Request for Proposal

Contact Management System for MRC 1425 Helpline

Ref no: MRC-AD/MIS/2020/152

REQUEST FOR PROPOSAL (RFP)

This RFP sets out the process by which a Company/Individual, who offers a Proposal in response to this RFP, will be identified for potential award of the Contract.

Please review the document and submit your Proposal via e-mail or post in accordance with the deadlines set forth below:

The coverage should clearly identify the Sender and Receiver (see below)

Please note that no pricing information must appear on this page.

Attention: **Fathimath Himya / Secretary General**

Maldivian Red Crescent

2nd Floor, Plot number 11493, Hithigasmagu, Hulhumale', Maldives

Information Session: **31st October 2020, 15:00 via Zoom** (Interested parties kindly email to info@redcrescent.org.mv before 30th October 2020, 21:00hrs to register for the session)

Only those who attend the information session will be eligible to submit the proposal.

Proposal submission deadline: Before **14:00** (Maldivian Time) **on 04th November 2020**

Expected date of delivery: Submission of work progress within 30 days of awarding the contract
Final delivery within 2 months.

Any Proposals received after the deadline will be rejected

1. DEFINITIONS

Throughout this Request for RFP, unless inconsistent with the subject matter or context

"**MRC**" means the Maldivian Red Crescent, National Headquarters, represented by Secretary General's delegated representative.

"**RFP**" means Request for Proposal package in its entirety, inclusive of all Appendices and any bulletins or Addenda that may be issued by MRC.

"**Services**" means all services and deliverables to be provided by the contractor as described in this RFP.

"**Proposal**" means an offer submitted by a party in response to this RFP which includes all of the documentation necessary to satisfy the submission requirements of the RFP.

"**Contract**" means any written contract between the Maldivian Red Crescent and the Contractor, or any Purchase Order issued by the MRC to the Contractor, with respect to any Services contemplated by this RFP

"**Works**" means the permanent works to be executed for the completion of the Project.

2. BACKGROUND INFORMATION

2.1 MALDIVIAN RED CRESCENT (MRC)

The Maldivian Red Crescent is an independent, voluntary, humanitarian organization, established on the basis of the Maldivian Red Crescent Law [Law 7/2009]. Its primary objective is to provide humanitarian aid, and to prevent and alleviate human suffering. It is the 187th member of the world's largest humanitarian movement — the International Red Cross and Red Crescent Movement – which every year helps millions of people whose lives have been devastated by crises or conflict.

The Maldivian Red Crescent aims to be the nation's leading humanitarian organization, with Branches and Units spanned all over Maldives. To date it has established 10 Branches and 20 Units. It recruits members and volunteers, implements programmes and delivers services in adherence to the Fundamental Principles of the International Red Cross and Red Crescent Movement – Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality – making no discrimination as to nationality, race, sex, religious beliefs, language, class or political opinions.

Maldivian Red Crescent has been providing telephone based psychosocial support (PSS) to people affected by the current outbreak of coronavirus disease (COVID-19) since the 8th of March 2020, as part of the activities in the PSS operations. PSS is one of the key areas in which MRC provides assistance to affected populations in the Maldives and is among the priority areas in the current strategic plan of action (2019 – 2030), which includes strengthening of PSS services during emergencies. PSS includes a variety of interventions that address the psychological and social needs of affected populations which are implemented to promote resilience of affected individuals, groups, and communities. MRC has been providing psychosocial support primarily via the Psychosocial Support Hotline 1425. As of 15th September, MRC has been able to provide PSS to over 2000 people. Currently MRC is working on expanding and strengthening its hotline service and is interested in developing an efficient contact management system to document and manage the increasing volume of calls.

Interested vendors are invited to submit their proposals for a contact management system as instructed in this document. Please ensure that all proposals comply with the instructions, failure to comply with the instructions may result in disqualification of the proposal.

