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Planning

Money Guiders Learning Technologies & Services

MONEY AND PENSIONS SERVICE

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-035972

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Changes to notice

This notice has been edited. The [previous version](#) is still available.

The changes to the notice inform the market of the initial focus of the market engagement. Money and Pensions Service (MaPS) is an ALB of DWP. It has 5 core functions: pensions guidance; debt advice; money guidance; consumer protection; strategy. Money Guiders provides training, support, knowledge, skills, and confidence to individuals and organisations across the UK who deliver any kind of money guidance to the public. MaPS invites potential suppliers to help us shape how we might define, procure and contract for Money Guiders' Learning Technologies & Services. Initially, we are focussing on the following 3 key requirements: 1. Learning and community systems/ platforms, 2. Managed learning services: • Customer support services (triaging and routing customer queries and enquires), • Learning Platform implementation (deploying a platform MaPS buys, or one they buy, • Learning administration (managing services after deployment of the platform), and • Learning Platform (buying a platform that meets our requirements), 3. Digital learning/training content production. There are a further 4 areas where we are interested in hearing from suppliers where they offer these either directly or with partners. We are not intending to procure these with the core areas 1 - 3 above but they are in the pipeline for the programme. These are: 4. Certification, accreditation and CPD, • Awarding Body

Accreditation • CDP points accreditation • Professional Bodies accreditation 5. Bespoke training/learning content authoring, 6. Competency framework digital implementation tools and 7. Event Management Software.

Scope

Reference

C0871

Description

Money and Pensions Service (MaPS) is an ALB of DWP. It has 5 core functions: pensions guidance; debt advice; money guidance; consumer protection; strategy. Money Guiders provides training, support, knowledge, skills, and confidence to individuals and organisations across the UK who deliver any kind of money guidance to the public. MaPS invites potential suppliers to shape how it might define, procure and contract for Money Guiders' Learning Technologies & Services via early market engagement. MaPS is organising a series of pre-market engagement events. Requirement details are below.

1. Bespoke training/learning content authoring Provide authors and editors, assessment writers, trainers, facilitators and Subject Matter Experts (SMEs), to write well-structured and creative training learning materials for production into engaging, interactive digital learning that support the Money Guidance Competency Framework (<https://maps.org.uk/en/our-work/money-guiders/competency-framework>). Co-ordinate and project manage the work of those involved in the authoring process and work in a highly collaborative way with MaPS stakeholders including suppliers engaged in digital content production. Responsible for creating new content in line with MaPS strategy for learning/training materials. Increase the digital library from 20+ to 100+ self-guided learning hours and provide 200-250 events and training workshops annually for learners in group settings.
2. Digital learning content production Design and develop creative, highly engaging and interactive digital learning experiences with a mixture of assets to bring scenario-based learning to life. Work in a highly collaborative way with content authors and SMEs to refresh the current suite of Money Guiders e-Learning modules (20+ hours), create new bite-sized modular courses and digital assets and make regular

digital updates to maintain the technical accuracy and relevance of content. Learning content to be developed within the latest SCORM & xAPI formats to ensure learning can be undertaken on both Mobile devices and Desktops, comply with the Welsh Language Act and use Money Guiders Brand Guidelines.

3. Learning and community systems/ platforms Provide platforms that deliver digital learning content hosting on Mobile devices and Desktops and create a community experience for users. Money Guiders currently has a library of 20+ hours of bespoke, self-guided eLearning (xAPI) over 5 courses, comprising a total of 34 modules. 2 of the courses include formal, summative online assessments. It delivers 100+ events and training workshops annually - aim to increase the digital library to 100+ learning hours and provide 200-250 events and training workshops annually. Propose a model for configuring and deploying the learning platform to deliver:

- Secure registration for high volumes of users from multiple, external organisations
- Wide range of online learning experiences and assets - trackable eLearning (SCORM & xAPI) assessments, video-based training, media assets e.g. video, animations, audio files, eDocuments
- Online assessments including the use of question banks and timed assessments
- Interactive knowledge and skills frameworks to support personalised learning
- Learner participation in social learning and community building via peer-to-peer connection and communication
- Forums where users can post and chat about topic/issue threads
- Groups for defined/closed groups of users to chat and post with each other, and access resources that are only available to the group.
- Events calendar/listing with links to registrations and user's ability to see a record of their event engagement
- Searchable resource repository e.g. past catalogue of event recordings, transcripts and associated materials
- In-platform posting of communications, notices and news items for users
- Automated delivery of certificates, digital badges/credentials, awards for completing training and learning activities and courses
- English EN & Welsh language support - ability to build a Welsh language translation pack in conjunction with MaPS Welsh speaking staff.

4. Event Management Software Provide events management software to support production and delivery of learning events across a range of formats - online, hybrid and in-person. Production of events includes automation of; marketing and promotions; event listings for user-registration; ticketing; pre and post event delegate communication; registration and attendance monitoring, tracking and analysis; integration with MaPS CRM. Delivery of events includes functionality, once delegates have joined an event, that supports a high-quality experience for delegates; options for gallery views; administrator control of cameras and microphones; participant chat; resource sharing; break out rooms. Increase the volume of Money Guiders events and training workshops to 200-250 annually, hosting 1-1000 delegates at each event.

