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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

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

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

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

Section VI. Complementary information

VI.3) Additional information

To express an interest in this potential opportunity, please email 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