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Planning

Virtual Hearings Solution

General Medical Council (GMC)

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-002616

Procurement identifier (OCID): ocids-h6vhtk-02919f

Published 9 February 2021, 2:40pm

Section I: Contracting authority

I.1) Name and addresses

General Medical Council (GMC)

3 Hardman Street

Manchester

M3 3AW

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.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Other type

Health Regulator

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Virtual Hearings Solution

Reference number

GMC1208

II.1.2) Main CPV code

- 32232000 - Video-conferencing equipment

II.1.3) Type of contract

Supplies

II.1.4) Short description

The pandemic has necessitated a move to virtual tribunal hearings at the GMC (using Skype for Business) and we anticipate that this new approach may become BAU after the pandemic for some hearings. The current Skype process has issues around the identification and management of participants attending the hearing and is limited in terms of how it can be used for more complex hearings. A dedicated virtual hearing solution is sought to remedy the main issues identified with the current process and provide an improved experience from the perspective of Tribunal users and attendees.

Solution requirements (not exhaustive):

1. Offers a secure virtual hearing room and secure linked meeting rooms
2. Enables a Clerk to actively manage the hearing, i.e.:
 - a. Move participants between rooms
 - b. Remove participants from the hearing
 - c. Mute participants
 - d. Communicate with participants via instant messaging
 - e. If possible offers role-based automation options for participants joining/leaving the

hearing

3. Provides clear identification of participants, ensuring GDPR compliance
4. Offers the opportunity to join hearings via browser or PSTN with the ability to ensure participant anonymity where required (i.e. vulnerable witnesses)
5. Allows the observation of hearings without participant functionality
6. Allows recording of the hearing (audio only)
7. Offers the potential to run hybrid hearings (i.e. both virtual and office-based attendees), with compatibility options for the recording of office-based hearings

Proposed Supplier Date (virtual) – 24th February am

To book a 30 minute slot, please email Chris Park (Procurement Manager) via procurement@gmc-uk.org. We will operate on a first come first served basis.

II.1.5) Estimated total value

Value excluding VAT: £130,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 32232000 - Video-conferencing equipment

II.2.3) Place of performance

NUTS codes

- UK - UNITED KINGDOM

II.2.4) Description of the procurement

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II.3) Estimated date of publication of contract notice

3 May 2021

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=221949.

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