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Planning

## **Quality Assessment Service**

Money and Pensions Service

F01: Prior information notice

Reducing time limits for receipt of tenders

Notice identifier: 2022/S 000-020061

Procurement identifier (OCID): ocds-h6vhtk-035505

Published 22 July 2022, 4:57pm

## **Section I: Contracting authority**

### **I.1) Name and addresses**

Money and Pensions Service

120 Holborn

LONDON

EC1N 2TD

### **Contact**

Carol Hilaire

### **Email**

[carol.hilaire@maps.org.uk](mailto:carol.hilaire@maps.org.uk)

### **Telephone**

+44 2081324012

**Country**

United Kingdom

**NUTS code**

UKI31 - Camden and City of London

**Internet address(es)**

Main address

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

**I.3) Communication**

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

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

**I.5) Main activity**

Other activity

Financial and Debt Guidance

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## Section II: Object

### II.1) Scope of the procurement

#### II.1.1) Title

Quality Assessment Service

#### II.1.2) Main CPV code

- 73200000 - Research and development consultancy services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

The Money and Pensions Service (MaPS) intends to commence 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.moneyandpensionsservice.org.uk/money-and-pensions-service-standards/>

#### II.1.6) Information about lots

This contract is divided into lots: No

### II.2) Description

#### II.2.2) Additional CPV code(s)

- 66000000 - Financial and insurance services
- 80000000 - Education and training services
- 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

### MaPS Standards - Quality Assessment Service

This Prior Information Notice (PIN) is to advise prospective suppliers of the Commissioners' intention and is not a formal call for tender.

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.

The Money and Pensions Service (MaPS) intends to commence 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.moneyandpensionsservice.org.uk/money-and-pensions-service-standards/>

MaPS funded delivery services are UK wide and provide information, guidance, and advice through a variety of delivery channels. MaPS is required to ensure and monitor compliance of its delivery services against the MaPS Standards.

The new quality assessment service will be key to MaPS monitoring compliance of funded and internal services with each of the MaPS Standards, feeding into performance reporting against key performance indicators.

All service lines will be required to complete their own quality assessments and provide scores drawn from a sample of delivery partners. The supplier of this service will complete independent assessments of those samples and feed the findings into the technical solution initially managed by MaPS.

### Description

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

Whilst the proposed contract may be awarded to a single organisation, MaPS may also consider consortia arrangements.

Please note that suppliers in receipt of a delivery grant for any MaPS delivery service are unable to bid for this opportunity due to the potential for conflict of interest.

MaPS plans to hold a quality assessment service market engagement session (via Microsoft Teams) on Friday 5th August 2022, details of which will be notified separately to prospective providers who indicate their interest to participate in the engagement session. This will provide an opportunity for prospective suppliers to find out more about the aims of the proposed service, the tendering process involved, as well as an opportunity to network with others. MaPS will use the opportunity to gather intelligence from providers which may

influence development of the tender.

The proposed contract will form a key dependency for a separate tender to be published shortly for a technical solution\*\* which will manage, monitor and maintain oversight of the data produced by delivery partners and the quality assessment service.

\*\*Please note that suppliers in receipt of a delivery grant for any MaPS delivery service are unable to bid for this opportunity due to the potential for conflict of interest.

## **II.2.14) Additional information**

### **Market Engagement Session**

To attend the MaPS Quality Assessment market engagement session on the 5th August 2022, interested organisations should email the MaPS commercial team referenced below by 3pm on the 4th August 2022 with the Subject Heading 'MaPS Quality Assessment Engagement', and provide contact details (name and title) for attendees (a maximum of two attendees per organisation) to:

Commercial Manager - Carol Hilaire

E. [carol.hilaire@maps.org.uk](mailto:carol.hilaire@maps.org.uk)

The Authority reserves the right not to proceed with the Procurement or any part thereof or change the requirements as necessary at any time.

The ITT is expected to be published in late September (may be subject to change). A Contract Notice will be issued.

## **II.3) Estimated date of publication of contract notice**

30 September 2022

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## **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

### **IV.2) Administrative information**

#### **IV.2.5) Scheduled date for start of award procedures**

5 December 2022

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The High Court

The Strand

City of London

WC2A 2LL

Country

United Kingdom

Internet address

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