2.2 OBJECTIVE

The main purpose is to develop and establish a secure, efficient and user friendly web-based contact management system that can be integrated with the call management system in place, to strengthen and improve our service delivery by ensuring that all contacts are logged, required assessments are conducted, accurate information is provided with speed, and that timely follow ups are made where appropriate.

3. ITEM CONDITIONS / SPECIFICATIONS

Attached Annex 1

4. QUOTATION

All quotations should have the following:

4.1 PRICE

All price quoted should be in MVR, & price must be inclusive of all taxes and any other cost applicable until the product is received to MRC.

4.2 FINANCIAL OFFERS

The Financial Offer will NOT be the only one determinant for selection of a Contractor by the MRC. The lowest Financial Offer will not necessarily be selected, and MRC reserves the right to reject any or all Proposals.

In submitting a Proposal the parties acknowledges and agrees that the MRC will not be responsible for any costs, expenses, losses, damages or liability incurred by the party as a result of or arising out of submitting a Proposal, or due to the MRC's acceptance or non-acceptance of its Proposal.

5. PROPOSAL SUBMISSION

5.1 SUBMISSION OVERVIEW

5.1.1 The MRC has formulated the procedures set out in the following provisions in this section to ensure that it receives Proposals through an open, competitive process, and that Parties receive fair treatment in the solicitation, receipt and evaluation of their Proposals. The MRC may reject the Proposal of any party who fails to comply with any of such procedures.

5.1.2 Proposals should address the proposal content requirements as outlined herein, must be well ordered, detailed and comprehensive. The MRC retains the right to disqualify any incomplete Proposals; clarity of language, adherence to suggested structuring, and adequate accessible documentation is essential to the MRC's ability to conduct a thorough evaluation.

5.1.3 The Proposal shall be submitted in English.

5.1.4 The Proposal document becomes the property of the MRC and will not be returned. The MRC is not liable for any oral information provided to or from any party. The MRC reserves the right, in its sole and absolute discretion, to change the dates or deadlines or to reject any or all of the Proposals or to change the limits and scope or to cancel this Proposal call, without incurring any cost or liability. The MRC further reserves the right, in its sole and absolute discretion, to waive any irregularities in any Proposal, to negotiate modification of any Proposal, to request clarification and additional information on any Proposal. The MRC may, in its sole and absolute discretion, independently verify any information in any Proposals. The MRC reserves the right to disqualify any Proposal containing any potentially false or misleading information.

5.1.5 Confirm in this section that the Proposal meets all requirements of the RFP and that the Contractor will abide by the Code of Conduct. If there is a need to highlight scope clarifications based on the interpretation of the RFP document, all limitations on the extent of work that could be inferred must be identified in this section of the Proposal. If exceptions or scope clarifications are not provided in this section, then the MRC will consider that the scope of works are met in its entirety, and all costs to meet the terms of reference is included, regardless of the text in the body of the Proposal.

5.2 PROPOSAL CONTENT

5.2.1 **Title Page:** Showing Project Title, closing date and time, Company/Individual name, the address, telephone and fax numbers of the firm, and a contact person who will act as the party's representative for post-submission communications.

5.2.2 **Letter of Introduction:** Introducing the Company/Individual and signed by the person(s) authorized to sign on behalf of and to bind the party to statements made in response to this RFP. This should contain the same signature as the person signing the submission forms.

5.2.3 **Table of Contents:** Include page numbers, identifying all included materials.

5.2.4 **Executive Summary:** Summary of the key features of the Proposal.

5.2.5 **Company/Individual Profile and Details:** Overview of the Company/Individual, its history, and its future plans. To permit the party to be evaluated fully as a viable and sound enterprise; include **all the information** stated in 5, 6 and as mentioned below;

a. Proposal must be submitted with company registration, portfolio of the company/CV of the individuals (qualification, experiences, composition of the team)
b. Proposal must contain a technical proposal which should include the following
    - Work quality – Usability and testing
    - Development process - explain the process you will follow to build the CMS, including major milestones and evaluation
    - Timeline – schedule of deliverables in a Gantt chart (proposed timeline should not exceed 2 months duration)
    - Schedule of deliverables
    - Maintenance and support - address any important technology information and specifications used in your solution (languages, platform, etc.)
    - Training and Style Guide: Must train our staff to use site tools and provide a style guide
c. Proposal must contain a financial proposal with a detailed budget (breakdown, item description, unit price in MRF, technical specification, etc.)

