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Tender

## **MaPS Independent Quality Assessment Service**

Money and Pensions Service

F02: Contract notice

Notice identifier: 2022/S 000-033539

Procurement identifier (OCID): ocds-h6vhtk-035505

Published 25 November 2022, 3:45pm

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

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

Money and Pensions Service

120 Holborn

LONDON

EC1N2TD

#### **Contact**

Carol Hilaire

#### **Email**

[carol.hilaire@maps.org.uk](mailto:carol.hilaire@maps.org.uk)

#### **Telephone**

+44 2081324012

#### **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://moneyandpensionsservice.org.uk/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://maps.app.jaggaer.com/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to 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

**I.5) Main activity**

Other activity

Financial Guidance body for Money and Pensions

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## **Section II: Object**

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

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

MaPS Independent Quality Assessment Service

Reference number

22-39C

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

- 73000000 - Research and development services and related consultancy services

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

Services

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

Independent Quality Assessment Service

The Money and Pensions Service, MaPS (the "Authority") 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.

The Money and Pensions Service (MaPS) intends to commence a tender for a supplier to deliver an independent quality assessment service to enable MaPS to manage, monitor and maintain oversight over the quality of its internal and outsourced guidance and advice delivery services against a set of 11 MaPS Standards (and 72 sub standards), <https://www.moneyandpensionsservice.org.uk/money-and-pensions-service-standards/>.

The Financial Guidance and Claims Act 2018 (The Act) sets out a requirement for the Single Financial Guidance Body (renamed as MaPS) to set standards in relation to persons providing information, advice, or guidance. The Act requires MaPS to monitor its own and our delivery partners' compliance with the standards.

MaPS funded delivery services are UK wide and provide information, guidance, and advice through a variety of delivery channels.

The new quality assessment service will be key to MaPS monitoring compliance of funded and internal services with each of the MaPS Standards, feeding into performance

reporting against key performance indicators.

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

This contract is divided into lots: No

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

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

- 66000000 - Financial and insurance services
- 80000000 - Education and training 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**

Description

The supplier will complete assessments across a wide range of MaPS services including regulated debt advice, pensions guidance, Pension Wise and money guidance. The supplier will be responsible for the delivery of an independent quality assessment service across all delivery channels that MaPS either delivers internally or funds through external delivery partners, to ensure that all service lines are meeting (as a minimum) the requirements of the FCA approved MaPS Standards.

The delivery of the service will be supported by a MaPS created quality assessment tool.

The delivery channels can include but are not limited to; face to face provision, telephone, written communications including the use of web chat, omni channel and digital provisions.

Whilst the proposed contract may be awarded to a single organisation, MaPS may also consider consortia arrangements.

Please note that suppliers in receipt of a delivery grant for any MaPS delivery service are unable to bid for this opportunity due to the potential for a conflict of interest.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

15 March 2023

End date

14 March 2026

This contract is subject to renewal

Yes

Description of renewals

3 +1+1

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

Up to 2 years (at annual intervals)

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

HOW TO BID

1. Interested organisations must be registered as a 'Supplier' on the MaPS eSourcing portal 'Jaggaer' to participate.

If you have not already done so, please use the following link:

<https://maps.app.jaggaer.com/web/login.html>

2. To register, you must have a valid DUNS number (provided by Dun and Bradstreet).

3. If you do not have a DUNS number, please contact Dun & Bradstreet UK directly on telephone number 01628 492000.

or online at <http://www.dnb.co.uk/duns-form.asp>.

4. Once registered on the Jaggaer portal the tender can be viewed via OPEN TENDERS by clicking on 'Published Opportunities'.

5. Please email [carol.hilare@maps.org.uk](mailto:carol.hilare@maps.org.uk) should you require further assistance with this matter and placing " IQAS 22-39 "in the subject line.

6. Please note all further communications including the submission of your online bid must be via the Jaggaer portal.

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## **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: [2022/S 000-020061](#)

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

4 January 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

11 January 2023

Local time

12:00pm

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**Section VI. Complementary information**

**VI.1) Information about recurrence**

This is a recurrent procurement: No

**VI.4) Procedures for review**

**VI.4.1) Review body**

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

[https://www.find-court-tribunal.service.gov.uk/courts/royal-courts-of-justice:](https://www.find-court-tribunal.service.gov.uk/courts/royal-courts-of-justice;)