



REQUEST FOR PROPOSAL
Hotline Application

KEYSTONE HUMAN SERVICES INTERNATIONAL
MOLDOVA ASSOCIATION
Sf. Gheorghe Str. No.20
Chisinau, Moldova
MD-2001

ATTENTION: IS DEPARTMENT

ELECTRONIC SUBMITTAL ADDRESS

KHSIMA@KHS.ORG

INTRODUCTION

1.1 COMPANY INFORMATION

Keystone Moldova is a non-profit, nongovernmental organisation working to create opportunities where people can grow, exercise self-determination, and be participating, contributing and valued members of their society. The mission of Keystone Moldova is to promote and develop opportunities that will be in the form of consultant services, technical assistance, direct support service, best-practice training, monetary and administrative supports for ensuring the quality of life of individuals living in difficult social situations, including persons with disabilities, children with special education needs, abused children and women, families living in poverty, discriminated groups of population.

For more information, please visit: www.keystonemoldova.md

1.2 PURPOSE OF THE REQUEST FOR PROPOSAL

Keystone is seeking technical support for the development of a custom application and associated infrastructure to track hotline calls.

The toll-free hotline service for persons with disabilities was created as a national support service to offer assistance to persons with disabilities who need protection, support and information.

The Hotline service for persons with disabilities was launched in January 2017 with the support of European Union. Starting with June 2019, Keystone Moldova manages the hotline service for persons with disabilities based on the contract signed with the Ministry of Health, Labor and Social Protection.

The Hotline service for persons with disabilities operates with the national toll-free number 080010808, accessible throughout Moldova. The hotline number is anonymous, free and confidential and can be accessed from any landline or mobile telephone.

The service offers: On the phone informational assistance; Phone counseling; Multidisciplinary collaboration in order to solve the cases of rights violation; Identification of suspected cases of rights violation of persons with disabilities and notification of the competent authorities and partner organizations; Notifications of risk situations for life, safety and integrity of the persons with disabilities.

The hotline operators are currently collecting the information on the received call in Excel. This approach has presented problems with performance and reporting as the volume of data has grown.

2.0 GENERAL

2.1 SCOPE

Develop a multi-user system that allows real-time collection of information about hotline callers, the reason for the call and notes associated with the call. The audio of each call is recorded in our Zycoo PBX. Call recording should be duplicated in the database for ease of retrieval, review and archive.

The Keystone team has identified the data elements and potential database structure to support this initiative. A copy of the proposed structure in English is attached.

The database application shall be developed in Romanian language.

2.2 SCHEDULE OF EVENTS

- Issue Date.....11/25/2020
- Deadline for Requests for Clarification or Change.....12/2/2020
- Proposal Due Date (**extended**).....12/7/2020
- Contract Award.....12/15/2020

2.3 ISSUING OFFICE

Keystone Moldova is the issuing office and the sole point of contact for the Request for Proposal. Address all concerns or questions regarding this Request for Proposal to the contacts identified below.

2.4 ADMINISTRATIVE CONTACT

NAME: Nicolae Ciocan, Administrative Director
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2.5 TECHNICAL CONTACT

NAME: Sorin Guragata, IT Specialist
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3.0 STATEMENT OF WORK

3.1 APPLICATION

- a. Define and confirm requirements leading to development of a functional requirements document (FRD) that is reviewed with and approved by Keystone.
- b. Review, validate and adjust the proposed data elements and database structure to support the approved FRD.
- c. Develop multi-user browser based application to allow ease of data entry, maintenance and reporting.
- d. System should include user roles for data entry, data maintenance and reporting, and user administration.
- e. Develop a means for duplicating each phone conversation into the database and associating it with call record in the database.
- f. Develop (number) of reports to provide details about calls and call patterns.

- g. Develop system and application documentation.
- h. Provide copies of all code, procedures and documentation to Keystone.

3.2 INFRASTRUCTURE REQUIREMENTS

- a. Configure and implement a Microsoft SQL server. Provide cloud and on premise options for the SQL Server to include but not limited to MS365 Azure Server, MS365 SQL as a Service, on premise HP or Cisco server hosted at the Keystone Moldova office.
- b. Install and configure Microsoft SQL cloud or on premise selected option, SQL Client Access Licenses and Visual Studio procured by Keystone.
- c. Acquire, configure and implement a data backup selected cloud or on premise solution that provides scheduled backups (daily) and on-demand restores of the database and application developed by this project.
- d. Provide detailed Infrastructure documentation to include build documents, backup procedures, disaster recovery procedures.

