**Request for Information**

**Supplier feedback**

This Request for Information (RFI) aims to gather intelligence and gain a better understanding of the capacity and appetite of the market to deliver the proposed service.

It also aims to understand the views of organisations and/or stakeholders not in a position to deliver the service but who may be in a position to refer clients or patients into the service or otherwise benefit from the service’s activities.

MaPS is keen to receive information and views from potential bidders as well as other debt and health and social care stakeholders on the following questions.

**Please only respond to those points on which you feel you/ your organisation can inform MaPS' insight** - do not feel compelled to respond to every point.

Responses should be returned to [commercial@maps.org.uk](mailto:commercial@maps.org.uk) by **COB 12th April 2023**, with subject “**RFI: MHCBS**”.

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| Name / job title |
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| Organisation / sector |
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| Email |
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| Are you responding to this RFI as a potential bidder?  If not – in what capacity or interest are you responding? |
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| Would you be interested in taking part in:   * A round table on aspect(s) of this procurement exercise? (if so, what aspects in particular?) * A one to one discussion on your responses to this RFI? |
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| What are your views on MaPS’ description of **client needs in relation to core functions?**  *(Description on page 3 of background information document)*  Do you agree with the description of what is important for meeting these clients’ needs/ delivering these core functions?  Can you add to MaPS’ understanding of these clients and their needs? |
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| Do you believe delivering any / all of the core functions and meeting these client needs would be feasible for your organisation – either independently or in partnership with others?  Do you see any challenges to this and if so what? |
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| The evidence suggests clients with severe mental health problems have a large number of complex needs that may necessitate many requirements from the new service.  At the same time, depending on future growth of MHCBS demand, there may also be a large number of clients for the service to support, within a backdrop of high need for debt advice in general.  In light of this, can you explain which of the needs outlined in **client needs in relation to core functions** you:   * Consider to be most/ least important? * Recommend MaPS define as * Essential requirements * Important requirements * Optional requirements (i.e. where budget/ resource allows only) |
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| MaPS has suggested a number of **other activities to support the debt advice sector:**   * Giving debt advice to clients who do not meet the eligibility criteria for MHCBS, but who nonetheless have severe mental health problems and complex needs * Supporting other debt advice providers to meet the needs of clients with severe mental health problems, for example through training or second-tier support * Working in partnership with other advice providers to support clients holistically, either as lead advice provider or supporting on sub-elements * Undertaking active outreach and promotion of the service within the mental health sector   *(Fuller description available on page 5 of background information).*  Which of these (if any) do you believe could deliver value to the debt advice/ health and care sectors, and in what way?  Which of these (if any) do you think MaPS should **make a priority** to introduce or test (either on a small or large scale)? |
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| Where you have suggested activities could deliver value/ should be a priority for MaPS:  Can you provide suggestions on what these activities might look like/ how they could work in practice?  What would successful delivery look like? |
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| One suggestion is that the service could give debt advice to clients who do not meet the eligibility criteria for MHCBS, but who experience severe mental health problems and complex debt advice needs.  This might be through referral to the service, or through other providers working in partnership with the service (as discussed in **other activities to support the debt advice sector).**  (If not discussed elsewhere in this questionnaire): Please provide your views on the following:   * Which types of client/ patient would it be valuable for the service to support? * Are there specific types of support it would be particularly valuable for the service to give them? * How could clients/ patients who might benefit from this service be proactively identified/ referred? * Should the service prioritise: * Clients already accessing debt advice that need additional/ alternative support * Clients that have not yet accessed debt advice but who could be encouraged to do so by health and care professionals |
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| The potentially unpredictable nature of MHCBS demand means the service is likely to need strong referral pathways, both in-bound and out-bound, to manage situations where demand for MHCBS is both higher and lower than anticipated.  As a potential referrer to the service (either as a health or social care professional, or a debt advice provider), how would you need a referral pathway to work to encourage you to refer patients/ clients to the service? |
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