

# Increasing Digital Debt Advice and Money Guidance: Market Engagement Survey

## 1. Introduction & Contact Details

This survey is being run by the Money and Pensions Service as part of the Coronavirus Debt Advice and Money Guidance Support funding package. The survey is to gather intelligence from the market on the capacity to improve digital services with the provision of additional funding. MaPS will use the insight gathered in this survey to inform any future formal application process. A full list of the questions asked in the survey is available in the Links section on the Contracts Finder notice. Your participation in this survey is voluntary, you may choose not to participate. Any future funding that may be available against this stream will require a formal application. Participation in this survey is not guarantee of future funding. Participation in this survey is not a prerequisite for applying for funding in any potential future formal application process. The survey closes 12.00 25th August 2020

**1. Your personal information will be processed in line with our privacy notice [[www.maps.org.uk/privacy-notice](http://www.maps.org.uk/privacy-notice)]. By selecting the box below you agree that we may process your information in accordance with these terms. If you have further questions about the way personal information is used, please refer to the Money and Pensions Service's Privacy Policy. \* \***

Yes

**2. Please provide your contact details: \***

First name  \*

Surname  \*

Role  \*

Organisation  \*

**3. Please provide your email address: \***

## 2. About your organisation

Please tell us more about your organisation

### 4. Please tell us about the services your organisation provides: \*

### 5. Which of the project workstreams would you like to provide feedback on. \*

- Debt Advice
- Money Guidance

### 6. Please tell us about the channels you currently provide services through (select all that apply): \*

- Face to Face
- Telephone
- Email
- Webchat
- Interactive digital tools
- not applicable

### 7. Please tell us about the geographical scope of your organisation: \*

- UK wide
- National (England)
- Regional or local (please describe scope and any restrictions)
- Not applicable
- Other (please specify)

Comments:

## 3. Digital debt advice capacity development

This section focuses on increasing the capacity of the Debt advice sector.

**8. If you are a technology provider looking to get involved in the Money Guidance provision provided by the Money and Pensions service only then please skip to the next section. \***

Continue

Skip

**9. Please give us a brief description of what technology and improved digital capabilities you would invest in if funding was made available to you. Please ensure that you set-out the strategic case for this development work in detail. \***

**10. Please provide an indicative budget required for the activity described in the question above (for illustration purposes only). \***

20/21 financial year (£)  \*

21/22 financial year (£)  \*

**11. In order for us to best operate our budget it would be helpful for us to ascertain the approximate split between ongoing running costs and upfront capital expenditure. Are you able to provide any initial estimates and commentary to this.**

**12. If you are a debt advice provider please tell us about how many debt advice clients (approx.) your organisation supported in the last financial year (please enter N/A if this is not applicable): \***

April-June 2019  \*

July-Sept 2019  \*

Oct-Dec 2019  \*

Jan-March 2020  \*

**13. Should MaPS proceed with this project and you were able to mobilise from October 1st, how many more customers would you anticipate being able to serve as a result (either directly in the expansion of services or indirectly through more efficient services) \***

Oct-Dec 2020	<input type="text"/>
Jan-Mar 2021	<input type="text"/>
Apr-Jun 2021	<input type="text"/>
Jul-Sept 2021	<input type="text"/>
Oct-Dec 2021	<input type="text"/>
Jan-Mar 2022	<input type="text"/>
Apr 2022 onwards – per quarter	<input type="text"/>

Comments:

**14. How might this development be used to improve services outside of your individual organisation (For example developments will be made open source/ The technology would be made licensable / Lessons learned will be published, etc)**

**15. Do you have suitable user research to help you develop quality digital services or are there areas where additional insights would be essential?**

**16. Please describe how you measure quality for your debt advice services?**

**17. Please describe how you measure quality of new digital developments into your services.**

**18. Do you have any comments on connecting into MaPS' improved digital services and providing debt advice utilising data gathered by MaPS?**

**19. Do you have any additional comments in regards to the funding and it's potential uses.**

## **4. MaPS Money Guidance Digital Capabilities**

This section is for technology providers who have an interest in providing technological solutions to MaPS considering the requirements set out in the webinar. If you are only interested in the debt advice aspects of this funding then you can skip this section.

**20. If you are only interested in the debt advice aspects of this funding then you can skip this section. \***

Continue

Skip

**21. How would you scope the different elements of the requirements based on the information provided in the webinar slides and what are the critical elements that you suggest MaPS considers to aid meeting customer needs and MaPS business objectives?**

**22. How would the addition of your services improve outcomes for customer who have been impacted by COVID-19?**

**23. In your view, are there any commercial / delivery models you believe can help deliver these requirements in the best and most economical way?**

**24. To allow us to identify the current market and suppliers capacity to bid for our digital architecture requirements, can you state if you are participating in any other similar procurement opportunities during 2020/21 which may impact on your capacity and prohibit you from bidding for this requirement?**

**25. Please advise if your organisation is available through any of the existing Crown Commercial Service (CCS), or any other public sector digital and technology related framework agreements? If yes, provide the full title and reference number of each framework agreement you are awarded to in your response.**

Yes

No

Comments:

**26. To assist us in understanding and benchmarking the potential cost of delivering the solution for the Money Guidance service how much do you estimate it would cost for:**

a. Discovery phase to refine requirements and test customer needs? (£)

b. Develop a solution through to Alpha? (£)

c. Deliver the overall final product / service requirements based on your proposed commercial / delivery model? (£)

**27. What, if any, legal and regulatory challenges do you foresee?**

## **5. Final Page - Comments**

Thank you for your completing the survey

**28. Do you have any further comments or questions in regards to this funding?**