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Tender

## **Core Claims Services**

Financial Services Compensation Scheme

F02: Contract notice

Notice identifier: 2023/S 000-026004

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

Published 4 September 2023, 10:06am

## **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

<http://www.fscs.org.uk>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

[https://www.delta-esourcing.com/tenders/UK-UK-London:-Financial-and-insurance-services.-\\*Duplicated\\*/X685328262](https://www.delta-esourcing.com/tenders/UK-UK-London:-Financial-and-insurance-services.-*Duplicated*/X685328262)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

**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

Reference number

FSCS470

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

- 66000000 - Financial and insurance services

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

Services

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

FSCS would like to procure a Service Provider capable of providing claims handling services to ensure that FSCS has sufficient competent resource to fulfil its statutory obligations.

The scope of the services are:

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

#### **II.1.5) Estimated total value**

Value excluding VAT: £50,000,000

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

This contract is divided into lots: No

### **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**

FSCS would like to procure a Service Provider capable of providing claims handling services to ensure that FSCS has sufficient competent resource to fulfil its statutory obligations.

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**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £50,000,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

The duration of the initial term will be 60 months . After the initial terms, there will be an

option for FSCS to extend the contract on up to two occasions for a maximum duration of [12] months on each of those occasions

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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

#### **II.2.14) Additional information**

The Authority reserves the right not to award the opportunity or to award only part (or a different arrangement) of the opportunity described in this contract notice.

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### **Section III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **Section IV. Procedure**

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

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

Competitive procedure with negotiation

#### **IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### **IV.1.5) Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

4 October 2023

Local time

2:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

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

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

Bidders should note that the procurement documents relating to stages of the procurement following the Selection Questionnaire stage are draft documents at this stage, providing indicative information about the Authority's intended approach in the procurement process and are for general information only. The Authority reserves the right to vary, amend and update any aspects of the procurement documents and final details and versions of the procurement documents will be confirmed to applicants successful in being selected to participate in the relevant tender stages of the procurement procedure.

Requests to participate must be by way of completion and return of the Standard Selection Questionnaire (in accordance with the requirements set out in the Standard Selection Questionnaire) by the date and time specified in Section IV.2.2. The Authority reserves the right not to accept requests to participate that are received after the deadline. Bidders are encouraged to submit their submissions well in advance of the stated date and time in order to avoid issues such as technical difficulties with the electronic system that may be due to the high volumes of traffic attempting to submit applications on the same date and time.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=806609790>

GO Reference: GO-202394-PRO-23792634

### **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

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

In accordance with Regulation 86 (Notices of decisions to award a contract), Regulation 87 (Standstill Period) and Regulations 91 (Enforcement of duties through the Court) of the Public Contracts Regulations 2015.