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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

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

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

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

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).