



TERMS OF REFERENCE

ENGAGEMENT OF A FIRM FOR BUSINESS PROCESS OUTSOURCING SERVICES FOR THE COMPLAINTS MANAGEMENT SYSTEM AND DIGITAL VACCINE CERTIFICATION

BACKGROUND

The Ministry of Health and Wellness (MOHW) utilized the existing toll free hotline 888-ONE-LOVE to keep citizens informed amid wide public anxiety caused by the uncertain and ever-changing nature of the global pandemic. This helpline was a critical part of the MOHW's Disaster Risk Management Strategy. Initially, the helpline offered services during normal working hours however, accessibility was expanded to twenty-four hours with the support of a telecommunications Business Processing Outsourcing (BPO) provider. This was necessary to bolster the Ministry's response to the COVID-19 pandemic.

As at March 18, 2022, several orders under the Disaster Risk Management Act were, revoked and new orders issued under the Public Health Act with a few measures retained. Thus signaling the ease of COVID-19 restrictions and the return to some semblance of normalcy within the country.

The MOHW remains committed to the improvement of service delivery within the country and now intends to expand the operations of the hotline to address other issues within the health sector such as handling complaints and redress regarding the delivery of care and services in public health facilities as well as digital vaccination certificates.

Complaint Management System (CMS)

The MOHW is committed to listening and responding to customer complaints. They are a valuable opportunity for the MOHW to address issues identified. The MOHW is dedicated to working collaboratively to deliver quality services that are safe and responsive. The MOHW seeks to achieve these aims through its Complaint Management System (CMS) which is currently managed by the Investigation and Enforcement Branch of the Standards and Regulation Division. The CMS, formerly called the Client Complaint Mechanism was launch in October 2000 as part of the MOHW's commitment to quality improvement and customer service. The CCM was essentially a set of procedural steps employed in handling complaints; however, it did not have the components required to meet ISO 1002:2018 standards nor did it have the tools and guidelines for effective investigation and complaint resolution.

In 2015 the CCM was revised based on input from the four (4) Regional Health Authorities (RHAs) and key stakeholders. The CMS today is now a set of procedures and tools used within the MOHW to address complaints and resolve disputes/conflicts. The CMS aims to improve the quality of service delivery in the public health sector by, among other things:

- Collecting feedback from internal and external clients;
- Providing a means for failures and/or complaints to be investigated;
- Providing redress to clients; and
- Identifying and reporting on trends identified in complaint data to inform policy decision.

Figure 1. below outlines the high level process steps of the CMS. As depicted by Figure 2 overleaf, the CMS has four (4) administrative levels, which serves as the escalation points; allowing for a tiered review of the investigation findings and an opportunity to arrive at an appropriate redress option in keeping with the complainant's preference, as far as is practicable. The investigation of complaints is facilitated through the network of the Regional Health Authorities, their hospitals, health centres and health departments as well as through the advisory committee, the Medical Review Panel (MRP). The MRP serves as level 4 of the CMS and allows for clinical complaints to be investigated and a determination made by way of independent expert opinion with respect to claims of medical negligence.

