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Tender

Commissioning Debt Advice in England

Money and Pensions Service

F02: Contract notice

Notice identifier: 2021/S 000-016778

Procurement identifier (OCID): ocds-h6vhtk-02c8fc

Published 16 July 2021, 1:40pm

Section I: Contracting authority

I.1) Name and addresses

Money and Pensions Service

120 Holborn

LONDON

EC1N2TD

Contact

MaPS Commercial Division

Email

commercial@maps.org.uk

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>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Other type

Arms-Length body of 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

Commissioning Debt Advice in England

Reference number

21-39

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 (DWP), which is committed to providing access to the information and guidance people across the UK need to make effective financial decisions. This we aim to deliver in the most customer centric and cost-effective way possible.

MaPS is the largest funder of free debt advice in England and works alongside partners to make debt advice easier and quicker to access by the general public and to improve standards and quality across the sector.

MaPS is aware of the impact of debt advice on the lives of individuals, not just getting them back into a position of having control over their finances but also the positive impact on their health and wellbeing. We therefore want to ensure that more individuals that are in need of advice receive it each year.

This commissioning exercise represents the largest ever investment in debt advice services in England and will enable hundreds of thousands of additional people to access advice per year over and above our historic levels. Our contracts will run for three years, with a possible extension to five, giving greater certainty to the debt advice sector.

MaPS and its predecessor body, The Money Advice Service, has commissioned debt advice for many years now, therefore this commissioning approach is informed by our world leading consumer research programme into debt problems and debt advice. This

insight will help us to offer the highest quality and best value for money services to customers and ensure our funding approach is aligned to current good practice.

The Authority intends to re-commission agreements for national and regional debt advice provision, small business debt advice and the administration of Debt Relief Orders (DROs). The commissioned services will cover England only and will be delivered under contracts to commence on the 1 April 2022.

DROs will be delivered by Competent Authorities and will provide both national remote services and regional provision.

Organisations that will deliver debt advice (whether as lead supplier or as part of the Tenderer's supply chain) must hold the relevant FCA authorisation (to provide debt advice) unless they have a valid exemption provided by law. Organisations must ensure that delivery partners are FCA authorised (or legally exempt) to commence service delivery from 1 April 2022.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots
4

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lot 1 offers 3 Contracts (max. 1 per supplier)

Lot 2 offers 3 Contracts (max. 2 per supplier)

Lot 3 offers 1 Contract (max 1 supplier)

Lot 4 offers 3 Contracts (max 1 per supplier)

II.2) Description

II.2.1) Title

Lot 1 - National Services

Lot No

1

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal 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

National Debt Advice Services

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £175,000,000

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

3 + 1 + 1

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Up to 2 years (at annual intervals)

II.2.14) Additional information

BID SUBMISSION DATE:

The Bid submission date for Lots 1 & 2 is the 15th October 2021 at 12 noon.

The Bid Submission date for Lots 3 & 4 is the 15th September 2021 at 12 noon.

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 Dun & Bradstreet UK directly on telephone number 01628 492000

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 "21-39" in the subject title.

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

via the portal.

II.2) Description

II.2.1) Title

Lot 2 - Regional Services

Lot No

2

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal 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

Regional debt advice services

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £83,333,333

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

3 + 1+ 1

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Up to 2 years (at annual intervals)

II.2.14) Additional information

BID SUBMISSION DATE:

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II.2) Description

II.2.1) Title

Lot 3 Business Debt

Lot No

3

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal 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

Business Debt Advice

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £12,500,000

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

3 + 1+ 1

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Up to 2 years (at annual intervals)

II.2.14) Additional information

BID SUBMISSION DATE:

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II.2) Description

II.2.1) Title

Lot 4. Debt Relief Order Administration Hubs

Lot No

4

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal 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

Debt Relief Order Administration Hubs.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £50,000,000

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

3 + 1+ 1

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Up to 2 years (at annual intervals)

II.2.14) Additional information

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or online at <http://www.dnb.co.uk/duns-form.asp>.

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Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Minimum level(s) of standards possibly required

Financial Conduct Authority (FCA) Authorisation

The Prime Contractor must ensure all Delivery Parties directly delivering debt advice to Customers hold the relevant FCA authorisations to provide debt advice or have applied for the

relevant authorisations and achieved 'minded to approve status' before submitting a tender.

The relevant authorisations must be in place by the date of contract commencement meaning that a Tenderer who has identified an organisation with 'minded to approve status' will be making a tender at its own risk in the event that authorisation is not in place prior to the scheduled date for contract commencement.

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

8 September 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

15 September 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Please refer to provided link:-

<https://www.find-court-tribunal.service.gov.uk/courts/royal-courts-of-justice;>