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Award

## **Money Guidance Service**

Money and Pensions Service

F15: Voluntary ex ante transparency notice

Notice identifier: 2022/S 000-006529

Procurement identifier (OCID): ocds-h6vhtk-03201b

Published 10 March 2022, 7:39am

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

Money and Pensions Service

Holborn Centre, 120 Holbornholborn Centre, 120 Holborn

LONDON

EC1N2TD

#### **Contact**

Nicholas Cole

#### **Email**

[nicholas.cole@maps.org.uk](mailto:nicholas.cole@maps.org.uk)

#### **Telephone**

+44 7368646272

#### **Country**

United Kingdom

**NUTS code**

UKI31 - Camden and City of London

**Internet address(es)**

Main address

<https://moneyandpensionsservice.org.uk/>

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

Economic and financial affairs

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Money Guidance Service

#### **II.1.2) Main CPV code**

- 98000000 - Other community, social and personal services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Money guidance service delivered via a contact centre solution

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £5,000,000

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

Money guidance service delivered via a contact centre solution using a range of channels including telephone, web chat and email.

#### **II.2.11) Information about options**

Options: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated without a prior call for competition

- Extreme urgency brought about by events unforeseeable for the contracting authority

Explanation:

MaPS intends to directly award a contract for contact centre services to the incumbent provider through CCS framework RM6181. The direct award procedure under the framework is only available in exceptional circumstances. However, we believe that MaPS requirements are exceptional circumstances on this occasion. This is because a decision has been taken by the MaPS board to bring the service in house in the next 24 months, a new strategy which better reflects customer and organisational needs. This strategy will see a significant reduction in the numbers of customers served by the incumbent provider over the term of the contract. The contract awarded to the incumbent is intended to be short term interim solution which will provide continuity of service, least disruption to customers and lowest cost given the winding down of the outsourced service

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

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## **Section V. Award of contract/concession**

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract**

9 March 2022

#### **V.2.2) Information about tenders**

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

#### **V.2.3) Name and address of the contractor/concessionaire**

Hinduja Global Solutions UK

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

#### **V.2.4) Information on value of contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession: £5,000,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Money and Pension Service

London

Country

United Kingdom