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Tender

## **Provision of Emotional Support Telephone Line Services**

NURSING AND MIDWIFERY COUNCIL

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-086247

Procurement identifier (OCID): ocds-h6vhtk-059870 ([view related notices](#))

Published 29 December 2025, 11:16am

### **Scope**

### **Reference**

C1545

### **Description**

The Nursing and Midwifery Council (NMC) is looking to Contract with a provider who can support us to deliver against our objectives and achieve our ambitions by delivering an emotional support telephone line (service) to those affected by our regulatory processes . The successful bidder will need to deliver according to the requirements set out in the Tender Pack.

We have people including applicants to our register, nursing and midwifery professionals who are under investigation, referrers, witnesses, and others involved in our regulatory casework who need support during the various processes (and in some instances for a short period thereafter).

We are committed to ensuring that we take a needs led approach and that the people affected by our work have access to appropriate emotional and wellbeing support throughout their involvement with us.

We want to offer a service with the relevant and appropriate expertise to support people directly where they wish to access this service or signpost them to appropriate alternative services where necessary.

The purpose of this tender is to identify a suitably experienced provider to deliver an accessible, independent, and confidential service.

Our aim is that the service will support us to improve quality, fairness and experience and ensure value for money as we are funded by nursing and midwifery professionals' fees.

The service will:

- Support us to improve the emotional support we offer to those affected by our regulatory processes.
- Support us to ensure effective and safe participation in our regulatory casework for those involved.
- Support us to reduce the risk of harm caused to those affected by our regulatory processes as a result of the process.
- Support us to comply with our duties under The Equality Act 2010.
- Support us to reduce the impact on our people supporting those affected by our regulatory processes; and as a result increase their resilience, enjoyment at work and morale.
- Support us to reduce the time our people spend providing emotional support to people involved in our regulatory processes enabling them to spend more time progressing their work.

### **Total value (estimated)**

- £0 excluding VAT
- £0 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 May 2026 to 30 April 2028
- Possible extension to 30 April 2030
- 4 years

Description of possible extension:

A 2-year initial contract with an option to extend for 2-years (1+1)

### **Main procurement category**

Services

### **CPV classifications**

- 85000000 - Health and social work services

### **Contract locations**

- UK - United Kingdom

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## **Participation**

### **Legal and financial capacity conditions of participation**

N/A

## **Technical ability conditions of participation**

N/A

## **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Enquiry deadline**

23 January 2026, 12:00pm

### **Submission type**

Tenders

### **Tender submission deadline**

30 January 2026, 12:00pm

## **Submission address and any special instructions**

Reponses to the tender are to be completed electronically using the e-sourcing portal Atamis.

<https://nmcprocurementportal.force.com/s/Welcome> ('e-Sourcing Portal').

The e-Sourcing Portal provides a web-based tool that enables the NMC and Bidders to

conduct the strategic activities of the procurement lifecycle over the internet. It provides a simple, secure and efficient means for managing tendering and quotation activities, reducing the time and effort required for the NMC and potential providers / suppliers.

Please note the following project name and reference number allocated to this procurement process ('Procurement') within the e-Sourcing Portal:

Project Name: Provision of Emotional Support Telephone Line Services

Project Reference: C1545

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

1 May 2026

### **Recurring procurement**

Publication date of next tender notice (estimated): 1 May 2029

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### **Award criteria**

<b>Name</b>	<b>Description</b>	<b>Type</b>	<b>Weighting</b>
Quality Questions		Quality	50%
Pricing Schedule		Price	40%

Name	Description	Type	Weighting
Stage 2 Presentations	Stage 2 Presentations (only available to top 3 bidders from Stage 1)	Quality	10%

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Competitive flexible procedure

### Competitive flexible procedure description

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## **Contracting authority**

**NURSING AND MIDWIFERY COUNCIL**

- Charity Commission (England and Wales): 1091434
- Public Procurement Organisation Number: PHCH-9173-QTMH

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LONDON

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Email: [procurement@nmc-uk.org](mailto:procurement@nmc-uk.org)

Region: UKI32 - Westminster

Organisation type: Public authority - central government