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Tender

Telephone Fundraising Services

London School of Hygiene & Tropical Medicine

F02: Contract notice

Notice identifier: 2024/S 000-018192

Procurement identifier (OCID): ocds-h6vhtk-046f71

Published 12 June 2024, 2:19pm

Section I: Contracting authority

I.1) Name and addresses

London School of Hygiene & Tropical Medicine

Keppel Street,

London

WC1E 7HT

Contact

Imoudu Idornigie

Email

Imoudu.Idornigie@lshtm.ac.uk

Telephone

+44 2079588328

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

RC000330

Internet address(es)

Main address

<http://www.lshtm.ac.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/104519>

I.3) Communication

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

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=82612&B=LSHTM

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=82612&B=LSHTM

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

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Telephone Fundraising Services

Reference number

LSHTM-2024-015

II.1.2) Main CPV code

- 72212445 - Customer Relation Management software development services

II.1.3) Type of contract

Services

II.1.4) Short description

We require the expertise of a specialist telephone fundraising consultancy to work with DARO's regular giving team to plan, manage and deliver annual telephone campaigns for the following purposes: • To generate philanthropic income from new and existing donors through the acquisition of confirmed single and recurring donations from alumni. • To upgrade and reactivate regular giving donors and to convert single gift donors to regular donors. • To build and maintain relations with our alumni community and engage them in the life of LSHTM. • To gather and accurately record alumni data that will enhance our knowledge and understanding of our alumni community, at all times ensuring that we meet the requirements of GDPR and other data protection regulations.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48190000 - Educational software package
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

We require the expertise of a specialist telephone fundraising consultancy to work with DARO's regular giving team to plan, manage and deliver annual telephone campaigns for the following purposes: • To generate philanthropic income from new and existing donors through the acquisition of confirmed single and recurring donations from alumni. • To upgrade and reactivate regular giving donors and to convert single gift donors to regular donors. • To build and maintain relations with our alumni community and engage them in the life of LSHTM. • To gather and accurately record alumni data that will enhance our knowledge and understanding of our alumni community, at all times ensuring that we meet the requirements of GDPR and other data protection regulations.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £84,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

1 Year optional extension.

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

15 July 2024

Local time

1:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

15 July 2024

Local time

1:00pm

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 Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

London School of Hygiene & Tropical Medicine

London

WC1E 7HT

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

London School of Hygiene & Tropical Medicine

Keppel Street

London

WC1E 7HT

Country

United Kingdom