3.3 SECURITY REQUIREMENTS

- a. User accounts should be at a minimum, secured by username and strong password. Multi factor authentication should be leveraged where possible.
- b. The server should be secure from off-network access.
- c. The application should be secured by Secure Socket Layer (SSL) with a valid certificate from a commercial certificate authority.
- d. Ensure the server, database and application are protected by strong password.
- e. All elements of the solution must be EU GDPR compliant.

4.0 VENDOR QUALIFICATIONS

4.1 MINIMUM QUALIFICATION

- Demonstrated experience deploying and supporting Microsoft SQL cloud and on premise solutions
- Demonstrated experience developing and supporting custom applications
- Experience working with non-project and/or hotline services
- Excellent references

5.0 PROPOSAL SUBMISSION

Award of the contract resulting from this RFP will be based upon the most responsive Vendor whose offer will be the most advantageous to Keystone in terms of cost, functionality, and other factors as specified in this RFP.

Keystone reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential vendor,

- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award more than one contract.

Vendor's proposal shall be submitted in several parts as set forth below. The Vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for Keystone's evaluation of the Vendor's proposal.

Vendor's proposal in response to this RFP may be incorporated into the final agreement between Keystone and the selected Vendor(s). The submitted proposals are suggested to include each of the following sections:

1. Executive Summary
2. Scope, Approach and Methodology
3. Description of goods or services offered
4. Management Approach
5. Detailed and Itemized Pricing
6. Appendix: Standard Terms and Conditions
7. Appendix: References
8. Appendix: Company Overview
9. Appendix: Affiliate/sub-contractor Overview (if any)

6.0 EVALUATION

Keystone will review all proposals to determine if complete. Proposals that do not comply with the instructions, that are materially incomplete, that do not meet the minimum requirements, or that are submitted by Vendors who do not meet minimum qualifications may be deemed incomplete. Written notice will be sent to Vendors whose proposal is considered incomplete identifying the reason.

- a) Proposals determined to be complete will be evaluated against the required submittals. Proposals will be scored based on the evaluation criteria listed below.

Keystone reserves the right to ask follow-up questions during first stage evaluations. The questions will be for the purpose of clarification of information already contained in submittals and not be an opportunity to submit additional documentation or change existing documentation.

- b) Keystone may choose any of the following additional evaluation methods:

1. Issue a written invitation to Vendors within the competitive range requesting an interview, presentation, site visit or any other evaluative method that is relevant to the goods or services solicited in this RFP. Written invitations may contain the evaluation criteria and scoring that will be used by the evaluation committee.
2. Engage vendor(s) for the purpose of receiving a best and final Proposal. The following information/requests may be communicated:
 - a. Inform Vendor(s) of deficiencies in their initial Proposal;

- b. Request Vendor(s) provide additional or clarifying information; or
 - c. Request Vendor(s) to revise their Proposal to allow Keystone to receive the best Proposal based on the requirements set forth in this RFP.
3. The conditions, terms, or price of the Proposal may be altered or otherwise changed during the course of the discussions provided the changes are within the scope of the RFP. Best and final Proposals will be scored based on the evaluation criteria listed below.

6.1 EVALUATION CRITERIA

Points will be given in each criteria and a total score will be determined.

- a. Proposal relative to the required statement of work elements
- b. Price of the goods or services
- c. References and other criteria

Keystone reserves the right to select a vendor from the responses received; to waive any or all informalities and / or irregularities; to re-advertise with either an identical or revised scope, or to cancel any requirement in its entirety; or to reject any or all proposals received. Keystone also reserves the right to approve any subcontractors used by submitting firms.

A response to this RFP does not constitute a formal bid, therefore, Keystone retains the right to contact any / all proposing firms after submittal in order to obtain supplemental information and / or clarification in either oral or written form. Furthermore, an explicit provision of this RFP is that any oral communication made is not binding on the proposal process.

Keystone will not be liable for, nor pay for any costs incurred by responding firms relating to the preparation of any proposal for this RFP.