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Tender

Dormant Assets Scheme Insolvency Solution

Reclaim Fund Limited

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-074139

Procurement identifier (OCID): ocds-h6vhtk-05e1de ([view related notices](#))

Published 14 November 2025, 4:05pm

Scope

Description

Should the disorderly insolvency of a Scheme participant occur, RFL would need to provide a B2C solution that mirrors the value that, and process by which, 'live' customers can be compensated through the firm's insolvency practitioner.

RFL is seeking to outsource this B2C solution and have it on standby, ready to be activated within a reasonable timeframe that mirrors the insolvency practitioner's reclaim service should it become apparent that a participant is facing a disorderly insolvency.

Activation of the B2C solution would be directed by RFL, based on information received from the participant's insolvency practitioner and/or the FCA that confirms a disorderly insolvency.

RFL wishes to procure a business process outsourcing (BPO) service that can calculate, validate, and process customer reclaims using data obtained from the participant's insolvency practitioner. The BPO must securely store the data, with appropriate access controls governing it.

The BPO service will need to be proportionate and appropriate to the insolvency event: it must be scalable (both up and down) and adapt to the insolvency practitioner, which will determine ways of working, processes, and timelines.

RFL recognises these unique requirements will require a sophisticated and bespoke solution and is therefore anticipating that the supplier is likely to sub-contract elements. RFL must be assured that the overall solution is compliant with RFL policies and procedures, FCA and other regulations, that customers receive appropriate outcomes, and that appropriate service standards are achieved.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=994516375>

Total value (estimated)

- £1,500,000 excluding VAT
- £1,800,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 27 February 2026 to 26 February 2029
- Possible extension to 26 February 2030
- 4 years

Description of possible extension:

A period of 1 year from the end of the Initial Term may be initiated (the “Extension Period”).

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

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

12 December 2025, 5:00pm

Submission type

Tenders

Tender submission deadline

12 December 2025, 5:00pm

Submission address and any special instructions

To respond to this opportunity, please click here: <https://www.delta-esourcing.com/respond/MH3DSB87SY>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

12 February 2026

Award criteria

Name	Description	Type
Quality	75%	Price

Weighting description

Set out in procurement documents. 75% Quality / 25% Price.

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Please see ITT documentation.

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 authority - central government