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Contract

MaPS Independent Quality Assessment Service - Award Notice

Money and Pensions Service

F03: Contract award notice

Notice identifier: 2023/S 000-011977

Procurement identifier (OCID): ocds-h6vhtk-035505

Published 26 April 2023, 12:52pm

Section I: Contracting authority

I.1) Name and addresses

Money and Pensions Service

120 Holborn

LONDON

EC1N2TD

Contact

Carol Hilaire

Email

carol.hilaire@maps.org.uk

Telephone

+44 2081324012

Country

United Kingdom

Region code

UKI31 - Camden and City of London

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

I.4) Type of the contracting authority

Other type

Arms Length body sponsored by the Department for Work and Pensions

I.5) Main activity

Other activity

Financial Guidance Body for Money and Pensions

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

MaPS Independent Quality Assessment Service - Award Notice

Reference number

23-39C

II.1.2) Main CPV code

- 73000000 - Research and development services and related consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

The Money and Pensions Service (MaPS) carried out a tender for a supplier to deliver an independent quality assessment service to enable MaPS to manage, monitor and maintain oversight over the quality of its internal and outsourced guidance and advice delivery services against a set of 11 MaPS Standards (and 72 sub standards)

<https://www.moneyandpensionservice.org.uk/money-and-pensions-service-standards/>

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: £3,983,000

II.2) Description

II.2.2) Additional CPV code(s)

- 73000000 - Research and development services and related consultancy services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

II.2.4) Description of the procurement

The supplier will complete assessments across a wide range of MaPS services including regulated debt advice, pensions guidance, Pension Wise and money guidance. The supplier will be responsible for the delivery of an independent quality assessment service across all delivery channels that MaPS either delivers internally or funds through external delivery partners, to ensure that all service lines are meeting (as a minimum) the requirements of the FCA approved MaPS Standards.

The delivery of the service will be supported by a MaPS created quality assessment tool but will be facilitated longer term by a technical solution sourced through a separate procurement exercise. The current solution will be maintained and managed by MaPS but utilisation of the current and future tool will be a requirement of delivery.

The 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 both internal delivery teams and external delivery partners are effective, robust and in line with contract expectations. The service will need to utilise the skills and experience of subject matter experts to undertake quality assessments.

MaPS will expect the service to monitor and assess customer facing quality assurance as well as organisational controls 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 risk-based 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.

II.2.5) Award criteria

Quality criterion - Name: Case Studies / Weighting: 10

Quality criterion - Name: Methodology and Approach to Delivery / Weighting: 20

Quality criterion - Name: Issues and Risks / Weighting: 5

Quality criterion - Name: Resource / Weighting: 15

Quality criterion - Name: Project Plan / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: GDPR / Weighting: Pass/Fail

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

2 years (at annual intervals)

II.2.14) Additional information

Total Whole life contract value £3,983,000 (excluding VAT)

Total Whole life contract value £4,779,600 (including VAT)

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-033539](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

23-39C

Title

Independent Quality Assessment Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 April 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

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

V.2.3) Name and address of the contractor

Recognising Excellence

Unit 3, Twigworth Court Business Centre, Tewkesbury Road, Nr. Glouceste

Gloucester

GL2 9PG

Country

United Kingdom

NUTS code

- UKK - South West (England)

Companies House

06506091

The contractor is an SME

Yes

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

Total value of the contract/lot: £3,983,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom