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Contract

Supply of Temporary and Permanent Personnel Services (Master Vendor)

Financial Services Compensation Scheme

F03: Contract award notice

Notice identifier: 2025/S 000-049006

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

Published 15 August 2025, 10:05am

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

UK14 - Inner London – East

Internet address(es)

Main address

www.fscs.org.uk

Buyer's address

www.fscs.org.uk

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

Supply of Temporary and Permanent Personnel Services (Master Vendor)

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.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI4 - Inner London – East

Main site or place of performance

Inner London – East

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.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Price / Weighting: 30

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 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 000-037120](#)

Section V. Award of contract

Contract No

1

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

In view of feedback during the process, wider organisational planning, and evolving recruitment requirements since commencement of the tender process, FSCS concluded it needs to review the nature of this service requirement and how it is structured and delivered. Secondly, given the importance of this wider planning in the context of other current operational demands, FSCS needed to allow proper time to carry out that re-evaluation exercise in a fully considered way.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=973732188> GO

Reference: GO-2025815-PRO-31872402

VI.4) Procedures for review

VI.4.1) Review body

The Royal Court of Justice

The Strand

London

WC2A 2LL

Email

procurement@fscs.org.uk

Telephone

+44 2073758175

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

The Royal Court of Justice

The Strand

London

WC2A 2LL

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