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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): ocids-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

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

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 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.

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

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;)