



## **MERCY CORPS**

### **Request for Proposal – Case Management System and Complaint Hotline**

Date – August 2021

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# I. Mercy Corps Overview

Mercy Corps is a global team of humanitarians, working together on the front lines of today's biggest crises to create a future of possibility, where everyone can prosper.

Our mission: to alleviate suffering, poverty and oppression by helping people build secure, productive and just communities.

In more than 40 countries around the world, our nearly 6,000 team members work side by side with people living through poverty, disaster, violent conflict and the acute impacts of climate change. We're committed to creating global change through local impact — 85 percent of our team members are from the countries where they work.

We bring a comprehensive approach to every challenge, addressing problems from multiple angles. Thanks to support from our extended global community, we've provided \$4 billion in lifesaving assistance to meet the urgent needs of more than 220 million people over nearly 40 years. In addition to emergency aid, we partner with local governments, forward-thinking corporations, social entrepreneurs and people living in fragile communities to develop bold solutions that make lasting change possible.

## **Through our impact, influence and innovations, in 2020 we:**

- Reached nearly 37 million people in more than 40 countries.
- Raised \$60.5 million for our COVID-19 Resilience Fund and have reached 15.1 million people so far through our response.
- Provided 1.8 million people with emergency cash assistance.
- Our work in the Democratic Republic of the Congo alone reached more than 4.9 million people
- Secured \$490 million in revenue from institutional and private funders in 2019.
- Piloted the use of 3D printing to support children with disabilities in Jordan's Za'atari refugee camp.
- Sponsored the Global Fragility Act, together with a coalition of 70 grassroots organizations, which created the first-ever U.S. government strategy to tackle alarming levels of global violence around the world. The act was signed into law in December 2019 after receiving bipartisan support in Congress.
- Launched FInX with a \$10M contribution from Ripple and Rippleworks with the goal to accelerate global financial inclusion by advancing innovative, responsible distributed ledgers, digital assets, cryptocurrencies and other digital financial solutions that help people join the global economy and lift themselves out of poverty.

See more details about our impact in 2020: <http://www.mercycorps.org>

## II. Project Background and Context

The Mercy Corps Ethics and Compliance Department (ECD) manages the intake and investigations (I&I) of allegations of violations of Mercy Corps' Code of Conduct. The ECD desires a centralized system for the reporting of such violations (i.e., the hotline function) as well as a system for case intake and management of these violations.

## III. Desired Services & Scope of Work

Ideally, the ECD would like proposals to include services for both a case intake and management system and a reporting hotline; However, the ECD is amenable to proposals that separate the hotline function from the case intake and management system. Below, we describe the capabilities that are required for each function.

- *Hotline Access and Functionality:*
  - All employees, partners, and program participants across all Mercy Corps countries of operation have access to SMS reporting as well as telephonic and online hotline all day, every day, year round.
  - Regardless of reporting methodology, individuals:
    - can report in their preferred language (e.g. Spanish, French, Arabic, Russian, Burmese, Farsi, Mandarin, English, etc.) into the case management system;
    - identify approximately when and where the violation occurred and offer as much or little detail as desired;
    - designate their preferred level of anonymity, i.e. completely anonymous, contact information only viewable by reporting platform and not the organization, or contact information completely viewable by organization.
  - Online reporting is accessible from laptop/desktop, mobile phone, and tablet via WiFi or data-based internet access all day, every day, year round. The online hotline reporting form is accessible in multiple languages and includes ability to be screen-read (for individuals of varied sight ability).
  - SMS reporting is accessible via all mobile phone carriers across the globe via WiFi or data-based access all day, every day, year round. The SMS reporting is accessible in reporters' preferred language and can be transcribed into English in the case management system.
  - In the reporting of cases by telephonic hotline, this is accessible by either an international toll-free number, country specific number toll-free, or by collect calling. Phone numbers are routinely tested for functionality to ensure consistent accessibility. Phone hotlines are available for reporting all day, every day, year round.
  - For the Contact/Call Center, the ability to take calls in multiple languages and having quality processes in place with an ability to measure performance and effectiveness of people taking the calls. The reports received via hotline phone line are transcribed into the online case management system, translated into English, and reported as "new" for the I&I team to intake.
- *For the Intake & Case Management System:*
  - to be easily configurable at point of initial set up with ECD team as well as in the future to meet changes in policy and workflow;
  - to include Mercy Corps branding on online intake form;
  - to be a customizable landing page for online intake that is public facing;
  - to have a landing page and intake form that is available in the preferred language of the reporter;

