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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

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

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 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

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

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>

