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Planning

## **Independent Support Service for Witnesses, Referrers and Members of the Public**

Nursing and Midwifery Council

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-017277

Procurement identifier (OCID): ocids-h6vhtk-034a22

Published 24 June 2022, 11:03am

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

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

Nursing and Midwifery Council

23 Portland Place

London

W1B1PZ

#### **Contact**

Rangsima Rodpai

#### **Email**

[Rangsima.Rodpai@nmc-uk.org](mailto:Rangsima.Rodpai@nmc-uk.org)

#### **Telephone**

+44 2076815757

**Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.nmc.org.uk/>

**I.3) Communication**

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

<https://nmcprocurementportal.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

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

Body governed by public law

**I.5) Main activity**

Other activity

Healthcare Regulator

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## **Section II: Object**

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

#### **II.1.1) Title**

Independent Support Service for Witnesses, Referrers and Members of the Public

Reference number

C1041

#### **II.1.2) Main CPV code**

- 64211000 - Public-telephone services

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

Services

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

As part of the Nursing and Midwifery Council (NMC) person-centred approach, and in line with our Fitness to Practise (FtP) strategy, we are committed to providing support to people going through the fitness to practise process.

Fitness to practise proceedings can be difficult, stressful and intimidating for witnesses, referrers and members of the public. There is a risk of secondary harm for people reliving their experience as part of an investigation or hearing. We need to be mindful of trauma informed engagement with people we engage with.

The NMC require an accessible telephone support line where people, who raise concerns about people on our register, can seek independent support, help and advice. The proposed service should be able to answer calls promptly and be available 24 hours a day, 365 days a year, as required by the NMC and/or client demand. The model of service delivery should allow for scaling up or down to meet the needs of clients.

#### **II.1.5) Estimated total value**

Value excluding VAT: £180,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 72253000 - Helpdesk and support services

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

NUTS codes

- UK - United Kingdom

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

This is a Prior Information Notice (PIN) to advertise that the Nursing and Midwifery Council (NMC) plans to run a procurement tender exercise in July 2022 to identify and appoint a supplier who will work with us to provide Independent Support Service for Witnesses, Referrers and Members of the Public.

As part of the NMC person-centred approach, and in line with our Fitness to Practise (FtP) strategy, we are committed to providing support to people going through the fitness to practise process.

Fitness to practise proceedings can be difficult, stressful and intimidating for witnesses, referrers and members of the public. There is a risk of secondary harm for people reliving their experience as part of an investigation or hearing. We need to be mindful of trauma informed engagement with people we engage with.

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### **II.2.14) Additional information**

The contract value stated in this PIN is over the contract term including possible extension (initial term 2 years with an option to extend for 1 year).

## **II.3) Estimated date of publication of contract notice**

4 July 2022

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## **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

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## **Section VI. Complementary information**

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

Suppliers interested in participating in this procurement exercise are requested to express an interest in this PIN via the Atamis e-Sourcing portal

<https://nmcprocurementportal.force.com/s/Welcome>, where the tender will be published (Project Name: Independent Support Service for Witnesses, Referrers and Members of the Public, Project reference: C1041).