

# TERMS OF REFERENCE

REQUEST FOR QUOTATION: No. RFQ MDACH/2023/35

## Call center services

---

### 1. 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 5,700 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.

### 2. Scope of work

UNHCR Moldova is looking for call center services to operate the Refugee Response Green line, with the existing toll-free number (0800-800-11), as it is already well known by the community. We request full call center service which includes the technology solutions to operate it, the call center operators, hardware, space (based in Chisinau), and all the needed resources to do so. The client relationship management system will be provided.

The helpline will operate from Monday to Friday from 8:00 hrs to 19:00 hrs, and Saturdays from 8:00 hrs to 13:00 hrs. An emergency number should be operated during the weekend. Two managers are required. We estimate the need of 10 operators, but the vendor should propose the accurate number of operators and shifts requested to answer an average of 5,600 calls per month, each call has an average duration of 3.5 min. (we don't expect to reduce the duration of each call). The languages required for the operators are Romanian, Ukrainian, and Russian. The managers should also speak English.

It may be necessary to increase or decrease the capacity to receive calls at a later stage.

During out-of-office hours, callers will connect to a voice-recording machine, which can be accessed to return calls. The call center software/system to be used must allow the managers to monitor the call center operation. It is key to be able to track at minimum the number of incoming communications, status of each of them, response rate, duration of the calls, and agents' performance. The information will be reported to UNHCR.

In addition, the call center software/system should also 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. If the services have quality controls, please include them.

Finally, it is important that the vendor makes all necessary arrangements with third parties, including the owner of the toll-free number (either for the continuation of the service or its transfer to another company). In addition to the coverage of the costs for the communications services such as internet, and phoning cost per minute.

UNHCR will provide a call-center focal to oversee and guide the operations, and to whom the operators and supplier would directly report.

### **3. Contract duration**

UNHCR may award Frame Agreement with the duration of **1 (one) year** covering recruitment and training of operators with UNHCR's support, and transference of operations from the current vendor. The call center operations should be in place by 2<sup>nd</sup> August 2023.

### **4. RFQ Submission:**

Interested companies shall submit the following information in response to the RFQ, based on which companies will be evaluated:

- Submit a description of the company and qualifications, 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, all the considerations mentioned above should be taken in consideration for such presentation. Include technical specifications, and human resources.

- 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 E and F
- Valid Company Registration Certificate
- Tax certificate
- Vendor Registration Form duly filled in, signed and stamped.

**Prices shall be submitted in MDL and without VAT.**

We would appreciate receiving your quotation by e-mail to Adelina Arapan [arapan@unhcr.org](mailto:arapan@unhcr.org) and Andre Lukovics [lukovica@unhcr.org](mailto:lukovica@unhcr.org) in copy clearly indicating the RFQ number.

Your quotation must be valid at least for 60 days. The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.

**5. Annexes:**

Annex A: Terms of Reference

Annex B: Financial Form → to be submitted duly filled in.

Annex C: Vendor Registration Form → to be submitted duly filled in, stamped and signed, if your company is not already registered with UNHCR.

Annex D: UNHCR's General Conditions of Contracts for the Provision of Services

Annex E: UNHCR Supplier Code of Conduct

Annex F: Security and data processing questions → to be submitted duly filled in

Annex G: UNHCR Data Protection Agreement