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Planning

Quality Assurance Service

Money And Pensions Service

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-029969

Procurement identifier (OCID): ocds-h6vhtk-02fc87

Published 2 December 2021, 2:30pm

Section I: Contracting authority

I.1) Name and addresses

Money And Pensions Service

Holborn Centre, 120 Holborn, Holborn Centre, 120 Holborn

LONDON

EC1N2TD

Contact

Nicholas Cole

Email

nicholas.cole@maps.org.uk

Telephone

+44 7368646272

Country

United Kingdom

NUTS code

UKI31 - Camden and City of London

Internet address(es)

Main 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

Ministry or any other national or federal authority

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Quality Assurance Service

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.1.4) Short description

The Money and Pensions Service is seeking to undertake a procurement exercise for the

purpose of establishing a Quality Assurance Service across a wide range of services including regulated debt advice, pensions guidance, pensions freedoms and money guidance. The Supplier shall schedule, and subsequently administer an independent Quality Assurance service across all delivery channels for MaPS which will check that all service lines are meeting (as a minimum) the requirements of the FCA approved MaPS Standards. These channels can include but are not limited to; face to face provision, telephone, written communications including the use of web chat and digital provisions. The service will need to be designed to provide assurance that the frameworks being used by delivery partners whether internal or external are effective, robust and in line with contract expectations.

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

Main site or place of performance

national

II.2.4) Description of the procurement

The Money and Pensions Service is seeking to undertake a procurement exercise for the purpose of establishing a Quality Assurance Service across a wide range of services including regulated debt advice, pensions guidance, pensions freedoms and money guidance. The Supplier shall schedule, and subsequently administer an independent Quality Assurance service across all delivery channels for MaPS which will check that all service lines are meeting (as a minimum) the requirements of the FCA approved MaPS Standards. These channels can include but are not limited to; face to face provision, telephone, written communications including the use of web chat and digital provisions. The service will need to be designed to provide assurance that the frameworks being used by delivery partners whether internal or external are effective, robust and in line with contract expectations.

MaPS is issuing this Prior Information Notice (PIN) as a Request for Information (RFI) to gather market intelligence/information, to gain a better understanding of the capacity and appetite of the market to deliver the proposed service to ensure high quality advice and guidance is delivered. In particular, MaPS is keen to understand how the service activity

can monitor Quality Assurance following these principles:

- Having a customer centric focus
- Systematic approach to management
- Utilisation of technology and reporting tools to enable live in month reporting
- Ability to assess against a set of quality criteria incorporating process and technical components across varying channels and including reviewing face to face case records, transcripts, written communications, digital interactions and audio records
- Ensures that the quality assurance activity is proportionate and relevant - ensuring that the sample size, frequency and remedial action is aligned to a risk based approach to monitoring
- Timely and includes in month live reporting by service line, channel and theme
- Enables root-cause analysis and continuous improvement
- Provides oversight of policies, processes and training material where required in order to identify opportunities for continuous improvement
- Consistent across all service lines and delivery mechanisms

MaPS is seeking feedback from potential providers to understand opportunities and barriers to providing these services and to assist with shaping the Service Specification.

II.2.14) Additional information

We are holding a supplier information event on 13th January 2022 at 16:00. This event will be virtual and if you are interested in attending this event please register your interest by emailing nicholas.cole@maps.org.uk

II.3) Estimated date of publication of contract notice

30 June 2022

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