exclusion View (EV) Claims
  - Temporary High Balances (THB) Claims
  - Customer engagement activities, such as inbound and outbound calls, in the course of processing the above claims
- \* Advice Claims Processing
  - Early file preparation and triage activity (Pre-assessment tasks)
  - End to End processing on a proportion of claims where the approach to assessing the claim is more well-defined and standardised, and volumes are sufficient
  - Customer Engagement activities such as making Touch Point Calls or responding to incoming calls in the course of processing the above claims
  - Resolving post decision correspondence and processing Appeals for the Claims processed by the Service Provider

\* Overflow Customer Contact

- Providing suitable telephony and administration support to deal effectively with inbound customer queries when volumes exceed the capacity that can be dealt with by FSCS internal teams.

\*Support Services

- Providing appropriate capable staff to work with and assist FSCS with in-house tasks relating to potential and actual defaults, which may include project management and determining processes and procedures for complex failures.

**II.2.5) Award criteria**

Quality criterion - Name: Resourcing / Weighting: 7

Quality criterion - Name: Service Delivery / Weighting: 28

Quality criterion - Name: Transition / Weighting: 14

Quality criterion - Name: Business Continuity / Weighting: 7

Quality criterion - Name: Information Security / Weighting: 7

Quality criterion - Name: Service Improvements / Weighting: 7

Cost criterion - Name: Pre-assessment Tasks / Weighting: 10

Cost criterion - Name: Claims Processing Activities / Weighting: 10

Cost criterion - Name: Rate Card / Weighting: 5

Cost criterion - Name: Transition / Weighting: 5

**II.2.11) Information about options**

Options: No

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-026004](#)

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## **Section V. Award of contract**

### **Contract No**

FSCS 470

### **Title**

Core Claims Services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

14 June 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Pricewaterhousecoopers LLP

1 Embankment Place

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

OC303525

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £83,600,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

The initial contract duration is until 31st March 2030. There will be an option for FSCS to extend the contract from the expiry of the Initial Term on up to 2 occasions for a maximum duration of up to 12 months on each of those occasions. Please note the total contract value does not include the expenditure which may go through under a rate card. The expenditure for this element is estimated between £0 and £15m.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=869240502>

GO Reference: GO-2024624-PRO-26692477

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The Royal Court of Justice

1 The Royal Courts of Justice, The Strand

London

WC1A 2LL

Country

United Kingdom