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Planning

Debt Advice Quality Framework Accreditation Scheme

MONEY AND PENSIONS SERVICE

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-018920

Procurement identifier (OCID): ocds-h6vhtk-050caf

Published 2 May 2025, 5:35pm

Scope

Reference

C0905

Description

The Money and Pensions Service (MaPS) is an arm's-length body sponsored by the Department for Work and Pensions. It is jointly committed to ensuring that individuals across the UK have access to the advice, guidance and information necessary to make informed financial decisions throughout their lifetime.

To ensure the advice, guidance and information we deliver, or commission is of the highest possible standard, MaPS requires a delivery partner to administer our Debt Advice Quality Framework Accreditation Scheme.

The MaPS Debt Advice Quality Framework consists of two interrelated and essential components: the Organisational Quality Framework and the Individual Quality Framework. Together, these components form our approach to ensuring the provision of high-quality debt advice services in both the free-to-client and fee-charging sectors.

The MaPS Debt Advice Quality Framework

(<https://debtquality.org.uk/accreditation-of-training-and-qualifications/>) serves as a unified mechanism against which third-party standards, codes, training, and qualifications, currently used within the debt advice sector across England, can be mapped and assessed for compliance. Those providers who meet the framework's requirements will be awarded accreditation, while those unable to demonstrate compliance will be encouraged to address any identified gaps.

The scope of the service includes the following activities:

- Accreditation: Mapping against the criteria outlined in the MaPS Debt Advice Quality Framework.
- Standards and Codes Report Checks: Annual reviews of third-party standards holders' audits to ensure their standards are compliant with MaPS's Debt Advice Quality Framework.
- Training: Development and delivery of refresher training sessions for staff of third-party standards and membership code holders as required.

Additionally, the supplier will provide subject matter expertise to MaPS in relation to the accreditation of third-party standards, codes, and training/qualifications. The supplier will also participate in evaluation and continuous improvement activities as needed.

Suppliers will need to be able to demonstrate experience of assessment and auditing to map Third-Party Standards/Codes and Third Party Training/Qualifications.

MaPS are conducting an early market engagement event to assess market capabilities, identify potential suppliers, and refine requirements prior to the formal procurement process.

The purpose of this event is to inform the procurement process regarding the potential appointment of an Accreditation supplier capable of overseeing two critical components of the service:

1. Organisational Quality Framework

2. Individual Quality Framework

To facilitate the monitoring of adherence to these standards, as well as regulatory requirements, and to ensure that MaPS-funded advisers deliver high-quality debt advice, the procured service will administer the Debt Advice Quality Framework Accreditation Scheme.

MaPS will be hosting a Debt Advice Quality Framework Accreditation Scheme Market Engagement Session on Monday, 2nd June 2025 - 12noon.

Further details will be provided to interested respondents.

This session will provide an opportunity for prospective providers to gain insights into the objectives of the service, the procurement process, and to network with other stakeholders. MaPS will also use this session to gather market intelligence that may influence the final Tender specification.

MaPS anticipates that the contract will commence 1st April 2026.

To express an interest in attending the Engagement Session, please Respond by 10am Tuesday, 20th May 2025, providing the names, titles, and contact details of attendees (maximum of two per organisation) to:

Commercial@maps.org.uk with ref C0905 - Debt Advice Quality Framework Accreditation Scheme in the subject heading

MaPS reserves the right to amend or discontinue the procurement process, or alter the requirements, at any time.

Total value (estimated)

- £250,000 excluding VAT
- £300,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Main procurement category

Services

CPV classifications

- 72225000 - System quality assurance assessment and review services
- 98000000 - Other community, social and personal services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

20 May 2025

Engagement process description

Purpose of the preliminary market engagement session is to gain insight into market interest for this opportunity and to provide an opportunity for prospective providers to gain insights into the objectives of the service, the procurement process, and to network with other stakeholders. MaPS will also use this session to gather market intelligence that may influence the final tender specification.

To express an interest in attending the Engagement Session, please Respond by 10am Tuesday, 20th May 2025, providing the names, titles, and contact details of attendees (maximum of two per organisation) to:

Email: Commercial@maps.org.uk with "ref C0905 - Debt Advice Quality Framework

Accreditation Scheme event" in the subject heading

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Submission

Publication date of tender notice (estimated)

2 October 2025

Contracting authority

MONEY AND PENSIONS SERVICE

- Companies House: 07172704
- Public Procurement Organisation Number: PYCD-3829-CVCG

Money & Pensions Service Borough Hall

Bedford

MK42 9AB

United Kingdom

Contact name: Sophie Okusanya

Email: commercial@maps.org.uk

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

Region: UKH24 - Bedford

Organisation type: Public authority - central government