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Tender

FSCS467 Supply of Temporary and Permanent Personnel (Master Vendor) Services

Financial Services Compensation Scheme

F02: Contract notice

Notice identifier: 2024/S 000-037120

Procurement identifier (OCID): ocds-h6vhtk-04a2f8

Published 15 November 2024, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

Financial Services Compensation Scheme

Beaufort House, 15 St. Botolph Street

London

EC3A 7QU

Contact

Jean Mutudza

Email

Jean.Mutudza@fscs.org.uk

Telephone

+44 2073758175

Country

United Kingdom

Region code

UKI - London

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

www.delta-esourcing.com

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.delta-esourcing.com

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

FSCS467 Supply of Temporary and Permanent Personnel (Master Vendor) Services

Reference number

FSCS467

II.1.2) Main CPV code

- 79600000 - Recruitment services

II.1.3) Type of contract

Services

II.1.4) Short description

In September 2024, FSCS published a Prior Information Notice in relation to procurement of master vendor contracts under two Lots, (i) Claims handler and (ii) Non-claims handler. The two Lots covering both permanent and contractor roles across the Scheme. Following a Supplier Briefing event, FSCS decided to procure all its requirements for temporary and permanent personnel under a single Master Vendor contract. FSCS already has a specialist recruitment framework for executive and non-executive roles. The new master vendor contract will be in addition to this arrangement and will therefore not include executive and non-executive roles. The services will include supporting a FSCS's People Team to attract, recruit and retain candidates with the right blend of skills, qualifications, experience, knowledge, and attitude into the right roles and in the right place to deliver on the Scheme's strategy. The services must include the smooth transition from our existing master vendor arrangement.

II.1.5) Estimated total value

Value excluding VAT: £56,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

LONDON

II.2.4) Description of the procurement

In September 2024, FSCS published a Prior Information Notice in relation to procurement of master vendor contracts under two Lots, (i) Claims handler and (ii) Non-claims handler. The two Lots covering both permanent and contractor roles across the Scheme. Following a Supplier Briefing event, FSCS decided to procure all its requirements for temporary and permanent personnel under a single master vendor contract. FSCS already has a specialist recruitment framework for executive and non-executive roles. The new master vendor contract will be in addition to this arrangement and will therefore not include executive and non-executive roles. The services will include supporting a FSCS's People Team to attract, recruit and retain candidates with the right blend of skills, qualifications, experience, knowledge, and attitude into the right roles and in the right place to deliver on the Scheme's strategy. The services must include the smooth transition from our existing master vendor arrangement.

We currently have a Master Vendor in place to support all our recruitment needs, temporary agency worker, contractor, fixed term and permanent, except for Executive and NED recruitment. Our current Master Vendor contract is coming to the end of its life and therefore we are seeking a new Master Vendor initially for a two-year contract with the option to extend for up to a further two years in two twelve-month extensions.

We aim to build and maintain the trust of everyone we work with through rigorously independent decisions, efficient operations, resilience in tackling financial failures and always putting our customers first. Our claim handlers are our customer facing roles and as such we rely on their professionalism, skills, and expertise to handle the process with the customers and to arrive at the right outcome in every case.

We recognise that to achieve the levels of service and trust we strive for we must recruit the right contractors and permanent staff.

The Service Provider will handle all our recruitment requirements within the scope defined in this Statement of Requirements for temporary agency workers, contractors, fixed term, and

permanent staff, i.e., all roles except for Executive and NED roles. They will be required to source talent with the essential technical skills and expertise required as well as the attitudinal attributes and qualities that are consistent with those of FSCS.

More detail about the requirement can be found in the tender documents on FSCS's e-procurement portal Delta. Details on how to access documents are contained within this notice.

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: £56,000,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

The contract will have an option to extend for up to a further two years in two twelve-month extensions (maximum term of 48 months).

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

Envisaged minimum number: 3

Maximum number: 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

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

Restricted procedure

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: [2024/S 000-030698](#)

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

Date

16 December 2024

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

15 January 2025

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

Estimated timing for further notices to be published: 4 years

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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.

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Recruitment-services./96PABT2345>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/96PABT2345>

GO Reference: GO-20241115-PRO-28539951

VI.4) Procedures for review

VI.4.1) Review body

The Royal Court of Justice

The Strand

London

Email

procurement@fscs.org.uk

Telephone

+44 2073758197

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

The Royal Court of Justice

The Strand

London

Email

procurement@fscs.org.uk

Telephone

+44 2073758197

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Financial Services Compensation Scheme

Beaufort House, 15 St. Botolph Street

London

EC3A 7QU

Telephone

+44 2073758175

Country

United Kingdom