

TERMS OF REFERENCE

Call center software

Background

Following the onset of the conflict in Ukraine, Moldova has experienced an influx of refugees entering the country. While only around a third of those entering the country are remaining in Moldova, most of them are looking for clear and consistent information about assistance in Moldova, their rights and obligations, onward movement opportunities, among other topics. Reports show that ‘communication and information’ is one of the top five needs of displaced people in Moldova.

At the beginning of the emergency, the Government of Moldova established an effective and responsive toll-free number to respond to the information needs of refugees in the country. A few months later, UNHCR supported the Government to expand the capacity of the helpline. The operation was transferred to a private company under the supervision of UNHCR, in close coordination with the Government of Moldova, and in collaboration with the organizations from the Refugee Coordination Forum.

The call center operates 7 days a week, from 8:00 am to 10:00 pm, responding to an average of 6,000 inquiries per month. It has a toll-free number and a local number to receive international calls. It serves people that have been displaced from their country of origin, hosting families and others interested in the Refugee Response in Moldova. Operators provide information to callers about their rights to international protection, services available in the country (including accommodation), their rights and obligations, as well as information regarding their integration into the society. In addition, the line receives and records feedback and complaints that follow a specific process. All the information is recorded in a government owned system developed specifically for the current situation.

As an official information channel, follows national and international data protection standards, as well as humanitarian principles.

Scope of work

UNHCR is looking for a solution to operate the Refugee Response Green line. We request call center services and/or an omnichannel solution for the operation of an in-house call center for the existing toll-free number (0800-800-11), as it is already well known by the community; and a regular number that accepts international calls. The solution should expand the channels of the Green Line by having the capacity to also operate Telegram, and/or Viber, and a web chat.

The solution proposed by the company is expected to make the Green Line processes much more efficient by integrating all the communication channels in a single platform, and that through an automatized system allows a more efficient management of incoming communications. The solutions should be able to receive, assign (ticketing or referral system), register and monitor, communications from:

- Telephone- all incoming calls from the existing toll-free number. It is expected to receive and call from the platform to fix and mobile numbers (inbound and outbound). Have an automated message in multiple languages in case all agents are busy, and when there is no service. The platform should be able to synchronize with the existing number (0800-800-11), and capacity to respond to international calls, for which a second number needs to be integrated.
- Viber and/or Telegram - real-time interaction. Feature to create predefined responses. The platform must be able to sync with an existing number or provide a new digital number if that is not possible.
- Live chat - the proposed solution is expected to include the ability to integrate a web chat that allows agents to interact with visitors to specific website.

The solution must have the ability to prioritize, organize and assign, through a ticketing system or similar, incoming queries to the available agents. It is important that the solution can detect conflicts to prevent different agents from handling the same communication. It also needs to be able to transfer communications within agents, as some requests will be handled by specialized staff.

The solution must allow the team leader to manage and monitor the call center operation. It is key to be able to track at minimum the number of incoming communications by channel, status of each of them, response rate, including duration of the calls; and agents performance. In general, metrics that allow continuous monitoring and optimization of the service. The solution should be accessible for English and Russian speakers.

Assignment of multiple users, with different access levels (at least 2), is required. Login with username and password, with security measures. It is expected to be used by 15 users, but there must be the capacity to grow. The team would be concentrated in Chisinau, Moldova, in a fully functional office. Each agent has a full operating laptop, and a headset.

The solution must have encrypted data transfer security certificates. Be in compliance with international data protection and privacy standards (E.G. HIPAA). And have security measures in terms of data protection. The selected vendor will sign as part of the contract a data protection agreement, although it is not expected that the solutions store personal data from the end-users.

It is preferable that the service is completely online (cloud-based), however any other solution is acceptable as long as all the equipment and technical support is envisioned as part of the proposal. UNHCR is expected that the vendor runs all the deployment process until having a fully functional call center. If the installation of any software or additional equipment is

necessary, all specifications should be shared as part of the proposal to evaluate its compatibility with UNHCR equipment, the office services and the space itself. A minimum one-year maintenance period should be included.

As mentioned above, it is expected to have specialized technical support for the integration of the various channels and components that may be required for the correct functionality of all elements. The technical team will work closely with UNHCR to walk them through the different processes. In addition, technical support (via remote) for troubleshooting in daily operations, and resources for users to learn how to use the solution.

It is important to be able to start using the solution within a month's time after the selection of the vendor. If necessary, the deployment can consider a staged plan, to start using the most basic version of the solution and be able to respond calls at first, and build up from there to include the rest of the channels and functionalities.

Technical requirements

- Submit a description of the company, qualifications and ISO certificates including a company presentation: company capacity, compilation of clients and other projects. Evidence is required that the company has licenses to operate in Moldova. Presentation of the envisioned solution, it should state clearly how it works and how the different communications through the different channels are received, answered, record and monitored, and stored. The solution should support a minimum of 15 agents and have the capacity to respond a minimum of 6,000 calls per month, an average of 3,000 inquiries on Telegram/Viber and have a web chat API. In addition, the vendor should openly address if they have the capacity to import the existing toll-free number.
The solution should also present how it can quickly expand its capacity if needed, and if it can be accessible for English and Russian speakers.
All the detailed requests mentioned above should be taken in consideration.
- Technical requirements, based on the proposed solution a detailed description of the technical components that should be taken into consideration, such as licences or permits, internet capacity, server (provided or separated), additional equipment, etc. It should include a mention to how the vendor will support the process with their expertise and technical capacity, as well as technical support provision on a daily basis.
- Work plan, based on the proposed solution and the requirements (at least basic functionality to respond to the 800 number 4 weeks ahead of the selection). The work plan can be an initial proposal, it will be adjusted jointly with UNHCR and the selected vendor.
- The service should be in compliance with UNHCR Data Protection Policy, hence it is necessary to submit the information regarding security and data processing. *ANNEX A_Appendix I