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Planning

Quality Assurance Service

Money and Pensions Service

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-009477

Procurement identifier (OCID): ocids-h6vhtk-032ba0

Published 8 April 2022, 12:18pm

Section I: Contracting authority

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

Telephone

+44 7368646272

Country

United Kingdom

Region code

UKI31 - Camden and City of London

Internet address(es)

Main address

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

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Quality Assurance 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

The Money and Pensions Service is currently in the process of developing a strategy for the procurement of a Quality Assurance Service and is seeking the input of the market to help shape this strategy.

The service will cover a wide range of services including regulated debt advice, pensions guidance, pensions freedoms and money guidance. The Supplier will be responsible for the delivery of an independent Quality Assurance service across all delivery channels for MaPS which will check that all service lines are meeting (as a minimum) the requirements of the FCA approved MaPS Standards: <https://moneyandpensionservice.org.uk/money-and-pensions-service-standards/> These channels can include but are not limited to; face to face provision, telephone, written communications including the use of web chat and digital provisions. The service will need to be designed to provide assurance that the Quality frameworks being used by delivery partners whether internal or external are effective, robust and in line with contract expectations.

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

Main site or place of performance

requirement will have a national coverage

II.2.4) Description of the procurement

The Money and Pensions Service is currently in the process of developing a strategy for the procurement of a Quality Assurance Service and is seeking the input of the market to help shape this strategy.

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MaPS is issuing this Prior Information Notice (PIN) as a Request for Information (RFI) to gather market intelligence/information, to gain a better understanding of the capacity and appetite of the market to deliver the proposed service to ensure high quality advice and guidance is delivered. In particular, MaPS is keen to understand how the service activity can monitor Quality Assurance following these principles:

- Having a customer centric focus
- Systematic approach to management
- Utilisation of technology and reporting tools to enable live in month reporting
- Ability to assess against a set of quality criteria incorporating process and technical components across varying channels and including reviewing face to face case records, transcripts, written communications, digital interactions and audio records
- Ensures that the quality assurance activity is proportionate and relevant - ensuring that the sample size, frequency and remedial action is aligned to a riskbased approach to monitoring
- Timely and includes in month live reporting by service line, channel and theme
- Enables root-cause analysis and continuous improvement

- Provides oversight of policies, processes and training material where required in order to identify opportunities for continuous improvement
- Consistent across all service lines and delivery mechanisms

MaPS is seeking feedback from potential providers to understand opportunities and barriers to providing these services and to assist with shaping the Service Specification.

A virtual industry event will be held on Thursday 28th April 2022 to expose and seek feedback on concepts for competition. It will allow existing and potential suppliers to contribute information to inform the MaPS procurement strategy decisions.

II.2.14) Additional information

MaPS is seeking feedback from potential providers to understand opportunities and barriers to providing these services and to assist with shaping the Service Specification.

A virtual industry event will be held on Thursday 28th April 2022 to expose and seek feedback on concepts for competition. It will allow existing and potential suppliers to contribute information to inform the MaPS procurement strategy decisions.

If you are interested in attending this event, please register by emailing Nicholas.cole@maps.org.uk by 26th April 2022

II.3) Estimated date of publication of contract notice

22 August 2022

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: No