

MENTAL HEALTH UGANDA (MHU)

CALL CENTER TERMS OF REFERENCE~TORS

Introduction

MHU has been running a toll-free helpline providing counselling services to Ugandans, especially the young people of 15–35 years since 2021 (project phase 1). The helpline was built on a software that facilitates real time tracking of all on-going interactions. This system is linked to another data capturing software which helps MHU make sense of the data collected to make informed management decisions. Usage of the 2 systems has come to an end with the closure of project phase I.

MHU now seeks to implement a modern, cloud-capable call center solution to enhance client service delivery and operational efficiency. This solution will replace the existing system and needs to seamlessly integrate with MHU's data collection tool for comprehensive client relationship management.

Overview

MHU's current call center system is no longer the perfect fit for its operational requirements, impacting service delivery and efficiency. The organization requires a modern solution that is integrated with its existing data collection tool and supports multi-channel communication capabilities. **MHU is looking for a sustainable one-off solution that it will use for all years of running the toll-free helpline.**

Client needs

- Enhancing client service efficiency through improved call management.
- Seamless integration between call center operations and client data management.
- Implementing multi-channel communication capabilities.
- Improving reporting and analytics for data-driven decision making.
- Ensuring scalability and future-readiness of the solution.
- A system that is adapting and adopting from time to time.
- Timely solutions to on-going or operational needs.

Proposed solution

Core capabilities

- Advanced call routing and distribution using AI/ML

- Unified communication platform (voice, email, SMS, MMS, Chat)
- Comprehensive ticketing system with workflow automation
- Real-time monitoring and analytics dashboard
- Seamless integration with existing systems
- Cloud-native architecture with high availability

Technical specifications

- Communication platform
- Omnichannel support (voice, email, SMS, MMS)
- Intelligent call routing and queuing
- Interactive Voice Response (IVR) system
- Call recording and quality monitoring
- Real-time communication analytics

Ticketing system

- Automated ticket creation and routing
- SLA monitoring and management
- Custom workflow configuration
- Knowledge base integration
- Audit trail and compliance reporting

Integration layer

- API-first architecture
- Real-time data synchronization
- Custom integration development
- Secure data exchange protocols
- Monitoring and logging

Security and compliance

Data Protection

- End-to-end encryption for all data in transit and at rest
- Military-grade AES-256 encryption for stored data
- Secure key management system with regular key rotation
- Data masking for sensitive information display
- Automated data classification and protection policies

Access Control

- Role-based access control (RBAC) with principle of least privilege
- Multi-factor authentication (MFA) for all user access

- Biometric authentication support for sensitive operations
- Session management with automatic timeouts
- Detailed access logs and audit trails
- IP-based access restrictions and geofencing capabilities

Implementation approach

Phase 1: Discovery and planning

- Requirements validation
- System architecture design
- Integration planning
- Risk assessment
- Project timeline development

Development

- Core system configuration
- Custom development
- Integration development
- Security implementation
- Testing environments setup

Testing

- Unit testing
- Integration testing
- Performance testing
- Security testing
- User acceptance testing

Deployment

- Production environment setup
- Data migration
- User training
- Go-live preparation
- System cutover

Support and maintenance

- Post-implementation support,
- Performance monitoring and troubleshooting,
- System optimization,

- User feedback incorporation,
- Continuous improvement,
- ❖ System availability: 99.9%,
- ❖ Response time: 15 minutes (critical issues),
- ❖ Resolution time: 2 hours (critical issues),
- ❖ Support coverage: 24/7/365,
- ❖ Maintenance and user support,
- ❖ Regular system updates,
- ❖ Performance optimization,
- ❖ Security patches,
- ❖ Feature enhancements, etc.

Project timeline

Key milestones

- Project kickoff: Week 1
- Requirements finalization: Week 2
- Development completion: Week 2
- Testing completion: Week 3
- User training: Week 4
- Go-live: Week 5.

Award criteria

Price offer – 80%

Technical offer (the 2 CVs) – 20%

Payment terms

Upon contact signing – 70%

Upon completion of the assignment 30%

- ❖ Continuous support: Quarterly on invoicing after the completion of the quarter

Team composition and expertise

Composition

- ❖ Project Manager: Overall delivery responsibility
- ❖ Solution Architect: Technical design and oversight
- ❖ Integration Specialist: System integration
- ❖ Training Lead: User enablement
- ❖ Support Manager: Post-go-live support

Qualifications

The team lead and support managers must have requisite qualifications (at least a bachelor's degree in IT or any other related field) and experience and minimum 5 years of directly related experience.

Please note that the CVs of the 2 positions must be attached to the offer as they are part of the award criteria. Failure to meet the minimum qualifications and experience will result into the disqualification of the tender.

Financial Offer:

Please fill out this financial form. Do not alter the structure of the form for effective comparison of offers. Irregular offers regarding this provision will lead to disqualification. If a bidder has an extra cost proposed, it must be proposed outside this financial offer form. **Remember to introduce quantities for item 1, 7 and 8.**

No.	Item Description	Units	Quantity	Notes	Quoted <u>Total</u> Price (UGX)
1	Software Licensing	Per User/Per Agent	TBD	Indicate whether this is a per-user/per-agent cost (based on expected number of users/agents), in the "quantity" column.	
2	Call Center Software Implementation	Lump Sum	1	Include full costs for system setup, configuration, and integration.	
3	PBX Integration	Lump Sum/Per Instance	1	Costs associated with integrating the provided PBX system.	
4	Call Recording Module	Per License/Feature	1	Include any license or feature costs for enabling call recording.	
5	Ticketing System Setup	Lump Sum	1	Full implementation of ticketing system, including customizations.	
6	SMS Notification Setup	Lump Sum	1	Configuration for automated and bulk SMS functionality.	
7	UAT (User Acceptance Testing)	Per Phase	TBD	Include the number of testing phases required in the "quantity" column.	

8	Training	Per full day	TBD	Costs for training staff on the new system, including preparation and end-user training sessions. Indicate the total number of days required in the "quantity" column.
9	Maintenance and Support	Monthly Fee	1	Costs for ongoing system maintenance and support.
10	Custom Development/Integration	Lump Sum	1	For custom integrations or features that are not part of the standard software package.
11	Data Migration	Lump Sum	1	Cost of migrating existing data into the new system (ticket data, call logs, etc.).

Submission procedure:

Interested individuals/firms should submit a technical and financial proposal (filling in the finance form) plus the 2 CVs not later than **5:00 pm on Tuesday 28th January 2025**, to:

The Executive Director, Mental Health Uganda on info@mentalhealthuganda.org with the subject line "CALL CENTER TENDER".

Note: MHU promotes zero tolerance for discrimination/harassment based on gender, sexual orientation, sexual identity, religious beliefs etc. All staff, volunteers and contractors shall adhere to strict guidelines in order to facilitate "silent" inclusion. Consultants will also adhere to MHU's safeguarding provisions – a set of procedures and practices designed to ensure that no harm comes to people as a result of contact with MHU's programs, operations or people.