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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): ocds-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](mailto: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](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

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**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

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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**

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](https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=230173).

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