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Contract

Mental Health Crisis Breathing Space Services

MONEY AND PENSIONS SERVICE

F03: Contract award notice

Notice identifier: 2024/S 000-028926

Procurement identifier (OCID): ocids-h6vhtk-0438c2

Published 10 September 2024, 11:39am

Section I: Contracting authority

I.1) Name and addresses

MONEY AND PENSIONS SERVICE

138 Cauldwell Street

Bedford

MK42 9AP

Contact

Carol Hilaire

Email

carol.hilaire@maps.org.uk

Telephone

+44 2081324012

Country

United Kingdom

Region code

UKH2 - Bedfordshire and Hertfordshire

Internet address(es)

Main address

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

Buyer's address

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Money and Pension Guidance

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Mental Health Crisis Breathing Space Services

Reference number

C0739

II.1.2) Main CPV code

- 66000000 - Financial and insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

The Organisation

Money and Pensions Service (MaPS) vision is 'Everyone making the most of their money and pensions'. MaPS is 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. MaPS provide people in England with information and advice on debt and MaPS is the biggest funder of free-to-client debt advice.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £4,333,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79400000 - Business and management consultancy and related services

II.2.3) Place of performance

NUTS codes

- UKH2 - Bedfordshire and Hertfordshire

Main site or place of performance

Bedford

II.2.4) Description of the procurement

Mental Health Crisis Breathing Space (MHCBS)

Breathing Space is a HM Treasury policy which gives clients protection under legislation from creditor interest, charges, enforcement activity and collection communication, enabling them to stabilise their financial situation, engage with advice and find a solution. Since May 2021 when this policy launched MaPS commissioned a Former Supplier to deliver a service which provides people with access protection under Mental Health Crisis Breathing Space (MHCBS) and access to debt advice.

MaPS seeks to commission a new service building on our learning from prior service delivery with a view to helping more people receive the benefits of MHCBS protection.

The MHCBS service will be for delivery in England only; and MaPS has data (based on the existing MaPS funded service for England) that circa 130-150 clients per month are being served, as a current baseline.

As a minimum the MaPS MHCBS service must offer:-

Entry Point - Maximising number of eligible applications into the service (influence as far as possible).

Exploration/triage - For MHCBS clients, use ability to influence to encourage engagement in Debt Advice.

Application - Process MHCBS applications that are received via an Approved Mental Health Professional referrals.

Debt Advice - Deliver debt advice to MHCBS clients who are both capable of engaging and who choose to do so during breathing space.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

1+1

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-004402](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 August 2024

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

We are Digital

Friars House, Manor House Drive, Coventry, Cv1 2TE

Coventry

Country

United Kingdom

NUTS code

- UKG33 - Coventry

Internet address

<https://cetma.org.uk/projects/we-are-digital/>

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £4,333,000

Total value of the contract/lot: £4,253,551

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand,

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://theroyalcourtsofjustice.com/>

VI.4.2) Body responsible for mediation procedures

MONEY AND PENSIONS SERVICE

138 Cauldwell Street

Bedford

MK42 9AP

Email

commercial@maps.org.uk

Country

United Kingdom

Internet address

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

VI.4.4) Service from which information about the review procedure may be obtained

MONEY AND PENSIONS SERVICE

138 Cauldwell Street

Bedford

MK42 9AP

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commercial@maps.org.uk

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United Kingdom

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