- to have a customizable intake form to meet Mercy Corps needs, i.e. location, approximate time and date of allegation, persons involved, narrative entry for description of allegation, and include attachments as desired;
  - to be a confidential and highly secure system that meets international standards for the European General Data Protection Regulations (GDPR);
  - to have system security maintained with a secure N-Tier design to allow its own isolated environment; firewalls; Intrusion Prevention systems; encryption with COMODO certificates protecting confidential data;
  - to include data retention allowing Mercy Corps to store and delete information as required by its compliance and regulatory requirements (i.e. GDPR), such as retaining for life of contract unless otherwise deleted by client;
  - to give access to Mercy Corps to download entirety of data entered at the end of the contract or whenever Mercy Corps is required to do so;
  - to include varied and customizable levels of access/permissions for team members that can be edited by Mercy Corps administrators;
  - to include status of a report and its investigation, e.g. “New,” “Open,” “Referred,” “Awaiting Final Review,” and “Closed”;
  - to add a more granular allegation type during triage of a report;
  - to include sophisticated and intuitive data tracking, analytics, and reporting capabilities, with Mercy Corps able to specify what data analytics needed;
  - to be able to integrate with other systems, such as SSO and Okta, (employee name, title, etc.);
  - to track and integrate corrective measures at the conclusion of investigations and automate into Ultipro (when applicable);
  - to include history and audit trail with an ability to see who and when a report was reviewed or modified;
  - to automate notification of new reports to designated team members to receive such notifications based upon category of report, e.g. Fraud and Corruption, Human Resources, or Safeguarding;
  - to change assignment of a report file to different team members, when applicable;
  - to be able to send email communications from within the system to internal and external parties (reporting party, etc.), including using templates designed by our team.
- *For System Support:*
    - The case management system will have an accessible customer support line, via email or phone, for troubleshooting and rapid response to issues with the system;
    - The case management system will have an account management inclusive of sufficient staff to provide assistance with implementation of system, training, and ongoing support.
    - The proposal will include answers to the following:
      - What major system upgrades are upcoming and what will these upgrades achieve?
      - What is included in the initial configuration and what is specifically customizable to Mercy Corps?
      - How much is spent on R&D by the case management system providers?
      - How often are enhanced features deployed?
      - What is the case management system roadmap?

Below, we describe the capabilities that are preferred (though not required) for each function.

- to have automated email ingestion for receipt of new reports from a designated Mercy Corps email address;
- to migrate historical cases into the system, in order to track trends year over year;
- to be able to store a large volume of case files in an organized and indexed format within each report profile in the system;
- to include a highly interactive and adaptive dashboard, with snapshot data dashboard in addition to highlights of reports assigned to team members;

- to be able to group report files based upon team organization and have snapshot highlights of these groups, e.g. all the reports in Safeguarding are viewable by the Safeguarding manager instead of other categories;
- to ascribe particular allegations within a complaint to specific subjects of complaint within a report file;
- to ascribe specific results to unique subjects of complaint when there are multiple within a report file;
- to ascribe specific donor funding to a report file and add as many as applicable funding locations to a report file;
- to include the ability to customize the report details within each report file aside from initial set up;
- to include workflow management capabilities, such as triage of new reports of allegations as well as investigation progress and case management such that automated assigning of responsibilities and triggering review when new allegations are received;
- to automate investigation plans and checklists when a report is moved out of triage;
- to include automated responses to reporters that is customizable to Mercy Corps;
- to produce templates, customized by Mercy Corps, for investigations, email responses, etc.;
- to have full search capability with an ability to search the database of case information for related cases, common participants, or the same geography or issue;
- to automate the creation of profiles of subjects of complaint, tracking across multiple reports (when applicable), as well as location, allegation type, etc.
- to include a customizable reporting dashboard to provide robust data snapshots or highlights in addition to a sophisticated reporting system that includes learning and trends;
- to permit customizable reporting and data analytics.

## IV. Evaluation of Proposals

Proposals will be scored using the following technical criteria. Points for each question will range from 0- 35 the maximum technical score is 100 points. Proposals should address each evaluation criteria.

