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Planning

Benefits Calculator

Money and Pensions Service

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-020772

Procurement identifier (OCID): ocds-h6vhtk-047b8e

Published 8 July 2024, 1:14pm

Section I: Contracting authority

I.1) Name and addresses

Money and Pensions Service

Borough Hall, Cauldwell Street

Bedford

MK42 9AP

Contact

Sureyya Kilic

Email

sureyya.kilic@maps.org.uk

Telephone

+44 2081324641

Country

United Kingdom

Region code

UKH - East of England

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Money and Pensions Guidance

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Benefits Calculator

Reference number

P0131

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

MaPS is seeking to identify a solution to be embedded in our MoneyHelper website that can provide customers with an

estimate of potential benefit entitlements before moving onto a more detailed calculation.

II.1.5) Estimated total value

Value excluding VAT: £114,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

1. Introduction to Money and Pensions Service

We are 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. We deliver this across five core functions.

We are funded by levies on both the financial services industry and pension schemes. More information about MaPS can be found on our website,

2. Background to Benefits Calculator

In February 2023, MaPS began testing how better to help our customers increase and maximise their disposable income by embedding a third-party benefits/social tariffs/other entitlements calculator into MoneyHelper.

We have been testing a two-stage process where customers first receive an estimate of their potential entitlements before moving on to a more detailed calculation, the results of which may include what they are already claiming.

Analysis of customer data from the pilot indicates that substantially more people are helped by embedding this two-stage journey compared to simply providing a link to third-party calculators.

It is important to note we are not looking for an advice-led solution. This is because MoneyHelper is not a welfare rights or advice agency for people faced with claims issues (we signpost to third parties for this); rather, we see income derived from benefits as a part of deeper financial management journeys for those most in need of guidance.

The summary of the functionality is as follows.

- The widest possible coverage of benefits, social tariffs and other entitlements across the UK, including in the devolved administrations, for people of all ages and circumstances.
- A calculator with a two-stage process - an initial estimate of entitlements based on a simple set of questions and a fuller calculation to confirm the original estimate.
- Data analytics to allow us to understand how close initial estimates are to the fuller calculations, including which benefits, social tariffs and other entitlements they apply to (these figures are based on the calculations, not on whether customers go on to make a claim).
- Flexibility to improve customer journeys thereby encouraging engagement with the benefits calculator and smoothing the transition to additional MoneyHelper guidance - or through referring users to third-party advice services if they face more complicated scenarios beyond the scope of MoneyHelper.

The summary of the technical specification is as follows.

- We require the service to be available on our consumer facing website, MoneyHelper, within a MoneyHelper branded page, integrated with the MoneyHelper website, hosted by you on a subdomain of our choosing.

We require the supplier to;

- Provide the digital user interface and customer journeys in English and Welsh
- Customize the interface in accordance with the MoneyHelper brand and Style Guide,
- Hosting should be in the UK wherever possible. UK support to avoid the potential of processing outside the UK and Europe.
- Provide the ability for MaPS to add and approve written prompts and guidance
- Meet level AA of the Web Content Accessibility Guidelines (WCAG 2.1) as a minimum
- Work on the most commonly used assistive technologies - including screen magnifiers, screen readers and speech recognition tools
- Include people with disabilities in user research
- Have an accompanying accessibility page that explains how accessible the service is - published on the date the service moves into public beta
- Should work without JavaScript, though it doesn't have to work exactly the same as with JavaScript.

II.2.14) Additional information

The purpose of this market engagement is to gain insight into market interest for this potential opportunity, determine capability and capacity and obtain your input in developing the specification for the proposed solution.

To express an interest in this potential opportunity, please email

Commercial@maps.org.uk with reference P0131 Benefits Calculator.

We are also hosting a webinar on Tuesday, 6 August 2024 at 1:30 pm.

To register for this event please use the link below.

<https://events.teams.microsoft.com/event/0c294e3b-f0f5-4021-a0f6-378bb7ac948a@bbe41032-8fce-4d42-bab5-44e21510886d>

If you encounter any issues with registration, contact commercial@maps.org.uk with reference 'P0131 Benefits Calculator Webinar'.

II.3) Estimated date of publication of contract notice

15 September 2024

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