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Contract

Whistleblowing Hotline Service

The City of Edinburgh Council

F03: Contract award notice

Notice identifier: 2025/S 000-055467

Procurement identifier (OCID): ocids-h6vhtk-04ce14

Published 10 September 2025, 3:18pm

Section I: Contracting authority

I.1) Name and addresses

The City of Edinburgh Council

Waverley Court, 4 East Market Street

Edinburgh

EH8 8BG

Contact

Aga Wieczorkiewicz

Email

aga.wieczorkiewicz@edinburgh.gov.uk

Telephone

+44 1314693922

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

<http://www.edinburgh.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00290

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Whistleblowing Hotline Service

Reference number

CT1527

II.1.2) Main CPV code

- 79720000 - Investigation services

II.1.3) Type of contract

Services

II.1.4) Short description

The City of Edinburgh Council (the “Council”) awarded a Contract for a Whistleblowing Hotline Service.

The Council’s appointed a single whistleblowing solutions Contractor to provide an independent whistleblowing hotline service, oversight of investigations, carry out investigations into major disclosures and provide critical friend services on investigations carried out internally.

It is expected that the new Contract shall operate from September 2025 for a period of three years with the option (at the Council’s discretion) to extend for a further two 12-months periods.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £535,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79720000 - Investigation services
- 79512000 - Call centre
- 79411000 - General management consultancy services

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

Main site or place of performance

Edinburgh

II.2.4) Description of the procurement

Contract for a single whistleblowing solutions Contractor to provide an independent whistleblowing hotline service, oversight of investigations, carry out investigations into major disclosures and provide critical friend services on investigations carried out internally.

Please refer to Specification for details in full.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

II.2.14) Additional information

This is a Contract Award Notice.

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-032272](#)

Section V. Award of contract

Contract No

CT1527

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 August 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Safecall

Loftus House

Sunderland

SR5 3XB

Telephone

+44 07562683279

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £535,000

Section VI. Complementary information

VI.3) Additional information

Please note that this is a Contract Award Notice.

(SC Ref:809863)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court

Sheriff Court House, 27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

A tenderer that suffers loss as a result of a breach of duty under the Public Contracts (Scotland) Regulations 2015 may bring proceedings in the Sheriff Court or the Court of Session. The City of Edinburgh Council (the Council) will have a minimum standstill period of 10 days before awarding the contract. The communication of the award decision notice will be sent by fax or e-mail to all tenderers with the standstill period commencing on the next day. If proceedings are started in the Sheriff Court or the Court of Session against the Council in respect of the decision to award the contract within the standstill period then the Council is prevented from awarding the contract. Post contract award the Sheriff Court or the Court of Session may (1) award damages provided proceedings are brought within 3 months from the date when the grounds for the bringing of the proceedings first arose (2) be entitled to issue an ineffectiveness order or impose a financial penalty on the Council. A claim for an ineffectiveness order must be made within 30 days of the Contract Award Notice being published in the FTS or within 30 days of the date those who expressed an interest in or otherwise bid for the contract were informed of the conclusion of the contract or in any other case within 6 months from the date on which the contract was entered into.