- Adherence to the RFP Requirements: Did the bidder conform to all requirements and product or service specifications in the RFQ or RFP? (0-10)
- Technical Criteria: Includes the bidder's understanding of the service or procurement required, bidders' management plan, supplier's qualifications and bidders' overall resources. Does the supplier have the right qualifications (registration, insurance, experience)? (0-30)
- Management Criteria: Includes the bidder's experience on similar projects, bidder's performance on similar projects, bidder's available facilities and resources for the project and the bidder's plan for management and control of the project. (0-35)
- Cost Criteria: Is the cost within any pre-determined price range, such as cost estimates from a market analysis? In most cases cost is evaluated using value for money unless otherwise directed by donor requirements. (0-25)

## V. Proposal Format & Requirements

In order to secure information in a form, which will ensure that your proposal will be properly evaluated, you are asked to submit your proposal in the format listed below. Standard proposal formats are acceptable provided the following information is included:

1. Name, address, telephone number and email address for principal contact.
2. A brief outline of your organization and services offered, including:

- Full legal name, jurisdiction of organization or incorporation and address of the company
  - Full legal name and country of citizenry of company's President and/or Chief Executive Officer, and all other officers and senior managers of the company
  - Year business was established
3. Name and professional qualifications of personnel who would provide the services.
  4. Names, addresses, phone numbers and email addresses of at least two clients of similar industry and scope of operations as Mercy Corps that can be contacted as references.

#### CONTACT FOR BID INQUIRIES

All inquiries concerning this solicitation shall be addressed to the following Designated Contacts:

- Mark Spencer – Global Procurement - [mspencer@mercycorps.org](mailto:m Spencer@mercycorps.org)

Please email an electronic version of your response (via e-mail), including all supporting documentation, and direct questions about the RFP to each of the designated contacts.

All questions should be submitted in writing (via email) citing the particular bid section and paragraph number. Bidders should note that all clarifications and exceptions are to be resolved prior to the submission of a bid.

Only questions received during the Question and Answer period (as outlined in the RFP Calendar) will be addressed. No telephone questions will be answered. Official answers to the questions will be posted on Mercy Corps website at [www.mercycorps.org/tenders](http://www.mercycorps.org/tenders)

#### RFP CALENDAR/TIMELINE

- RFP published August 13, 2021
- Questions and Answers period August 13 – September 1<sup>st</sup>, 2021
- RFP responses due September 10 2021 (5PM PST)
- Presentation meetings week of September 20 – September 24th
- Vendor selected and notified October 04, 2021

## VI. Other Terms & Conditions

#### WITHDRAWAL OF RFP

Proposals may be withdrawn before the RFP submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFP submittal deadline can be made; however, they may not be re-submitted after the deadline.

#### RFP COSTS

All costs incurred in the preparation and presentation of proposals to the RFP shall be completely absorbed by the responding party to the RFP. All documents submitted as part of the RFP will become property of the Mercy Corps. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

#### AWARD BASIS

At the option of the Mercy Corps, finalists for the Agent designation may be selected for a final round of negotiations; however, applicants are encouraged to present their best offers with their initial submission. Mercy Corps reserves the right to accept or reject any and all proposals, to waive any irregularities in any proposal process, and to make an award of contract in any manner in which Mercy Corps, acting in the sole and exclusive exercise of its discretion, deems to be in Mercy Corps best interest.

#### CONTRACTUAL DEVELOPMENT

Once an applicant is approved as the exclusive Agent, the successful respondent will enter into a contract with the Mercy Corps. Contract discussion and negotiation will follow the award selection. Bidders must be amenable to inclusion, in a contract, of any information provided whether herein or in response to this RFP, or developed subsequently during the selection process.

### **CONTRACT TERMS**

Firms that are selected as the exclusive Agent are eligible to enter into a service contract. Mercy Corps may terminate the contract upon written notice to the Agent of not less than thirty (30) days.

### **EQUAL OPPORTUNITY**

Mercy Corps emphasizes that all respondents will receive full consideration without regard to race, color, religion, sex, national origin, sex, disability, age or sexual orientation. Minority and women-owned firms are especially encouraged to respond to this RFP.

### **LIMITATIONS**

Mercy Corps reserves the right to reject any and all Proposals and to waive any informality in the solicitation process. Total proposal length excluding cover letter, details of professionals who will provide services, and contact information of client references, should not exceed 12 pages.