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Tender

MaPS Specialist Debt Advice Services

Money and Pensions Service

F02: Contract notice

Notice identifier: 2021/S 000-009782

Procurement identifier (OCID): ocds-h6vhtk-02ada7

Published 6 May 2021, 8:35am

Section I: Contracting authority

I.1) Name and addresses

Money and Pensions Service

Holborn Centre, 120 Holborn,

LONDON

EC1N2TD

Contact

Carol Hilaire

Email

carol.hilaire@maps.org.uk

Telephone

+44 2081324012

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

I.3) Communication

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

https://maps.app.jaggaer.com/web/login.html?_ncp=1558612699056.847-1

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://maps.app.jaggaer.com/web/login.html?_ncp=1558612699056.847-1

I.4) Type of the contracting authority

Other type

Arm's-length body sponsored by the Department for Work and Pensions

I.5) Main activity

Other activity

Financial Guidance

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

MaPS Specialist Debt Advice Services

Reference number

21-16C

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, MaPS (the "Authority") is an arm's-length body, sponsored by the Department for Work and Pensions, with a joint commitment to ensuring that people throughout the UK have guidance and access to the information they need to make effective financial decisions over their lifetime.

MaPS have now launched a tender for the delivery of a high-quality service to offer Debt Advisers (working within the free to client sector) a quick and consistent response to unusual or complex debt queries. The service will be delivered remotely by both phone and email.

The service will support debt advisers with the provision of accurate debt advice to over-indebted clients, empowering advisers to achieve good client outcomes, and increasing adviser confidence by providing access to the most relevant technical and tailored advice.

If you are interested in bidding for this services contract then please follow the instructions in the 'Complementary Information Section' of this notice.

II.1.5) Estimated total value

Value excluding VAT: £1,620,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The existing Specialist Debt Advice Support Service (SDAS) supports debt advisers to work with debt clients who face a diverse, and complex range of issues. Some clients require one-off debt advice whilst others need ongoing case management providing support and, in some cases, representation within formal settings.

Debt advice is provided through multiple channels including face to face, telephone and digital.

Keeping up to date with changes in law and policy areas, the range of debt solutions and strategies, and interpreting the law, is a key challenge for debt advisers working in a fast-paced and demanding environment. The Money and Pensions Service recognises the need to ensure debt advisers have access to a comprehensive framework of expert support to help with complex cases and to enable clients to receive accurate and timely advice.

The successful supplier will additionally host and provide materials on their website for debt advisers to access across the debt advice sector such as:

- Debt advice news and legal updates
- Featured Enquiries
- Spotlight Articles
- Webinars

(list not exhaustive).

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

A renewal may be considered after the initial 3 year term.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

2 year extension (at annual intervals).

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: No

IV.2) Administrative information

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

Date

1 June 2021

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

8 June 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.3) Additional information

HOW TO BID

1. Interested organisations must be registered as a 'Supplier' on the MaPS eSourcing portal 'Jaggaer' to participate: If you have not already done so, please use the following link:

<https://maps.app.jaggaer.com/web/login.html>

2. To register, you must have a valid DUNS number (provided by Dun and Bradstreet) for the organisation which you are registering, who will be entering into a contract if invited to do so.

3. If you do not have a DUNS number, please contact D&B UK directly on 0870 243 2344 (option 3), or online at <http://www.dnb.co.uk/duns-form.asp>.

4. Once registered on the portal, your organisation will be able to access the MaPS documents for this project in the 'Live Tenders' Section within the Jagger Portal.

5. Please email commercial@maps.org.uk should you require further assistance with "21-16C" in the subject title.

6. Please note all further communications including the submission of your online bid will be via the portal.

VI.4) Procedures for review

VI.4.1) Review body

Money and Pensions Service

London

EC1N 2 TD

Country

United Kingdom