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Planning

Dormant Assets Scheme Insolvency Solution

Reclaim Fund Limited

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-043599

Procurement identifier (OCID): ocids-h6vhtk-056767

Published 28 July 2025, 4:05pm

Scope

Description

The Dormant Assets Scheme seeks to unlock dormant funds for good causes while protecting customers' right to reclaim their money. It enables eligible firms to voluntarily transfer dormant assets to Reclaim Fund Ltd (RFL) and be reimbursed for any customer reclaims that happen after this transfer.

If a Scheme participant becomes insolvent and there appears to be no successor firm to take on its contractual obligations with RFL ('a disorderly insolvency'), RFL is responsible for ensuring that customers can still reclaim their money. RFL would need to outsource a customer reclaim service in this scenario.

This service needs to be designed, prepared, and maintained ready for rapid activation if triggered by a disorderly insolvency.

RFL is seeking to procure a customer reclaim solution and service. It will involve developing a technology solution, service design, and outsourced capability to:

- Interact with the insolvency practitioner and RFL to obtain relevant data;
- Import and store relevant data on dormant assets from an insolvent firm or their

insolvency practitioner;

-Interact with customers on dormant asset reclaims and complaints in a way that is compliant with RFL's processes and policy requirements and relevant legislation and regulations; and

- Verify and process customer reclaim requests, working with insolvency practitioners to provide equivalent treatment with 'live' customers.

The solution should then be maintained in a standby state, with annual reviews, until or unless a disorderly insolvency triggers the activation of the agreed service. While stage a disorderly insolvency is considered unlikely, RFL must assure itself that customers' rights are appropriately protected should it be necessary.

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Financial-consultancy-services./CKM3QXNM25>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/CKM3QXNM25>

Total value (estimated)

- £1,500,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 28 February 2026 to 27 February 2030
- 4 years

Main procurement category

Services

CPV classifications

- 66171000 - Financial consultancy services
- 72222300 - Information technology services
- 79212000 - Auditing services
- 79400000 - Business and management consultancy and related services
- 79512000 - Call centre

Contract locations

- UKI - London

Engagement

Engagement deadline

18 August 2025

Engagement process description

Questionnaire returns will be received by 12:00 on 18th August to allow Reclaim Fund Ltd (RFL) the opportunity to consider the market feedback.

RFL reserves the right to participate in follow-up discussions or clarification calls, conducted under equal and transparent conditions with each responder where any clarification is required.

Should the volume of responses received exceed expectations, RFL reserves the right to apply a prioritised follow-up process in order to manage supplier engagement proportionately and efficiently. This will take the form of shortlisting suppliers for follow-up discussions based on the relevance, completeness, or strategic fit of their responses.

RFL will ensure that any such approach is applied fairly and consistently and that no supplier is given an unfair advantage in any subsequent procurement process. All findings and insights from the engagement exercise will be summarised and shared in lieu of individual follow-up with every respondent.

The questionnaire can be found at <https://procurementhub.delta-esourcing.com/> with access code: CKM3QXNM25

Submission

Publication date of tender notice (estimated)

27 February 2026

Contracting authority

Reclaim Fund Limited

- Public Procurement Organisation Number: PGVJ-2191-XDBL

27 Old Gloucester Street

London

WC1N 3AX

United Kingdom

Email: delivery@exceeding.co.uk

Region: UKI31 - Camden and City of London

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)