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Planning

## **Money and Pensions Guidance contact service**

Money and Pensions Service

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-026262

Procurement identifier (OCID): ocids-h6vhtk-03fa44

Published 5 September 2023, 7:48pm

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

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

Money and Pensions Service

Holborn Centre, 120 Holborn

LONDON

EC1N2TD

#### **Contact**

Sophie Okusanya

#### **Email**

[sophie.okusanya@maps.org.uk](mailto:sophie.okusanya@maps.org.uk)

#### **Telephone**

+44 2080000000

#### **Country**

United Kingdom

**Region code**

UKI31 - Camden and City of London

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://maps.org.uk>

Buyer's address

<https://moneyandpensionsservice.org.uk/>

**I.3) Communication**

Additional information can be obtained from 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 (DWP)

**I.5) Main activity**

Economic and financial affairs

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## **Section II: Object**

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

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

Money and Pensions Guidance contact service

Reference number

23-045C

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

- 98000000 - Other community, social and personal services
  - SC01 - For pension

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

Services

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

The Money and Pensions Service (MaPS) are conducting a review of our current guidance service offering and are looking to procure a supplier to provide a contact centre that offers a single front door Tier 1 guidance and face to face (F2F) assisted digital service for money and pensions. In order to gain a better understanding of the capability, capacity and appetite of the wider supplier market to deliver the proposed services and to help design the service model and determine the most appropriate route to market and the commercial model, MaPS is issuing this Prior Information Notice (PIN) as a request for information (RFI).

#### **II.1.5) Estimated total value**

Value excluding VAT: £7,965,600

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

This contract is divided into lots: No

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

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

- 75130000 - Supporting services for the government
- 79342300 - Customer services
- 79512000 - Call centre
- 85312310 - Guidance 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 currently delivers Money Guidance at Tier 1 level via an outsourced contact centre and Pensions Guidance is delivered at Tiers 1, 2 and 3 in-house.

Pension Wise appointments are delivered both outsourced (70%), which is a mix of telephone/virtual and less than 10% face to face and in-house, which is all virtual (30%).

When customers call for Pensions Guidance, their situation is explored to ensure they are provided with the most appropriate service for their circumstances and issue. This could result in being provided with pensions guidance, receiving a Pension Wise appointment and/or being signposted to money guidance or debt advice. Both money and pensions information is provided on our Money Helper website, alongside a number of digital tools and a range of printed guides.

The Tiers of Guidance for both money and pensions are defined as per the MaPS Money Guidance Competency Framework (available at: <https://moneyandpensionsservice.org.uk/wp-content/uploads/2021/02/the-money-guidance-competency-framework.pdf>). In brief, this means Tier 1 is information giving and signposting, Tier 2 explores a customer's needs and provides more tailored guidance and Tier 3 focuses on a specialist area of guidance. Pension Wise appointments are a specific service for people over 50 with a defined contribution pension brought in as a result of the Pensions Freedoms Act (2015).

As the contract for our current outsourced Tier 1 Money Guidance contact centre is expiring at the end of March 2024, MaPS has taken the opportunity to conduct a review of the current guidance service offering and is looking to procure a supplier to provide a contact centre that offers a single front door to Tier 1 money and pension guidance with the potential for face to face (F2F) assisted digital support .

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

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

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

##### **Market Engagement Session**

MaPS will hold a virtual suppliers market engagement session on 20 September 2023. 11am - 12noon via Microsoft Teams in order to gain a better understanding of the capability, capacity and appetite of the wider market to deliver the proposed services and to help design the service model and determine the most appropriate route to market and the commercial model.

If you wish to attend, using subject heading: 23-045C MG Helpline and Contact Centre, please provide: the name of your organization, attendee contact name and Email Address and send to: [Commercial@maps.org.uk](mailto:Commercial@maps.org.uk) By 3pm 19 September 2023; the joining instructions and link will then be shared with you.

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

25 March 2024

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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

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## **Section VI. Complementary information**

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

The Money Guidance Competency Framework:

<https://moneyandpensionsservice.org.uk/wp-content/uploads/2021/02/the-money-guidance-competency-framework.pdf>

