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Planning

## **Digital British Sign Language Interpretation**

Money and Pensions Service

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-020235

Procurement identifier (OCID): ocids-h6vhtk-047a13

Published 3 July 2024, 11:00am

### **Section I: Contracting authority**

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

Money and Pensions Service

Borough Hall, 138 Cauldwell Street

Bedford

MK42 9AP

#### **Contact**

Saima Noreen

#### **Email**

[commercial@maps.org.uk](mailto:commercial@maps.org.uk)

#### **Telephone**

+44 2080000000

#### **Country**

United Kingdom

**Region code**

UKH2 - Bedfordshire and Hertfordshire

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://maps.org.uk>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

Social protection

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Digital British Sign Language Interpretation

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems
  - JA02 - For computer software
  - JA10 - For Internet

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

The Money and Pension Services are seeking a digital service that can translate its MoneyHelper website into British Sign Language.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

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

- 48980000 - Programming languages and tools

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

At the Money and Pensions Service (MaPS) we work to ensure that people throughout the UK have the guidance and access to information that they need to make effective financial decisions over their lifetime. Putting accessibility at the heart of the design and delivery of our services helps to ensure that every customer can get this information at the

right time, and in the right way for them. This includes ensuring our Deaf customers are offered support that is suitable for them, which is why both our Pension Wise and Pensions Guidance provide BSL interpreter appointments by video upon request.

We recognise that ensuring our services are accessible to our Deaf customers extends beyond the provision of BSL interpreters for our telephone guidance, and extends to the information that we provide on our MoneyHelper website. MoneyHelper aims to help people move on with life, by providing free impartial help across all aspects of finances.

In this respect we are looking to engage with providers who are able to provide a digital solution that will translate our MoneyHelper website into BSL. This recognises that for people for whom sign language is their first or preferred language.

When a Deaf customer requires specific content on the MoneyHelper website, we would like a delivery partner who is experienced in providing high quality deaf translations which will be recorded promptly and added to our website. The delivery partner must have a demonstrated ability to provide technology which ensures a seamless user journey for all users of our website, and which has the automatic capability of ensuring that out of date translations are removed when content is updated.

We would expect our delivery partner to have experience of providing translations for financial services, where the language can be technical and complex.

In addition to translation of content we would expect our delivery partner to provide us with ongoing insights and information into the numbers of Deaf customers using our website and particular content which is used more or less by this community, to help us to ensure that we continually develop our services in a way which is responsive to need.

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

1 April 2025

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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: Yes

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## **Section VI. Complementary information**

### **VI.3) Additional information**

To express an interest in this potential opportunity, please email [commercial@maps.org.uk](mailto:commercial@maps.org.uk) quoting "Digital BSL Solution. Please include your organisation name and email.

Deadline for expression of interest: 11.59pm on 4 August 2024