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Tender

UK_169_Global Confidential raising concerns platform with an integrated case management system

British Council

F02: Contract notice

Notice identifier: 2024/S 000-001287

Procurement identifier (OCID): ocds-h6vhtk-042d2c

Published 15 January 2024, 2:30pm

Section I: Contracting authority

I.1) Name and addresses

British Council

1 Redman Place

London

E20 1JQ

Contact

Priyanka Alawattegama

Email

priyanka.alawattegama@britishcouncil.org

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.britishcouncil.org

Buyer's address

<https://in-tendhost.co.uk/britishcouncil>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/britishcouncil>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/britishcouncil>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Registered Charity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

UK_169_Global Confidential raising concerns platform with an integrated case management system

Reference number

BC/03314

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The British Council is retendering for a 24/7/365 branded Raising Concerns confidential helpline to provide a platform to enable staff, customers, partners, contractors, consultants, etc. to report incidents concerns and suspicions relating to serious wrongdoing about:• the safety of children or vulnerable adults• fraudulent activity• harassment• significant breaches of our Code of Conduct (British Council employees only).The service is to be provided by a third party creating a separation with the organisation, providing opportunity to report concerns across a number of communication systems, catering for a range of different languages, that will be regulatory and legally compliant across all jurisdictions. Through tender we would seek to replicate the current level of service to minimise disruption to end users with addition of an integrated case management system to allow us to follow up and track cases more efficiently. improving the end user experience.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

- 48445000 - Customer Relation Management software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The British Council is retendering for a 24/7/365 branded Raising Concerns confidential helpline to provide a platform to enable staff, customers, partners, contractors, consultants, etc. to report incidents concerns and suspicions relating to serious wrongdoing about:• the safety of children or vulnerable adults• fraudulent activity• harassment• significant breaches of our Code of Conduct (British Council employees only).The service is to be provided by a third party creating a separation with the organisation, providing opportunity to report concerns across a number of communication systems, catering for a range of different languages, that will be regulatory and legally compliant across all jurisdictions. Through tender we would seek to replicate the current level of service to minimise disruption to end users with addition of an integrated case management system to allow us to follow up and track cases more efficiently. improving the end user experience.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The Contract awarded will be for a duration of 3 years with an option for an extension for up to an additional of 7 extensions of 12 months duration each.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

14 February 2024

Local time

10:00am

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

14 February 2024

Local time

10:15am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The High Court

Royal Courts of Justice, Strand

London

WC2A 2LL

Country

United Kingdom