

United Kingdom-London: Financial consultancy services
OJ S 233/2014 03/12/2014
Contract award notice
Services

Directive 2004/18/EC

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
Postal code: EC3A 7QU
Country: United Kingdom
Contact person: Procurement Team
For the attention of: Peter Quinn
E-mail: fscs212@fscs.org.uk
Telephone: +44 2073758192

Internet address(es):

General address of the contracting authority: <http://www.fscs.org.uk>

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Economic and financial affairs

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title

FSCS212 Claims Processing and Remediation Services.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 6: Financial services a) Insurances services b) Banking and investment services

Main site or place of performance: United Kingdom of Great Britain and Northern Ireland.

NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

The procurement involves the establishment of a framework agreement

II.1.4. Short description of the contract or purchase(s)

FSCS is seeking to establish a replacement Framework Agreement with a maximum of four suppliers to supply Claims Processing and remediation services utilising the FSCS's claims management system. In very specific circumstances only, the suppliers may be required to

use their own proprietary systems for processing claims.

Interested parties are invited to express interest in Claims Processing and remediation services in relation to the following types of Claim:

- Investments;
- Home Finance;
- Insurance Intermediation;
- Deposits.

II.1.5. CPV code(s)

66171000 Financial consultancy services, 66172000 Financial transaction processing and clearing-house services, 66170000 Financial consultancy, financial transaction processing and clearing-house services, 79410000 Business and management consultancy services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 50 000 000 GBP
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Technical. Weighting 60
2. Commercial. Weighting 40

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

FSCS212 Claims Processing & Remediation Services

IV.3.2. Previous publication concerning this procedure

Prior information notice

Notice number in the OJ S: [2014/S 33-053632](#) of 15.2.2014

Contract notice

Notice number in the OJ S: [2014/S 86-150894](#) of 3.5.2014

Section V: Award of contract

Contract No: FSCS212

Lot title: Claims Processing and Remediation Services

V.1. Date of conclusion of the contract

17.10.2014

V.2. Information about tenders

Number of tenders received: 7

V.3. Name and address of the contractor

Official name: Capita Business Services Limited

Postal address: 71 Victoria Street, Westminster

Town: London

Postal code: SW1H 0XA

Country: United Kingdom

V.4. Information on value of the contract/lot

V.5. Information about subcontracting

Contract No: FSCS212

Lot title: FSCS Claims Processing and Remediation Services

V.1. Date of conclusion of the contract

17.10.2014

V.2. Information about tenders

Number of tenders received: 7

V.3. Name and address of the contractor

Official name: Deloitte LLP

Postal address: 2 New Street Square

Town: London

Postal code: EC4A 3BZ

Country: United Kingdom

V.4. Information on value of the contract/lot

V.5. Information about subcontracting

Contract No: FSCS212

Lot title: Claims Processing and Remediation Services

V.1. Date of conclusion of the contract

17.10.2014

V.2. Information about tenders

Number of tenders received: 7

V.3. Name and address of the contractor

Official name: Eversheds LLP

Postal address: One Wood Street

Town: London

Postal code: EC2V 7WS

Country: United Kingdom

V.4. Information on value of the contract/lot

V.5. Information about subcontracting

Contract No: FSCS212

Lot title: Claims Processing and Remediation Services

V.1. Date of conclusion of the contract

17.10.2014

V.2. Information about tenders

Number of tenders received: 7

V.3. Name and address of the contractor

Official name: Firstsource Solutions UK Limited

Postal address: Space One 1 Beadon Road Postal code: W6 0EA

Country: United Kingdom

V.4. Information on value of the contract/lot

V.5. Information about subcontracting

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:

no

VI.2. Additional information

VI.3. Procedures for review

VI.3.1. Review body

Official name: The High Court of England and Wales

Country: United Kingdom

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

1.12.2014