

United Kingdom-London: Financial and insurance services

OJ S 97/2018 24/05/2018

Contract award notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Financial Services Compensation Scheme Limited

Postal address: 10th Floor, Beaufort House, 15 St Botolph Street

Town: London

NUTS code: UK United Kingdom

Postal code: EC3A 7QU

Country: United Kingdom

E-mail: Chris.Sutherland@fscs.org.uk

Telephone: +44 2073758194

Internet address(es):Main 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**

End-to-End Claims Handling Services

Reference number: FSCS 301

II.1.2. Main CPV code

66000000 Financial and insurance services

II.1.3. Type of contract

Services

II.1.4. Short description

Strategic delivery partner (Strategic Partner) to deliver an end-to-end claims handling service (the Service).

The vision for the Service is to transform FSCS' outsourcing arrangements to ensure they are aligned with its new operational strategy — to enhance customer experience and value. FSCS want to create stronger relationships with fewer strategic partners to drive significant value.

The Strategic Partner will be responsible for:

- Service Management Services,
- Support Services,

- Deposit Services,
- Non-Deposit Services.

FSCS may during the life of the contract require the Service Provider to provide the following Optional Services:

- Insurance Provision Services,
- Identification and Verification Tool,
- Portfolio Management Tool,
- Physical Storage,
- Default Investigation Services,
- Thematic Issues Resolution,

and respond to changes in the portfolio of protection within the financial.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 68 100 000,00 GBP

II.2. Description

II.2.2. Additional CPV code(s)

48812000 Financial information systems, 66115000 International payment transfer services, 66500000 Insurance and pension services, 79342320 Customer-care services, 79412000 Financial management consultancy services, 79999100 Scanning services

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

Claim handling activities, including but not limited to:

Deposit and Non-Deposit claims:

- evidence checking, including identification documentation, to ensure it meets the minimum requirements for the claim type,
- monitoring and recording evidence received,
- gathering information from third parties (such as the customer, providers of financial services products or financial regulators) where required and chasing as necessary,
- determine eligibility of the customer,
- determine validity of the claim — assessment to be completed in line with FSCS's rules and policies,
- complete quantification of compensation — calculation of loss made in accordance with FSCS's rules and policies (potentially using specialist calculation tools),
- review and sign off by an accredited individual,
- sanctions checking,
- issuing compensation payments and decision documentation,
- provision of supporting MI.

Customer Contact:

- dealing with incoming enquiries by telephone, letter, email or other agreed methods, relating to potential claims, ongoing claims, general queries, and use of the FSCS Online Claims Service,
- customer support during:
 - pre-screening and registration;
 - the end to end claims process;

— post pay-out activities, generally initiated by the customer and may include reissuing of payment, documentation or providing explanations.

Printing and Scanning:

- scanning all incoming post to the relevant claim record or workspace in FSCS's system,
- returning and/or storing documents as required,
- printing and posting outgoing mail.

Other related activities:

- consultancy services to work with and assist FSCS on in-house tasks,
- initiating process improvements, including documenting and piloting any changes,
- identifying, monitoring and mitigating risks,
- participation in audit or assurance tasks.

Optional Scope- FYI:

- investigation of firms to determine ability to pay claims made against them (“Default investigations”),
- claim handling — Insurance Provision claims (activities generally align with the list above),
- physical document storage (of the Iron Mountain stored documentation),
- provision of an Identification and Verification tool which will:
 - support identification and verification activities;
 - determine whether a customer is a potentially sanctioned individual;
 - determine that the correct person is being paid into the correct account;
 - identification, investigation, and process design for thematic issues.

In addition FSCS shall expand the claims handling services during the lifetime of the contract to respond to changes in the portfolio of protection within the financial services industry.

II.2.5. Award criteria

Quality criterion - Name: Service deliver, service levels and business outcomes / Weighting: 30.8

Quality criterion - Name: Transition / Weighting: 11.2

Quality criterion - Name: People / Weighting: 8.4

Quality criterion - Name: Governance and ways of working / Weighting: 8.4

Quality criterion - Name: Transformation and Continuous Improvement / Weighting: 7.7

Quality criterion - Name: IT and system requirements / Weighting: 3.5

Price - Weighting: 30

II.2.11. Information about options

Options: yes

Description of options:

The contract is for a duration of 57 months.

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.2.13. 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

Section IV: Procedure

IV.1. Description

IV.1.1.

Type of procedure

Competitive procedure with negotiation

IV.1.3. Information about a framework agreement or a dynamic purchasing system**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 in the OJ S: [2017/S 140-287947](#)

IV.2.8. Information about termination of dynamic purchasing system**IV.2.9. Information about termination of call for competition in the form of a prior information notice****Section V: Award of contract**

Contract No: FSCS 301

Title:

End-to-End Claims Handling Services

A contract/lot is awarded: yes

V.2. Award of contract**V.2.1. Date of conclusion of the contract**

10/05/2018

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Capita Business Services Limited

Town: London

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 68 100 000,00 GBP

V.2.5. Information about subcontracting

The contract is likely to be subcontracted Short description of the part of the contract to be subcontracted:

Printing and Scanning.

— Scanning all incoming post to the relevant claim record or workspace in FSCS's system,

— Returning and/ or storing documents as required,

— Printing and posting outgoing mail.

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: The Royal Court of Justice

Postal address: The Strand

Town: London

Country: United Kingdom

VI.4.2. Body responsible for mediation procedures

Official name: The Royal Court of Justice

Postal address: The Strand

Town: London

Country: United Kingdom

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

Official name: Cabinet Office

Postal address: 70 Whitehall

Town: London

Country: United Kingdom

VI.5. Date of dispatch of this notice

21/05/2018