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Tender

Benefits Calculator

Money and Pensions Service

F02: Contract notice

Notice identifier: 2025/S 000-000182

Procurement identifier (OCID): ocds-h6vhtk-047b8e

Published 6 January 2025, 12:20pm

The closing date and time has been changed to:

6 February 2025 - no time specified

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Money and Pensions Service

Borough Hall

BEDFORD

MK42 9AP

Email

commercial@maps.org.uk

Telephone

+44 2081324641

Country

United Kingdom

Region code

UKH24 - Bedford

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://maps.org.uk/en>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://atamis-maps.my.site.com/login>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://atamis-maps.my.site.com/login>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Money and Pensions Guidance

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Benefits Calculator

Reference number

C0755

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Money and Pensions Service's MoneyHelper has been testing a two-stage benefits calculation where customers first receive an estimate of their potential entitlements before moving on to a more detailed calculation, the results of which may include what they are already claiming. Following a successful pilot, MaPs is now seeking to embed a third-party benefits calculator into MoneyHelper. This procurement is for a white-label benefits calculator tool with support and maintenance for an initial period of 3 years with the option to extend for a further 12 months.

II.1.5) Estimated total value

Value excluding VAT: £125,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

MaPS is seeking to procure a white-labelled, off-the-shelf Benefits Calculator tool to help MoneyHelper nudge customers to check their eligibility for benefits, social tariffs and other entitlements, with clear pathways to claiming these.

MaPS is not seeking an adviser-led solution since MoneyHelper is not a welfare rights/advice agency for people faced with complex claims issues (we signpost to third parties for this); rather, income derived from benefits is part of deeper financial guidance journeys for those most in need. These journeys may be triggered by life event income shocks such as becoming a parent, job loss, relationship breakdown, illness/disability, moving into retirement, or bereavement.

The procurement will be undertaken via the Open procedure under the Public Contracts Regulations (PCR) 2015. Early market engagement indicates that there is a healthy market to facilitate competition, with 25 organisations expressing interest in the opportunity.

The contract will be awarded based on the most economically advantageous tender (MEAT) with a weighting split of 70% Quality, 10% Social Value and 20% Price. The contract will include 6 KPIs, 3 of which will attract service credits.

The proposed contract will start in April 2025.

II.2.5) Award criteria

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

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

12 months optional extension period

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open 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 000-020772](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

20 January 2025

Changed to:

Date

6 February 2025

See the [change notice](#).

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: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

21 January 2025

Local time

9:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

How to access the tender documents:

The competition process will be the Open procedure laid down within the Public Contracts Regulations 2015. If you are interested in bidding for this contract and wish to access the Tender documents, then interested organisations must:

1. If you are not currently registered as a supplier on the MaPS E-Sourcing Portal (Atamis) then you must do so via the following link: <https://atamis-maps.my.site.com/s/Welcome>
2. Once registered on the MaPS Atamis portal, please search for this opportunity using the following reference number, C0755, via the portal's 'Find Opportunities' area.
3. If you require further assistance with this matter, please email commercial@maps.org.uk and place 'Benefits Calculator' in the email's subject.

VI.4) Procedures for review

VI.4.1) Review body

Royal Court of Justice

Strand

London

WC2A 2LL

Country

United Kingdom