

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/013913-2022>

Tender

Independent Support Service for Complainants, Witnesses and their Families

General Medical Council (GMC)

F02: Contract notice

Notice identifier: 2022/S 000-013913

Procurement identifier (OCID): ocds-h6vhtk-033cfe

Published 23 May 2022, 4:29pm

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.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

www.mytenders.co.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.mytenders.co.uk

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.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

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.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Three additional periods of 1 year each.

II.2.10) Information about variants

Variants will be accepted: No

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.2.2) Time limit for receipt of tenders or requests to participate

Date

24 June 2022

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

24 June 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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=226379.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.mytenders.co.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:226379)

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>

