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Planning

Contact Centre Technology

General Medical Council (GMC)

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-025488

Procurement identifier (OCID): ocids-h6vhtk-03f81b

Published 30 August 2023, 3:16pm

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

Regulator

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contact Centre Technology

Reference number

GMC1805

II.1.2) Main CPV code

- 51340000 - Installation services of line telephony equipment

II.1.3) Type of contract

Services

II.1.4) Short description

The General Medical Council (GMC) are seeking to procure a Contact Centre as a Service (CCaaS) that is hosted in the cloud which enables the handling of all our existing channels (voice, email, mobile messaging, webchat), plus integration to various GMC systems. (More information is available in the attached document)

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 51340000 - Installation services of line telephony equipment

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The General Medical Council (GMC) are seeking to procure a Contact Centre as a Service (CCaaS) that is hosted in the cloud which enables the handling of all our existing channels (voice, email, mobile messaging, webchat), plus integration to various GMC systems.

(More information is available in the attached document)

II.3) Estimated date of publication of contract notice

21 September 2023

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=230173.

(MT Ref:230173)