

Ethiopian Center for Disability and Development
Term of Reference
For Developing Interactive Voice Response (IVR) System

Introduction

The Ethiopian Center for Disability and Development (ECDD) invites qualified and valid companies to develop **MINCH Interactive Voice Response (IVR) system**.

Background on MINCH IVR Platform

Minch (or “Source” in Amharic) is an interactive voice response (IVR) telephone platform which was launched in February 2021, to connect persons with disabilities and others to disability-related information, in Amharic. Users access the platform by giving a call to a toll-free number 6768, which can be done through a basic mobile phone without internet, or a landline. The user then listens to audio information and announcements about health and rehabilitation services, education and skills training opportunities, employment and self-employment opportunities, as well as about government and NGO development programs. The platform is free to the user and has clocked over 100,000 calls since its launch. As the system is currently leased from an Indian company, ECDD needs the entire IVR system to be locally developed.

Objectives of Request for Proposal

The objective of this Request for Proposals is to identify firms interested and capable of providing systems development and integration for IVR systems hardware, software, and installation services. The selected IVR system should be fully maintainable, include accurate and timely incorporation of transit data via telephone, and provide procedures recovering from hardware and software failures.

1. REQUIREMENTS

1.1. Key IVR Features

The new system to be developed should have the following feature/functionality

- User registration including survey questions (Audio/text)
- Identification: to identify disability type, gender, region, age
- Text Messaging: Two-way text messaging shall be available in addition to the regular telephone voice messaging.
- Call Recordings (Audio/text)
- Callers should be allowed to put questions or listens to recorded answers
- Duplicating Call Filtering
 - Repeated calls are made to the same phone line for information, but the person hangs up with no message. Therefore, the system should be allowed to filter out unnecessary calls by retaining only those with messages.
- Call Querying & Callback Automation. ... (Audio/text)
 - When the user dials 6768, for some reason, if the line connection is interrupted or the system is unable to reach the user, the system records the caller's phone number, and when there is a good connection, the system should call back to the user and delivers the information for the caller.
- Voice and text Recognition. ... (to cancel or reject unnecessary voices or text)
- Self Service. (Auto response)
- Based on the query coming from the system should be able to provide answer from the uploaded replay (database) automatically
- Support different local languages
- Integrate menu driven Mobile Application that can provide various information to persons with disabilities. The mobile application should also allow video presentation
- The system should provide a training module that support uploading of various short-term skill-based trainings with multimedia content (text, audio, graphics/picture, video)
- Allow other stakeholders to use the IVR system by providing them login accounts, where they can see the questions from users under their assigned work list, listen to the questions, and prepare appropriate answers and send them to the requesters.
- Other requirements to be defined by users in the process of the development and validation of the IVR system

1.2. Reporting

- **Daily Summary Report:** A daily summary report of activity must be provided from the reminder service for download and delivered regularly via email or other agreed upon method.
 - This shall include:
 - A daily status report including instant or channel such as a list of the day's calls and user responses. This shall be delivered to ECDD personnel daily and should also be available on demand.
 - The report should also include the overall daily call success/failure rate.
- **Status Report:** ECDD staff should be able to log into the system to see the real-time status of all calls, and playback any call at any time.
- **Monthly and Yearly Summary:** ECDD requires an end-of-month summary statement showing every call that was made and success/failure status by each thematic area. A histogram of call volume for the month and year shall show irregularities and trends such as holiday volume and peak days.
- **Other Reports:**
 - The percentage of calls successfully placed on a particular date range.
 - Report on the number of eminent text messages arrivals daily and monthly.
 - A daily and monthly report on the number of failed calls and the ability to review cause of failure
 - All report information generates based on instant and sub title under each instant including:
 - Gender
 - Age
 - Disability type
 - Location
- Other reporting features to be defined by users in the process of the development and validation of the IVR system

2. RESPONSIBILITIES OF THE DEVELOPER

The developer is responsible for the following:

- Developing the IVR system with all the features listed above and others to be identifies in the process of development

- Providing on-time technical support for secure and safe system functionality.
- Attending the meeting, workshops, discussions with ECDD assigned staff in the process of the development of the IVR system in order to collect feedbacks
- Submitting the specified deliverables to ECDD for comments and approval
- Delivering a reliable PRI/IVR Software as per the scope of work and signed-off SRS
- The developer will provide the source code with the documentation (user and system manual) after delivery of the project.
- Organizing and conducting trainings of master trainers and users
- Supporting ECDD in troubleshooting during the piloting and after handing over of the software
- Maintenance will be for one year after the delivery.

