

# Tender for external whistleblowing channel services

## GENERAL INFORMATION

**Title of services:** external whistleblowing channel services also referred to as “ombudsman services” or “lawyer of trust services” in some countries.

**Application Closing Date:** 26 August 2022.

**Start and End Date:** start date as soon as possible and no later than November 2022, we are looking for a one-year contract renewable at the end of the first year.

**Location of services:** no travel required; the location may be anywhere in the EU with a requirement to provide services in the English language.

## BACKGROUND

Transparency International (TI) is the global civil society organisation leading the fight against corruption. Through more than one hundred chapters worldwide and an international secretariat in Berlin, Germany, TI raises awareness of the damaging effects of corruption and collaborates with partners in government, business, and civil society to develop and implement effective measures to tackle it. Transparency International advocates for better whistleblowing management and better whistle-blower protection practices.

To ensure that actual and suspected breaches of TI’s values and behavioural standards are effectively and robustly managed, Transparency International Secretariat (TI-S) in Berlin is committed to enable the safe reporting of wrongdoing.

It is now seeking for a supplier to provide an external whistleblowing channel for individuals working for and under any form of contract or agreement with TI-S as well as volunteers and past or prospective employees and suppliers.

## OBJECTIVES

The TI Secretariat (Berlin) has established its new “Integrity framework” in 2021. TI also actively advocates for whistleblowing and whistle-blower protection on a global scale.

The current Secretariat’s whistleblowing mechanisms integrate internal reporting channels and an external whistleblowing reporting point currently based in Germany. This external channel predates the new Integrity System.

TI S is now looking at upgrading its external whistleblowing reporting channel to align better with our new integrity system, the standards we advocate for and the new EU Directive on the protection of whistle-blower.

The Secretariat has chosen English as the official language to conduct its activities. This is driven by the fact that the Secretariat is a diverse environment where employees and partners alike come from all parts of the world. Its is therefore a pre-requisite that the respondent to this tender can supply the services in proficient English.

## EXPECTED DELIVERABLES AND TIMELINE

- Supply a whistleblowing reporting platform and associated services available 24/7/365.
- Ensure capacity to accommodate a legal entity with one hundred Employees.

- Provide the external whistleblowing channel service at minimum in the English language.
- Ensure the channel to report and the subsequent dialogue is accessible for those with disabilities, this may include phone or voicemail and call backs mechanisms for example.
- Ensure that incoming reports are acknowledged within 48hrs.
- Ensure that anonymity and segregation of duties with TI S is maintained as adequate.
- Provide guidance to the whistle-blower in the initial stages of the report, this may include a recommendation of alternative avenues and for emotional support as adequate.
- Advise the whistle-blower on any risks or limitations arising from a request for anonymity
- Function as an independent party through the screening and clarification dialogues associated with the report.
- Decide if the report should be referred to the TI S Secretariat and what are the conditions of referral to maintain confidentiality and anonymity if chosen.
- Agree with the whistle-blower about any disclosure to regulators or TI S
- Function as an intermediary during subsequent investigations when the case is referred to TI S.
- Ensures the conduct of these activities in compliance with whistle-blower protection standards and legislations.

## **SELECTION CRITERIA**

The Supplier should be able to deliver the services above and provide the following information, credentials, or examples in portfolio as part of their business proposal:

- Business registration in Germany or a European Union country.
- Confirmation of data hosting location, cloud please precise the data centre(s) country.
- Operating and pricing model
- Prices proposed
- Experience in managing whistleblowing channels for third parties
- Proof of compliance with information security standards (for example ISO27001, EuroPriSe or alternatives).
- Legal qualification of key personnel involved in the delivery of the services.
- Experience with multicultural environments.
- Demonstrating good anticorruption, compliance, and data protection practices.
- Experience in handling sexual harassment and discrimination reports.
- Experience in handling cases where mental health challenges are present.

## **REMUNERATION AND COSTS**

The service providers should submit their estimated total fee as a lump sum (per month or per year).

Transparency International e.V. is registered as a non-for-profit association in Germany with VAT identification number DE273612486. EU reverse charge applies. Service providers registered in the EU but outside Germany should issue invoices with zero VAT.

## HOW TO APPLY

The application should include the following documents in English:

- A cover letter introducing the service provider
- A business proposal with an outline of
  - The operating model including technology used if adequate
  - The pricing model including a distinction between set up and run management costs
  - A quote for the services
- An outline of how the respondent can meet the other criteria listed in under the “Selection criteria section”
- An outline of its internal governance structure
- Examples of clients in past or current portfolio

Please indicate “external whistleblowing channel services” in the subject line of your email application. Applications should be sent in English by email to the Integrity Office at [integritysystemtenders@transparency.org](mailto:integritysystemtenders@transparency.org) by close of business of 26 August 2022.

Please note that only shortlisted applicants will be contacted.

The Transparency International Secretariat is committed to creating an inclusive work environment where diversity is valued and where there is equality of opportunity.

The selection of suppliers is made on a competitive basis, and we do not discriminate based on national origin, race, colour or ethnic background, religious belief, sex, gender identity and expression or sexual orientation, marital or family status, age, or ability.

### **Data protection**

*When you respond to this tender and submit your application, you provide consent that Transparency International e. V. keeps your application materials for the period of ten years according to German legal requirements. Afterwards Transparency International will delete your application and any personal data included in it. If you have any questions, please reach out to [dataprotection@transparency.org](mailto:dataprotection@transparency.org)*