5. Certification, accreditation and CPD Provide digital and non-digital ways of recognising and rewarding individuals/organisation for efforts and achievements in the context of training, learning and development, developing good practice and engaging in social learning and communities of practice e.g. digital badges and credentials shared by individuals to promote their learning achievements, 3rd party endorsement, accreditation or assurance of Money Guiders in-person and online training, events and courses including assessments, by an Awarding Body that operates across the UK and has brand recognition with our learners, CDP accreditation for Money Guiders training/learning by

professional bodies that learners belong to as part of their employment and work roles e.g. health and social care, housing, welfare support, information, advice and guidance, education, and employment 6. Competency framework digital implementation tools Develop digital, interactive tool/s and guidance that help practitioners and managers/leaders to use or 'implement' the Money Guidance Competency Framework 7. Managed Learning Services Provide managed services, ranging from learning administration and customer support for high volumes of users from multiple, external Partner Organisations, to Learning Platform implementation.

a. Customer Support; Money Guiders receive queries via a number of different channels. Propose a support model for external users, to triage questions and route incoming calls to the correct resolver, logging in a ticketing system.

b. Learning Platform Implementation Learning Platform Implementation Specialist function to support deployment of a new Learning Platform, transition from legacy systems to the new technology and decommission old systems. Responsible for the implementation and integration of the Learning Platform and associated learning content within. Provide a resourcing model for:

- System Configuration - customising the Learning Platform to fit the "To Be" business processes
- Data Migration - ensuring secure and accurate transfer of data from legacy systems.
- Technical Support - providing ongoing assistance and troubleshooting post-implementation.

c. Learning Administration Learning Platform Administrator to perform certain key tasks within the learning application. Responsible for the administration, troubleshooting, and ongoing support of a Learning Platform to ensure that users have seamless access to training materials and resources. A resourcing model for:

- Providing responsive, effective, and timely technical support to users experiencing issues with the Learning Platform - login problems, course access issues, and content-related challenges.
- Managing user accounts (e.g. creation, role assignments, obsolescence), training assignments, course enrolments, and reporting.
- Users easily access and complete required training programs on the Learning Platform
- Uploading and curating updated learning materials (courses, videos, supporting documents) post Go Live (BAU)
- Bulk uploading large numbers of users to the Learning Platform (BAU)
- Building Learning "Dynamic Groups" so learners are placed in most relevant groups based on their learning journeys (BAU).
- Identify and define Learning Platform Enhancement Requests
- Testing newly built Enhancement Requests in the Learning Platform Staging server (BAU).
- Recording issues and bugs identified with the Learning Platform in the MaPS IT central ticketing system (BAU).
- Reporting issues and bugs identified with the Learning Platform to the supplier (BAU) via the vendors online portal
- Testing bug fixes in the Learning Platform Staging server prior to any patches being deployed to Live (BAU)

d. Learning Platform How a SaaS enterprise application Learning Platform can be provided as part of an overarching managed service. A model for configuring and deploying the learning platform, managing the cloud infrastructure including storage, computing resources and associated applications to ensure they are scalable and secure.

Total value (estimated)

- £4,000,000 excluding VAT
- £5,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 March 2026 to 28 February 2029
- Possible extension to 28 February 2031
- 5 years

Main procurement category

Services

CPV classifications

- 72263000 - Software implementation services
- 72264000 - Software reproduction services
- 72265000 - Software configuration services
- 79132000 - Certification services
- 80000000 - Education and training services
- 48783000 - Content management software package
- 80420000 - E-learning services
- 79952000 - Event services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

11 August 2025

Engagement process description

The purpose of the preliminary market engagement is to gain insight into market interest for this opportunity, determine capability and capacity and obtain input in developing the specification for the proposed solution. This will help assess current market capabilities, appetite for the requirements and inform the continued development of the procurement strategy for any potential future contract(s). A series of events will be scheduled throughout July. The initial webinar is scheduled for July 3, 2025, at 9:30 a.m. Indicative dates for the other sessions are below. To register for the events, please use the links below. [https://events.teams.microsoft.com/event/a6f2215f-](https://events.teams.microsoft.com/event/a6f2215f-d2c5-4100-83cc-377c8be0e6f5@bbe41032-8fce-4d42-bab5-44e21510886d)

[d2c5-4100-83cc-377c8be0e6f5@bbe41032-8fce-4d42-bab5-44e21510886d](https://events.teams.microsoft.com/event/a6f2215f-d2c5-4100-83cc-377c8be0e6f5@bbe41032-8fce-4d42-bab5-44e21510886d) Event 2 - 8 July 2025

<https://events.teams.microsoft.com/event/f5f8c353-766a-4159-86c9-bbc31e31851a@bbe41032-8fce-4d42-bab5-44e21510886d> Event 3 - 18 July 2025

<https://events.teams.microsoft.com/event/599efb1b-50c9-450d-9738-785c182081bb@bbe41032-8fce-4d42-bab5-44e21510886d> Event 4 - 30 July 2025

<https://events.teams.microsoft.com/event/79a090b3-6837-4c4e-9b1a-2f660b39e9b5@bbe41032-8fce-4d42-bab5-44e21510886d> If you encounter any issues with registration, contact commercial@maps.org.uk with reference 'C0871 Money Guiders Learning Technologies & Services - Webinar'

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

1 October 2025

Contracting authority

MONEY AND PENSIONS SERVICE

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