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Planning

Technical Solution

Money and Pensions Service

F01: Prior information notice

Reducing time limits for receipt of tenders

Notice identifier: 2022/S 000-020097

Procurement identifier (OCID): ocids-h6vhtk-035529

Published 25 July 2022, 10:18am

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

Telephone

+44 2081324012

Country

United Kingdom

NUTS code

UKI31 - Camden and City of London

Internet address(es)

Main address

<https://www.moneyandpensionsservice.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 of Work and Pensions

I.5) Main activity

Other activity

Financial and debt advice

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Technical Solution

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

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 technical solution 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) See link:-

<https://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)

- 73000000 - Research and development services and related consultancy services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

MaPS Standards - Technical Solution for Data Management and Oversight

Introduction

This Prior Information Notice (PIN) is to advise prospective providers 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 technical solution 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) see link:

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

MaPS funded delivery services are spread 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 technical solution will therefore 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. The new technical solution will replace, and significantly enhance current temporary, isolated systems operated through SharePoint and Microsoft forms.

All service lines will be required to complete their own quality assessments and feed in scores drawn from a sample of delivery partners into the technical solution. In addition, a third-party organisation will provide independent quality assessments across all service lines (and delivery partners) and feed in these scores to the technical solution.

Description

The new, user friendly, technical solution will need to:

- Provide a system for monitoring organisational level compliance.
- Provide a system for monitoring the output from assessments of customer interactions (both from service level and independent assessments).
- Provide secure and seamless data transfer and uploads (both customer and business data) through a variety of formats. MaPS delivery partners operate through a variety of case management systems, we are therefore focussed on identifying solutions for seamless, and where possible, automated data transfer and analysis.
- To enable both delivery partners and a third-party quality assessment organisation to have access, and to input data to the new technical solution.
- Provide a range of access rights and ability to track activity of third parties.
- Ensure data can be compared and analysed to identify any variance in assessments of compliance with the MaPS Standards.
- Enable MaPS oversight through dashboards, tailored and standardised reporting.
- Enable timely and in month live reporting in an exportable and viable presenting format by service line, channel, and theme.
- Enable root-cause analysis and continuous improvement to be identified.

- Have the flexibility to adapt system to evolving project needs, in particular to one off deep dive analysis as required.

The proposed contract will form a key dependency for a separate tender:

Quality Assessment Service - Find a Tender (find-tender.service.gov.uk)

The separate tender will provide a service with subject matter experts who will be undertaking quality assessments, both accessing and inputting data from the new technical solution being sought through this PIN.

MaPS expects the technical solution service provider to be in place from 1st April 2023, commencing full service operation by the start date of 1st June 2023. This should be a consideration for any organisation consider participating in the tendering phase.

II.2.14) Additional information

Next Steps

A market engagement event will take place on Monday 15th August at 11am (via Microsoft Teams). This will provide an opportunity for prospective providers to find out more about the aims of the proposed technical solution, the tendering process that would be involved, as well as an opportunity to network with others. MaPS will use the opportunity to gather intelligence from suppliers which may influence development of the tender.

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.

To attend the Market Engagement session, interested organisations should email the MaPS commercial team referenced below by 3pm on the Thursday 11th August 2022 with the name, title, and contact details for attendees (a maximum of two attendees per organisation) to:

Commercial Manager - Carol Hilaire

E. carol.hilaire@maps.org.uk

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

II.3) Estimated date of publication of contract notice

14 November 2022

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

31 January 2023

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