5.3 PROPOSAL DOCUMENTATION AND DELIVERY

5.3.1 Parties must submit the hard copies of the Proposals in sealed envelopes to 2nd Floor, **Plot number 11493, Hithigasmagu, Hulhumale', Maldives** by 04th November 2020, 14:00hrs. The proposal should be addressed to;

Fathimath Himya / Secretary General

Maldivian Red Crescent

2nd Floor, Plot number 11493, Hithigasmagu, Hulhumale', Maldives

Annex 1

Specifications/features required for the Contact Management System

Contact Management

Customizable forms allow calls, chats or other types of contact to be logged and organized within the system for easy and secure access and analysis.

Document Contacts

Contact form/call report forms must be able to document and track information like: referrals made, demographics (e.g. age, sex, nationality, location), met and unmet needs and concerns reported, signs reported, coping strategies used, and information provided to the caller. In addition, system must be able to create many different types of Contact Forms, for instance, forms for risk or suicide assessments, follow up calls, safety plans etc.
Important fields that must always be filled can be marked as “required,” indicating an answer must be provided before the Contact Form can be finalized and submitted as a record. For clients that use our service on a repetitive basis, the profiles of the users must allow us to build a case file complete with biographical and historical information, statistical and contact information, helpful hints and instructions, restrictions.
When opening a new Contact Form while interacting with a client who has a profile, selecting their profile and pull any data that already exists in the profile into the active form, So volunteer or staff can focus on offering compassionate and intelligent support.

Contact Form Editor

Complete control over the content in our data collection forms in required. Admin user must be able to set up the exact data fields and arrange those fields as desired on the data collection forms. Forms must have pull-down menus, checkbox fields, radio buttons and text-entry.

Follow Ups

To ensure safety, for quality assurance, or to collect outcome information, an initial contact with a client will often result in the need to schedule a follow-up. Keeping track of follow-up calls should be enabled with ease. System must allow to schedule optional follow-ups after each contact, and those follow-ups must be assigned to the original volunteer or staff member, or a different one.
Outbound client calls maybe scheduled when there is a need to check on a person’s safety, to remind them to take their medication or to provide much-needed social contact. Outbound calls can be scheduled indefinitely on a specific schedule—for example, every Saturday at 11:00 am or each weekday at 4:00 pm.

Profiles

When a volunteer or staff member creates a new contact record, they must have the option of searching for past contacts or selecting a profile from a drop-down field. Once chosen, system must pull up the profile and automatically apply any saved demographic information to the current contact form as they document the new interaction. System must be able to identify repeat callers.

Integration with 3cx phone system

Contact management should be integrated with the 3CX phone system currently in place. When a call comes the system should search the number and show if the number is connected to a profile. If it is a new number it should open up a new contact form.

Volunteer and Staff Management

Manage and Engage with Volunteers
Organize contact information for volunteers/staff, shifts and other personalized data, and communicate using integrated feedback tools, automated emails, internal chatboards, and shift management.

Skills and Achievements
Tracking the skills and achievements of our staff and volunteers help them to constantly improve. System must be able to set and track milestones and training “”to do’s”” for each individual staff member—things like “conduct police background check,” “receive CPR training”or “”attend annual training session.””