3. ECDD'S RESPONSIBILITIES

ECDD should:

- provide all the required information and space for hardware installation.
- establish security measures to safeguard PRI/IVR equipment.
- provide a server with installed Sangoma TE131 T1/E11 telephone card and Ubuntu Linux 14.04.3 LTS Operating System.
- Provide technical feedback on the process, documentation and deliverables
- Review the Software and providing feedback to finalize
- Releasing the payments upon satisfactory delivery by the vendor

4. PROPOSAL FORMAT

4.1. Proposal Outline

The proposals should include the following items and be organized in the manner specified below.

a) Letter of Transmittal

A letter of transmittal briefly outlining the consultant’s understanding of the work and general information regarding the consultant and the people who are available to directly engage on the project. The letter should clearly identify the local address of the office of the consultant performing the work, the telephone number, and the name of the authorized representative. The letter shall include a clear statement from consultant that this offer is binding and shall remain open for 90 days from the due date of this RFP and acknowledges that its proposal cannot be withdrawn within that time without the written consent of ECDD.

b) Contents of the Proposal

The information to be contained in the proposal include organizational profile including overview of organization, certificate of registration, complete list of previous projects (relevant to the current task only, preferably with NGOs in a table format and letters issued by the past clients testifying to the work only are accepted). Background information about the Consultant should be limited to a maximum of 2 pages and focus should be on the offer being made.

c) Qualifications

Describe recent experience with implementing the above stated solution for organizations of a similar size and/or industry to ECDD, preferably to NGOs, Letters attesting the work done by such organizations. Include three client references, preferably organizations similar in size and industry to ECDD that should include actual name(s), current phone number(s), and email address.

d) Scope of Services and Proposed Project Schedule

Briefly describe the Consultant’s understanding of the scope of services to be provided including the name/version of the product(s) proposed and estimated implementation schedule.

e) Fees and Compensation

Estimate all costs for the system, implementation, and servicing/support. Please make sure any of the following that are relevant and any other associated costs are clearly indicated and included in your proposal:

- Development/Customization costs:

- Annual Maintenance:
- Implementation costs:
- Training costs:
- Other costs:

4.2. Proposals shall be submitted as follows.

- The proposal package consists of Two (2) volumes. These shall be sealed and clearly labeled.
- Volumes shall be submitted in the following order:
 - Volume I – Cost/Price Proposal
 - Hard Copies: One (1) original and one (1) copy
 - Electronic Copy: One (1) of the Cost Proposal on either CD or flash drive.
 - Volume II – Technical Proposal
 - Hard Copies: One (1) original and One (1) copy
 - Electronic Copy: One (1) Technical Proposal on either CD or flash drive.
- The proposal documents should be page numbered. The bidder should ensure all copies and all electronic media are identical to the bidder’s hardcopy original bid. In case of a discrepancy, the hardcopy shall govern.

5. REQUIREMENTS

The Contractor should have the following minimum qualifications and experience:

- Preferably 8 years, but at least 5 years of experience in designing and implementing information systems, in an industry or organization with a size and/or scope comparable to that of ECDD, preferably NGOs,
- Letters attesting the work done in such organizations should be attached. Include three client references, preferably organizations similar in size and industry to ECDD.

6. SELECTION CRITERIA

The Technical and Financial Proposals will account for 70% and 30% respectively as a selection criterion, broken down as follows:

Criteria	Score
Budget	30%
Technical proposal:	
Experience related to the task <ul style="list-style-type: none"> • Similar Project on IVR System 	20%
Qualification and Experiences of Experts <p>A. Sr. Project Manager (Qty. 1): (12 points)</p> <p>Advanced professional qualifications with sound project management. 10 plus years of experience.</p> <p>B. Sr. IVR Consultant (Qty. 2): (8 points)</p> <p>Advanced professional qualifications on IVR implementation. 3 years of experience.</p> <p>Important Note:</p> <ul style="list-style-type: none"> ✓ Attach relevant certificates of the project manager and technical experts (CV and credentials). ✓ Team structure and responsibility matrix should be clearly stated. 	20%
Methodology <ul style="list-style-type: none"> ✓ Technical specifications of proposed solution / software. (8 Points) ✓ Detailed technical requirements compliance of the solution. (8 Points) ✓ Detailed list of materials (Bill of Material containing detail solution description). (5 Points) ✓ Implementation plan including project schedule. (5 Points) ✓ Onsite training, provide the detailed training subjects and schedule. (4 Points) 	30%
Total	100%

7. SCHEDULE OF PAYMENT

The Payments are made upon satisfactory completion and acceptance by ECDD for the deliverables:

- 25% of the contract value upon submission of Inception Report and SRS (milestone 1)
- 35% of the contract value upon submission of Software developed as per technical requirements stated in the scope of work and SRS (milestone 2)
- 20% of the contract value upon submission of the user manuals, training materials and completion of training of ECDD's IT and MINCH team (milestone 3)
- 20% of the contract value upon submission of the refined Final Version of the Software along with documented source code, final user manuals and training materials (milestone 4)

Taxes will be deducted from all payments to be made to the consultant according to government rules.