



TERMS OF REFERENCE

I. PROJECT TITLE

Deployment, configuration, commissioning and testing of Systems and Solutions with Managed Services for the NCMH Crisis Hotline CY 2024.

II. BACKGROUND AND RATIONALE

Mental Health professionals are alarmed by the increasing number of reported suicide cases. Suicide transcends all ages, genders, and socioeconomic status.

In the 2015 Global School-Based Student Health Survey by the Department of Health participated by student's ages 13 to 15 years old. In this survey the students were ask several questions applicable during the 12 months before the survey. Results revealed that 11.5% seriously considered attempting suicide, 11.1% made a plan about how they would attempt suicide, 17% attempted suicide one or more times, and 15.3% admitted that most of the time or always felt lonely. In the Philippine Country Profile of the World Mental Health Atlas 2017, the suicide mortality rate listed is 3.2 per 100,000 population. Likewise, it was found that there are only 0.6 Psychiatrist, 0.06 Child Psychiatrist, and 2 mental health workers per 100,000 population. Also, access to mental health facilities is uneven across the country.

The Mental Health Law or Republic Act 11036 has identified suicide prevention as a vital strategy in providing assistance to individuals who have mental health conditions. With this act, the commitment by the government is translated into establishing a Crisis Hotline where individuals suffering from mental health conditions including suicide, can seek assistance for information, referral, and intervention.

The National Center for Mental Health 24/7 Crisis Hotline, since its establishment in May 2019, has been serving the Filipino people, both here and abroad, though its prompt, efficient and timely service in the form of psychosocial support such as Psychological First Aid, Suicide Alertness and Intervention Strategies, Referral service and up scaled Tele-Mental Support. During the initial months of the operations, an average of 250-300 callers were received which skyrocketed during the pandemic year of 2020. Gaps and challenges were encountered, not just the volume surge, but also the need for proper documentation and safeguarding of the data from the callers. Hence, the NCMH embarked on a landmark partnership with the Cloud-Based Managed System with ePLDT which helped the NCMH 24/7 Crisis hotline reach a minimum 2,000 callers per month during the height of the pandemic.

As we continue our journey, as a DOH-Flagship project, the NCMH 24/7 Crisis Hotline is now ready to further meet the demands of the Mental Health Law. The program is now in full gear as we have finalized a new cellular number through the Fixed Cellular Service (FCS) from the Smart Philippines which will guarantee a seamless flow of calls with those of the same TelCo and those with "Unli" promos in their cellular phones. Aside from its operations within the NCMH, the program is now ready to assist the nation's multiple Advance and Basic Comprehensive Centers in establishing their own crisis center through our Cloud-Based Licenses. These developments will help us in addressing the challenges of Mental Health Law (RA 11036) making mental health service become affordable, well-promoted and made accessible to the public.

As such, this Terms of Reference is for the Procurement of the Systems and Solutions with Managed Services for the NCMH Crisis Hotline CY 2024. Specifically, this requires provisioning of a Cloud-based/ hosted Contact Center Platform, provision of internet connection with a Committed Information Rate (CIR) of

100Mbps development of the apposite customer relationship management (CRM), a Cellular System to allow callers using cellular phones to access the 1553 system for free using the "Unli" promos, and the conduct of basic and supervisory call center training, among others.

This term of reference is being made to provide the Prospective Bidder a general understanding of the requirements for the procurement of Systems and Solutions with Managed Services for the NCMH Crisis Hotline. The Prospective Bidder must ensure the compatibility and interoperability of their propose systems and solutions with managed services to all NCMH existing Local Area Network and ICT equipment.

III. OBJECTIVES

The objective of this undertaking is to engage a manage service provider that will help NCMH to continue its operation with the 1553 Toll-Free system, including a provision for cellular phone users (with Unli Promo) to have free access to the system, through:

1. Maintenance of the Cloud Based/ hosted contact center platform
2. Delivery, installation, commissioning of Internet connection with a CIR of 100Mbps.
3. Development of the apposite customer relationship management (CRM) system.
4. Access by callers using cellular phone to a designated cellular number free for those with "Unli" promos

IV. CONCEPT OF OPERATIONS

The following are the critical components for the operations:

1. General Requirement:

To plan, design, configure, customize, test and implement NCMH in house Crisis Hotline solution inclusive of its related IT components under one entity capable of executing such work and willing to be held accountable to NCMH as a single point of contact for project management purposes.

