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Planning

Pension Wise & Pension Guidance Services

Money and Pensions Service

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-035703

Procurement identifier (OCID): ocds-h6vhtk-039209

Published 16 December 2022, 2:52pm

Section I: Contracting authority

I.1) Name and addresses

Money and Pensions Service

120 Holborn

LONDON

EC1N2TD

Contact

Laura Bradshaw

Email

commercial@maps.org.uk

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://moneyandpensionservice.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

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Pension Wise & Pension Guidance Services

Reference number

22-164

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 Pension Service (MaPS) are undertaking a review of the potential combined delivery for Pension Wise and Pension Guidance services and is issuing this Prior Information Notice (PIN) as a Request for Information (RFI) to gain a better understanding of the capacity and appetite of the market to deliver the proposed services.

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

II.2.4) Description of the procurement

Service Objectives:

- Pension Customers will have the guidance they need at the right time. We will help

people navigate our services. Our services will be more efficient and more effective as we direct people to the right channel and guidance first time.

- Those most in need will have access to support and assistance at the time they need it, thus avoiding potentially detrimental decisions
- Our focus will evolve to reflect changing behaviours in relation to increasing demand for digital and multi-channel services.
- In line with our consumer guidance strategy, and legislative remit, guidance gaps are identified and filled.

The current model delivers the following services: -

Pension Wise - Service Requirements:

- Eligibility - citizens aged over 55 looking to access DC pension savings
- 45mins - 1 hour long scripted conversation covering 6 Pension Freedom Options, pros, cons and risks.
- Scale of up to 250,000 appointments per year with variable demand across months
- The session will be undertaken virtually either by telephone or video.
- There may be a limited requirement for face-to-face sessions.
- You must be able to cater for Welsh language, and those with accessibility needs i.e. British Sign Language.
- There may also be a requirement for managing customer bookings, queries and feedback.
- Regular reporting on customer metrics will be required, as will compliance with MaPS standards and ensuring that quality is at an acceptable level.
- Supplier will be required to undertake QA processes and provide assurance to MaPS.

Pension Guidance - Service Requirements:

- Eligibility - all citizens who require guidance on any and all aspects of their pension savings including Defined Contribution and Defined Benefit (Private and Public Sector)
- Scale of up to 20-25k per month reactive telephone calls with variable demand across

months, 500 pre-arranged appointments to provide guidance for safeguarding benefits and divorce cases and provide pre-arranged outreach seminars.

- There may also be a requirement for managing customer bookings, queries and feedback.
- Regular reporting on customer metrics will be required, as will compliance with MaPS standards and ensuring that quality is at an acceptable level.
- Supplier will be required to undertake QA processes and provide assurance to MaPS.

II.2.14) Additional information

We will be holding a virtual event on 10th January 2023 at 12.30pm via Microsoft Teams, to give interested suppliers further information about our requirements.

If you are interested in attending this event please contact Laura Bradshaw to obtain joining instructions, at commercial@maps.org.uk with 'MaPS Pension Wise/Pension Guidance' as the subject.

II.3) Estimated date of publication of contract notice

1 July 2023

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