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Planning

## **Pre-Market Sounding: Claims Handling**

FSCS (Financial Services Compensation Scheme)

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-025112

Procurement identifier (OCID): ocds-h6vhtk-036695

Published 7 September 2022, 2:05pm

### **Section I: Contracting authority**

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

FSCS (Financial Services Compensation Scheme)

10th Floor, Beaufort House, 15 St Botolph Street

London

EC3A 7QU

#### **Contact**

Procurement

#### **Email**

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

#### **Telephone**

+44 2073758175

#### **Country**

United Kingdom

**Region code**

UKI - London

**Internet address(es)**

Main address

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

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

[www.delta-esourcing.com](http://www.delta-esourcing.com)

**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**

Pre-Market Sounding: Claims Handling

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

- 66000000 - Financial and insurance services

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

Services

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

In considering our future Claims Handling operating environment and the services we are seeking, we have explored a range of options that will allow us to perform our statutory function, while working with one or more service providers to help us deliver an outstanding customer experience. Our preferred approach is one that allows us to retain design and ownership of the processes and technology, with a partner or partners delivering agreed operational outcomes. We are interested to hear from potential service providers on how they might deliver some or all parts of our end-to-end claims handling process - from initial customer contact and application, through data gathering from product providers representatives and customers to process claims, to issuing a decision and processing any post-decision correspondence.

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

This contract is divided into lots: No

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

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

- 79999100 - Scanning services
- 79342320 - Customer-care services
- 48812000 - Financial information systems
- 79412000 - Financial management consultancy services
- 66500000 - Insurance and pension services

- 79342300 - Customer services

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

NUTS codes

- UKI - London

Main site or place of performance

LONDON

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

FSCS's claims handling process can be summarised as follows:

Customer Contact Services

Email and webchat: The primary channel for customer communication, providing answers to customer queries and handling customer escalations and complaints

Phone/helpline: The voice channel for customer service, providing answers to customer queries and handling customer escalations and complaints

Post: The channel for processing all incoming post. This includes processing post that is both assigned to a claim, or unassigned, and ensuring that it reaches the correct recipient.

Document Management Services

Processing, scanning, validation and distribution of inbound mail

Outbound mail production

Physical storage of documents

Claims Processing – which includes:

Identity Verification –verifying the identity of the customer

Claim creation and electronic file building – setting up claims records on the FSCS system

Triage and allocation – including prioritisation of urgent claims and vulnerable customers

Data Gathering and Validation – ensuring all material information is available to assess the claim

Customer touchpoint - ensuring the customer is kept up to date on their claim including setting out next steps by phone and in writing

Assessment – reviewing the material information to determine the eligibility of the customer and the outcome of the claim

Decision – reaching a decision and issuing the decision outcome letter

Quantification – determining the correct level of compensation

Appeals and post decision contact

Quality Review – independently verifying the assessment/quantification and the supporting evidence, and providing ongoing feedback, support and training where necessary

### **II.3) Estimated date of publication of contract notice**

7 September 2022

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## **Section IV. Procedure**

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

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

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

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Financial-and-insurance-services./3N339XT723>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/3N339XT723>

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