2. Manpower and Schedule of Operation

- The NCMH Crisis Hotline will be operated in-house where operations will be at the Center for Wellness, NCMH Compound, Nueve de Pebrero St., Mandaluyong City, and Metro Manila.
- The Hotline operations will be 24 hours, with 3-shifts from 6AM-2PM, 2PM-10PM, and 10PM-6AM.
- Thirty (30) Crisis Hotline Responders (including 7 Crisis Hotline Responders) shall man the hotline. Selection and hiring of these required operations personnel shall be handled by NCMH.

3. Functional Requirements

The Service Provider must provide the following solution for this project:

- Capable of establishing call flows and management, and seamless, transfer of calls among Telco service providers, including a provision that would allow cellular phone callers to contact the hotline through a designated cellular number for free with those using "Unli" promos.
- Provision of single contact center platform capable of Inbound with Automatic Call Distribution to manage calls with reportorial capabilities and audit. In case NCMH plan to include emails, chats, SMS, and social media, the platform should be able to support these capabilities. The platform should also be capable of integrating with a knowledgebase, which is a repository of information on mental health to be used by the Crisis Hotline responders in answering inquiries from the public.
- Outbound calling capability for call out and call back process.

- Call Center Management Portal & Reporting tool to provide summary of inbound and outbound reports, agent reports, call history & callback reports, Interactive Voice response (IVR) statistics reports, QA & recording reports, trunk & line reports, and other call center industry standard reports.
- Interactive Voice Response (IVR) or equivalent with minimum functionality such as skill-based routing, Queue Status announcement or music on hold and a voice mail.
- Agent Telephony License with IP Softphones, Inbound Automatic Call Distribution, Direct Inward Dialing and Outbound Calls, Scheduled Call-back and Voicemail.
- On-Site Application Support and Connectivity Support.
- Supervisor: Real-time view of all activities; access to historical reports; whisper, barge and 3-way; SUP training.
- Training/Orientation in the usage of system.

V. SCOPE OF WORK

The Service Provider is required to provide services for the following scope of works:

1. Develop Project Methodology and Design

This work involves formulation of an Inception Report providing the service provider's approach and methodology to the project, and the detailed plans to guide the project through execution and control. The inception report should highlight scope of work, resources required, and timeline of activities to meet not only the agreed upon deliverables in general, but also, each specific plan/protocol required.

2. Establish the NCMH Crisis Hotline based on the Proposed Concept of Operation

- Review the concept of operations for the NCMH Crisis Hotline, and subsequently, refine/recommend priority functional and technical design requirements and technology solution for optimal operations.
- Supply/commission and configure the telephone, softphone, operating system, network and other required devices or peripherals, including the software licenses needed for the implementation, and ensure that NCMH existing IP phones will work with the proposed system.
- Provide the necessary internet connectivity of 100Mbps shared lines running on fiber cables.
- Provide a shared access 100Mbps leased line internet connection with a minimum of 5 useable public IP addresses for the Hotline.
- Configure or set-up the Crisis Hotline system from a cloud based/hosted contact center platform at the NCMH designated Crisis Hotline site of operation inclusive of telephony, knowledgebase and CRM/Incident Management System.

3. Support the Implementation and Maintenance of the NCMH Crisis Hotline

- Provide basic and supervisory call center trainings to the operations agents and managers as well as on basic troubleshooting technical issues that may arise from the establishment, implementation or maintenance period
- Number of Participants: 20

VI. EXPECTED DELIVERABLES & OUTPUT

The MINIMUM outputs or deliverables shall include the following during the Contract Execution Stage:

1. Activity & Scope of Works Deliverables

- Develop the Project Methodology and Design Inception Report with Workplan
- Establish the NCMH Crisis Hotline Managed Services, NCMH Crisis Hotline Concept of Operations with complete technology solution offered, including detailed specifications.
- NCMH Crisis Hotline Functional Design Document

- NCMH Crisis Hotline Technical Design Document
- Aggregator and Hardware Specifications Installation and Commissioning Reports
- Standards or SW Licenses procured on behalf of NCMH.
- Training Plans and Reports to at least 2 batches of trainings with a total pax of 20.
- Fully-operational NCMH Crisis Hotline
- Support the Implementation and Maintenance of the NCMH Crisis Hotline Managed Services
- NCMH Crisis Hotline Implementation Plan
- NCMH Crisis Hotline System Operating Manual
- NCMH Crisis Hotline Operations Manual with established protocols for the identified minimum functional requirements; info books / info data base; and other tools
- Quality Assurance Plan
- Monthly NCMH Crisis Hotline Implementation Reports
- Monthly Progress Reports
- Troubleshooting and Technical Support
- End of Project/Terminal Report

