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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

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

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

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

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](#)

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

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

Telephone

+44 3450103503

Country

United Kingdom

Internet address

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