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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

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Telephone

+44 7368646272

Country

United Kingdom

NUTS code

UKI31 - Camden and City of London

Internet address(es)

Main address

<https://moneyandpensionservice.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

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

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Money and Pension Service

London

Country

United Kingdom