2. Standard Requirements:

- Technical outputs and/or system documentations shall conform to the standards and submitted to NCMH, contents, and/or requirements of the NCMH Crisis Hotline. The Service Provider shall present for approval the contents of the deliverables prior to formulation.
- The Service Provider shall cover the cost of venue and other related expenses, and materials/documents for the trainings to be conducted, including incidental and miscellaneous expenses.
- Progress reports are reportorial requirements for monitoring the project. Progress reports shall be submitted once every month.
- Five (5) hard copies and five (5) soft copies in a CD/USB/ED of the deliverables shall be provided.

3. Provision of compatible materials, hardware equipment and other computer peripherals

- 8 Central Processing Unit (CPU)
 - 12th Generation Intel Core i5 or higher
 - at least 32GB (1X32GB) DDR5 Non-ECC Memory
 - at least M.2 2230 512GB PCIe NVMe Solid State Drive
 - compatible to wired or wireless Optical Mouse
 - compatible to wired or wireless Keyboard
 - Windows 11 Pro, English
 - Compatible to Plantronics Poly Blackwire 3200
- 8 22" Monitor
 - Compatible to corresponding CPU provided

4. Others:

- Inception Report with Work plan
- From month 2 or after the MS is operational Training Plans and Reports to at least 2 batches of trainings with a total pax of 20.
- Fully-operational NCMH Crisis Hotline.
- Fully-operational Internet connection with certification of 99.6% uptime and MRTG reports.
- Fully developed and operational CRM system.
- Provision of additional licenses as needed upon the request of NCMH

VII. PROJECT DURATION

The commencement of project duration is upon the date received of Notice of Award and Notice to Proceed of prospective bidder until December 31, 2024.

A maximum of Two (2) months shall be allotted for the delivery, installation, deployment and configuration of the required hardware, software, operating system, network and other peripherals if necessary with one (1) year of free system's maintenance ensuring support for the Hotline's operations. The remaining months shall be for the actual operations of the NCMH Crisis Hotline and subject for yearly/annual renewal.

VIII. PROJECT SITE

Project site will be at: Center for Wellness, NCMH Compound, Nueve de Pebrero St., Brgy Mauway, Mandaluyong City

IX. IMPLEMENTATION ARRANGEMENT

1. Contact Persons:

RODNEY R. BONCAJES, MD, FPPA

Medical Specialist IV
Chief, Office of the Special Concerns
Contact number: 8531-9001 local 1810 or 428
Email: mhspecialconcerns@ncmh.gov.ph

BERNARD B. ARGAMOSA, MD, FPPA, MMHoA

Medical Specialist III
Program Director, NCMH Crisis Hotline and Center for Wellness
National Center for Mental Health
Contact Number: 8531-9001 local 1810 or 428
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ANTHONY Z. BALTAZAR

Administrative Assistant II
Contact number: 8531-9001 loc 1813 or 428
Email add: azbaltazar@ncmh.gov.ph

2. Project Management or Contract Administration Arrangement:

The Service Provider shall be under the direct supervision of the NCMH – Integrated Hospital Operations Management Program (IHOMP)/ Information Technology Unit (IT)

3. Reporting obligations, notices, and approval process including minimum or essential reports' contents:

The Service Provider shall report to the Program Director of NCMH Crisis Hotline and Chief, Medical and Professional Staff (Hospital Service)

4. Ownership of outputs:

All outputs of the project such as specifications, designs, reports, and other documents, hardware, equipment, materials, data and/or software developed by the Service Provider shall become and remain the property of NCMH, and the Service Provider shall, not later than upon termination or expiration of the

Contract, deliver all outputs to NCMH, together with a detailed inventory thereof. The Service Provider may retain a copy of outputs but, the use of these are subject to the restrictions about future use of these outputs, documents and /or, is subject to the approval of NCMH

5. Copyright.

"The Intellectual Property Rights in all System Software and General-Purpose Software and proprietary Materials or methodologies shall remain vested in the owner of such rights."

