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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): ocids-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](mailto:priyanka.alawattegama@britishcouncil.org)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.britishcouncil.org](http://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

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## **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

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## **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

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## **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