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Planning

Registrant Emotional Support Helpline

NURSING AND MIDWIFERY COUNCIL

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-017324

Procurement identifier (OCID): ocds-h6vhtk-034a51

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Section I: Contracting authority

I.1) Name and addresses

NURSING AND MIDWIFERY COUNCIL

23 Portland Place

LONDON

W1B1PZ

Contact

Gabriel Otubambo

Email

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Telephone

+44 2076815939

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

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

Buyer's 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

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Registrant Emotional Support Helpline

II.1.2) Main CPV code

- 85111000 - Hospital services

II.1.3) Type of contract

Services

II.1.4) Short description

We need an easily accessible telephone support line where Registrants, involved in our FtP process, 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: £170,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64211000 - Public-telephone services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

London

II.2.4) Description of the procurement

We aim to support people appropriately through fitness to practise proceedings. We recognise that many people are vulnerable. These individuals may need specialist and expert counselling advice.

The introduction of an emotional support line provides a wide range of benefits for our stakeholders. For example, Registrants will benefit psychologically from the specialist support that highly trained counsellors provide and the FtP process will run smoother if Registrants are supported and thus able to engage effectively with the proceedings.

The overarching objective of the NMC is the protection of the public. It is central to everything we do. One of the best ways that we can protect the public is by supporting nurses, midwives and nursing associates to engage effectively with us and to seek the best possible resolution of concerns for all. A helpline that offers a professional and competent service, provides another layer of support for Registrants and highlights our commitment to a person centred approach, within an open and objective culture.

II.2.14) Additional information

The value of this contract is £170,000 and is for the duration of the contract including all possible extensions.

The contract duration is 2 years with the option to extend for a further one year (i.e. 2+1).

II.3) Estimated date of publication of contract notice

8 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 register with our Atamis e-Sourcing portal <https://nmcprocurementportal.force.com/s/Welcome>, where the tender will be published.