Send Email or SMS Notifications to Volunteers and Staff
Email options make it easy to enable automated reminders and manually send out emails quickly to specific groups or users.
Staff and volunteers must receive email notifications on:

- Shift reminders
- Shift calendar openings
- Shift substitution requests
- Chatboard messages
- Follow-up Activity assigned to them
- Resources flagged for review

Admins and Supervisors must receive additional email notifications on:

- Chatboard message postings
- Shift substitution acceptances
- Missed shifts
- Shift signups and unregisters
- Trainee shift requests
- Monthly shift reports
- Follow-up activity assigned to volunteers in their supervision shifts
- Password requests
- Upcoming and overdue skills and achievements milestones
- Volunteer and staff profile change requests

Admins must be able to manually send messages to single people, multiple users or everyone on staff.

Internal Chat
Exchange typed messages instantly with colleagues, right from chat panels during calls.

- Connect with colleagues in multiple locations – different offices, home, or however remote
- Provide or ask for non-verbal assistance
- Exchange sensitive information with colleagues in a secure environment

Online Shift Scheduling

Authorized staff or volunteers can securely sign up for shifts on a tailored online scheduling system, receiving email reminders to ensure shifts are covered.

Create your customized schedule

- Manage the Shift Calendar: create one-time or recurring daily or weekly shifts,

- Customize Shift Types: Within the shift calendar, specify different types of shifts—for example “normal shifts” versus “on-call shifts.” So that shifts can be created and names differently based on the work being performed or the task assigned to them.
- Invite Online Sign-up: allow volunteers and staff to view the schedule and sign up for shifts directly
- Send Out Substitution Requests: allow staff and volunteers to pick a shift they are signed up for and declare with the click of a button that they’re looking for a substitute. This triggers an email to all qualified volunteers in your system, alerting them that a peer is in need of help. A willing substitute can claim the shift immediately online and the system automatically makes the necessary changes to the schedule.
- Shift Reminders: send automated notifications to volunteers and staff reminding them of an upcoming shift. These reminders can be sent by email or SMS.
- Shift Coverage Reports and Analytics: managers must be able to run reports on shift coverage, shift attendance, worker hours, and much more. Also export all shift data to a CSV file for offline storage and analysis in other programs like Microsoft Excel.

Statistics & Outcome Reporting

Call Statistics

Generate many different types of reports on our call report data, such as:

- Count of calls
- Total call length times
- Average call length
- Call report content details, like caller issues and demographics

System should have the ability to view call data in a ranked bar chart, a pie chart or a simple summary report with access to detailed numbers from the call report data. Sort and filter this content and click on the charts to drill down to more information. It should also be able to export selected areas to Excel or copy graphics into Word docs for easy reporting and illustration.

Resources/Referrals Made

Generate reports on our referral data, such as:

- Count of all referrals received and made to other agencies
- Number of calls with at least one referral
- Count of referrals to resources
- Count of referrals to taxonomy
- Number of resources added or updated

View our referral data in a bar chart graph or a simple summary report, and you can export the data to Excel or copy graphs into Word docs for easy reporting and illustration.

Outbound

Generate reports on our outbound call data, such as:

- Number of calls made
- Number of outbound clients

- Call report data
- Call report content details, like caller issues and demographics

Volunteer and Staff
Generate reports on our volunteer and staff statistics, such as:

- Lists of staff and volunteers
- Shifts per month
- Recent and next shifts per staff member
- Number of sign-ons
- Tenure and gender breakdown of staff
- Worker hours
- Worker shifts
- Worker credits
- Shift attendance
- Skills and achievements

Shift Statistics
Generate reports on our shift statistics, such as:

- Shift coverage
- Shifts across time
- Trainer shifts by person
- Trainee shifts by person
- All trainer shifts

Follow Ups
Generate reports on our follow-up statistics, such as:

- Follow-up activity summaries
- Follow-up time spent by individuals

Skills and Achievements Statistics
Generate reports on the skills and achievements of our volunteers and staff and gives individual users access to their own records so they can keep track of upcoming deadlines and milestones. When a deadline approaches, automatically sends an email notification, and also alerts supervisors and admins whether that notification has been checked.

Security and reliability

- Data security and encryption
- Service reliability
- Data backup
- User security levels and restrictions
- Web standards: Built on top of the most modern stable versions of 2019 or 2020 web standard and technologies.