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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

Telephone

+44 2073758194

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

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

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.

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

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)

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.