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Contract

## **Independent Support Service for Complainants, Witnesses and their Families**

General Medical Council (GMC)

F03: Contract award notice

Notice identifier: 2023/S 000-000080

Procurement identifier (OCID): ocids-h6vhtk-0394db

Published 3 January 2023, 3:53pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

General Medical Council (GMC)

3 Hardman Street

Manchester

M3 3AW

#### **Contact**

Christine Jack

#### **Email**

[gmctenders@gmc-uk.org](mailto:gmctenders@gmc-uk.org)

#### **Telephone**

+44 1619236340

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.gmc-uk.org>

Buyer's address

[https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA19541](https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA19541)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Other activity

Medical Regulator

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Independent Support Service for Complainants, Witnesses and their Families

Reference number

GMC1583

**II.1.2) Main CPV code**

- 85312300 - Guidance and counselling services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

We need an independent and confidential Independent Support Service (ISS) to provide emotional support by telephone to complainants, witnesses and their families who require support during (and after) an investigation. The aim of this service is to improve levels witness/complainant engagement, confidence and satisfaction. The independence and confidentiality of the service from the GMC is key.

### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.1.7) Total value of the procurement (excluding VAT)**

Lowest offer: £1 / Highest offer: £600,000 taken into consideration

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 85312300 - Guidance and counselling services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

Background information

The role of witnesses and complainants during an investigation into a registrant's fitness to practise is crucial in providing a first-hand account of what happened so that we can make a fully informed decision about the case. For witnesses and complainants this experience can be difficult, stressful and intimidating, which is why we are committed to providing emotional and practical support for them.

We have an existing Independent Support Service (ISS). Support available for complainants, witnesses and their families includes:

a talking confidentially about their feelings

b provide seamless ongoing support while the complaint is investigated, through an assigned caseworker

c signposting specific needs to appropriate support agencies.

Scope of requirement

We need an independent and confidential ISS to provide emotional support by telephone to complainants, witnesses and their families who require support during (and after) an investigation. The aim of this service is to improve levels witness/complainant engagement, confidence and satisfaction. The independence and confidentiality of the service from the GMC is key.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality criterion / Weighting: 70

Quality criterion - Name: Cost criterion / Weighting: 30

Price - Weighting: 25.5

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **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: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 022-226379](#)

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## **Section V. Award of contract**

### **Contract No**

GMC1583

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

12 September 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Victim Support

Victim Support, Building 3, Eastern Business Park, Wern Fawr Lane, Old St Mellons

Cardiff

CF3 5EA

Telephone

+44 7766070731

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Lowest offer: £1 / Highest offer: £600,000 taken into consideration

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(MT Ref:228361)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Public Procurement Review Service

Cabinet Office

London

Email

[publicprocurementreview@cabinetoffice.gov.uk](mailto:publicprocurementreview@cabinetoffice.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>