

United Kingdom-London: Financial and insurance services

OJ S 140/2017 25/07/2017

Contract 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.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://fscs.bravosolution.co.uk/web/login.html>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://fscs.bravosolution.co.uk/web/login.html>

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

End-to-End Claims Handling Services.

Reference number: FSCS301

II.1.2. Main CPV code

66000000 Financial and insurance services

II.1.3. Type of contract

Services

II.1.4. Short description

The Financial Services Compensation Scheme Limited (FSCS) is seeking a 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.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

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

o Pre-screening and registration

o 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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

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

Duration in months: 57

This contract is subject to renewal: no

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: yes

Description of options:

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:
See SQ documents.

III.1.2. Economic and financial standing

List and brief description of selection criteria:
See SQ documents.

III.1.3. Technical and professional ability

List and brief description of selection criteria:
See SQ documents.

Minimum level(s) of standards possibly required:

- The service must be delivered at the start of the contract from a UK location, however during the life of the contract, FSCS would be open to discussions on offshoring except voice
- The service provider must commit to using FSCS's Siebel system.

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.1.4. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5. Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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: [2016/S 198-356627](#)

IV.2.2.

Time limit for receipt of tenders or requests to participate

Date: 23/08/2017 Local time: 12:00

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

Date: 11/09/2017

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: no

VI.3. Additional information

FSCS intends to use an eTendering system for this process. To express interest and access the content. — Click the 'Express Interest' button at the top of the page. — to view the relevant documents please follow the steps below: 1. Register your company on FSCS eTendering portal (this is only required once) — Browse to the eTendering Portal <https://fscs.bravosolution.co.uk/web/login.html> and click the link to register — Enter your correct business and user details — Note the username you chose and click 'Save' when complete — You will shortly receive an email with your unique password (please keep this secure) 2. Express an Interest in the Market Sounding — Login to the portal with the username/password — Click the 'ITTs Open To All Suppliers' link. (This opportunity is open to any registered supplier) — Click on the relevant PQQ i.e.FSCS 301 End to End Claims Handling Services'.

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.4.3. Review procedure

Precise information on deadline(s) for review procedures:

FSCS will observe a standstill period following the award of the contract and conduct itself of any appeals in accordance with the Public Contracts Regulations 2015.

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

20/07/2017