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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

Telephone

+44 2073758194

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<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

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

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](#)

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

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