6. The End-user

- Review and approve recommendations for and deliverables of the managed services, and provide support to the delivery.
- Review and resolve issues, concerns and/or problems arising from the provision of managed services.
- Be responsible for the timely provision of all resources, access, information, and decision-making under its control which are necessary for the project and as identified in the Agreed Inception Report and/or Updated Project Plan, except where provision of such items is explicitly identified in the Contract as being the responsibility of the Service Provider. Delay by the concerned partner stakeholders may result in an appropriate extension of the time for operational acceptance or accomplishment/ conclusion of the project as agreed by both parties.
- Ensure the accuracy of all information and/or data to be supplied to the Service Provider, except when otherwise expressly stated in the Contract
- Assist in coordinating with and issuing instructions as may be necessary and appropriate to other government agencies for the prompt and effective implementation of the services.
- Ensure the accuracy of all information and/or data to be supplied to the Service Provider, except when otherwise expressly stated in the Contract.
- Provide sufficient, properly qualified operating and technical personnel, as required by the Service Provider to properly carry out the project at or before the time specified in the Terms of Reference (TOR), and/or Updated Project Plan.
- Designate appropriate staff to make all appropriate logistical arrangements, if necessary.
- Validate with the concerned partners the content and quality of the submitted deliverables and performed services of the Service Provider.
- Assume primary responsibility for the acceptance of deliverables or outputs.
- Make prompt reviews and revision of the work produced.

7. The Service Provider

- Perform the services and carry out the obligations with all assiduousness, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods.
- Conduct all activities with due care and diligence, in accordance with the Contract and TOR, and with the skill and care expected of a competent provider of the services required.
- Acknowledge that any failure to acquaint itself with all such data and information shall not relieve its responsibility for properly estimating the difficulty or cost of successfully performing the Contract.
- Be responsible for the timely provision of all resources, information, and decision making under its control that are necessary to reach a mutually agreed Updated Project Plan within the time schedule specified in the Terms of Reference. Failure to provide such resources, information, and decision making may constitute grounds for termination.

- Comply with all laws in force in the Philippines. The laws will include all national, provincial, municipal, or other laws that affect the performance of the Contract and are binding upon the Service Provider. The Service Provider shall indemnify and hold harmless the NCMH from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by the Service Provider or its personnel, including the sub-contractors and their personnel. The Service Provider shall not indemnify the NCMH to the extent that such liability, damage, claims, fines, penalties, and expenses were caused or contributed to by a fault of the NCMH.
- Abide by all the terms and conditions stipulated in the project contract.
- Submit to the Head of NCMH Crisis Hotline through NCMH IHOMP/ IT the final materials, reports and documents specified in the contract, terms of reference, and agreed upon during negotiation.
- Closely coordinate with the NCMH IHOMP/IT both technically and administratively for issues and concerns to ensure success.

X. QUALIFICATION OF SERVICE PROVIDER

1. Expertise required Extensive knowledge, professional background and technical experience in the establishment of call center systems and operations.
2. Minimum number of years of experience at least 5 years.
3. Minimum number of projects undertaken /managed of similar nature At least four (4) similar completed projects to any government or private entity.
4. The contact center platform must be in-country Hosted in a Tier 3 Data Center with the following:
 - Highly Robust, Secure and Scalable with ANSI/TIA 942 Rated 3 Certification.
 - ISO 9001:2015 Quality Management System
 - ISO 14001:2015 Environmental Quality System
 - ISO 20000-1:2011 IT Service Management System
 - ISO 22301:2012 Business Continuity Management System
 - ISO 27001:2013 Information Security Management
 - PCIDSS
 - NexCenter
5. The CRM provider must be an Authorized reseller.
6. The CRM must be in the Gartner Leader quadrant minimum of 12 Years.

Similar project refers to management services related to establishment and operations, including installation, configuration, interoperability, and application of security and industry standards for call center service.

7. Key Personnel (Project management team and list of authorized technical support for the project) A Project Manager with at least five (5) year experience.
8. Must also have at least two (2) manufacturer-certified technical support engineers/ technical staff of the proposed system, who are regular and locally based employees of the winning contractor. For the engineers or technical staff, they must have certification or equivalent on the following but not limited to:
 - Certified Network Professional for Voice
 - Certified Network Associates for Security
9. Other Requirements Post-qualification requirement: Corporate Profile.


XI. PROPOSED TERM OF PAYMENT

1. Payment is on a monthly basis with a proposed upfront setup or transition fee and an ongoing flat or near fixed monthly fee for the remaining months.


XII. PROJECT COST

The financial proposal shall not exceed the Approved Budget for the Contract (ABC) of **Ten Million Pesos (10,000,000.00 PhP) inclusive of taxes**. Those exceeding the ABC shall be automatically rejected.

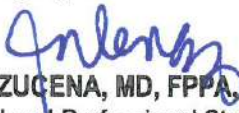
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