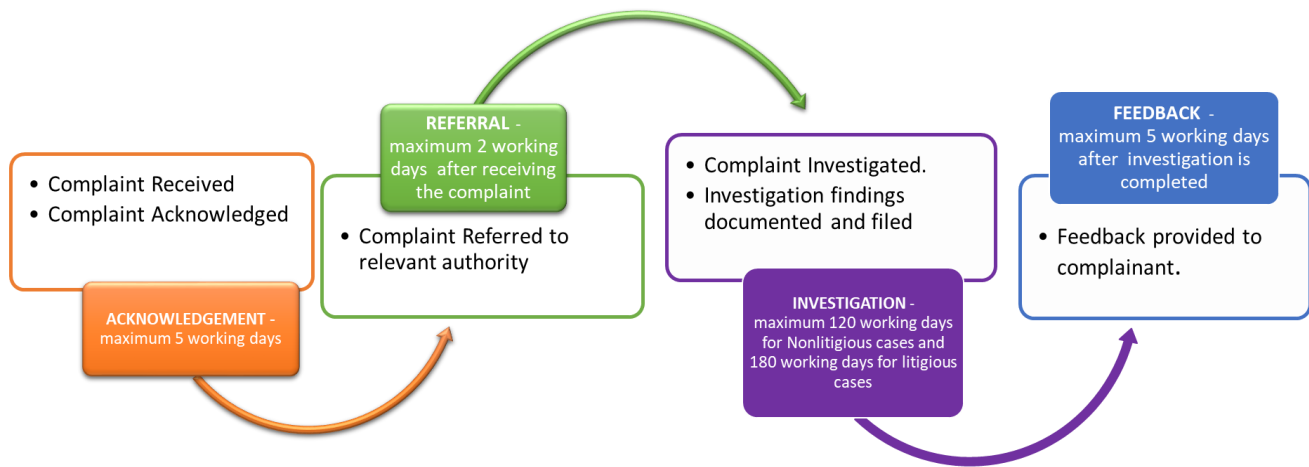


Figure 1. Complaint Management System High Level Process Steps

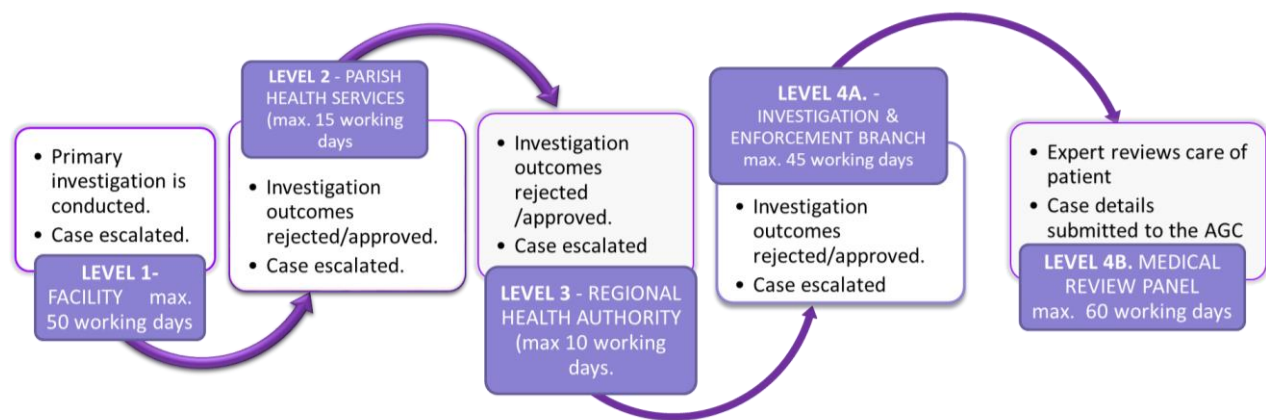


Figure 2. Complaint Management System Complaint Escalation Process

Currently, the Ministry of Health and Wellness receives on average 90 complaints per year and handles on average 200 cases per annum. However, the Ministry anticipates that once the public is aware that there is now 24-hour access to lodge a complaint this could result in an influx of cases far more than the current averages.

Digital Vaccination Certificates

In March 2021, Jamaica became the first Caribbean country to receive a shipment of COVAX-procured vaccines. The Ministry of Health and Wellness, UNICEF, the Private Sector Vaccine Initiative (PSVI) and Dimagi joined efforts to combat the spread of the virus through the rapid deployment of the Comm Care System.

Comm Care captures vaccination details and is used in Jamaica to ensure the equitable distribution of COVID-19 vaccines and since December 2021, members of the public have been able to download their digital vaccination card from the Ministry of Health and Wellness’ website. This rollout has enhanced the Ministry’s vaccination programme and provides Jamaicans with a secure and universally accepted card. The digital vaccination cards are accessible by a mobile phone or other electronic devices and feature a Quick Response (QR) Code to enable the information in the card to be validated. The QR code will allow for validation of a person’s vaccination status without violating the right to privacy. Members of the public, upon accessing the Ministry’s portal for the digital vaccination card, must review their personal details to ensure that the correct information has been captured. Where errors are identified, persons will have the opportunity to correct them by uploading the information to the website. The information is then verified and the digital vaccination card is issued.

Currently, one thousand (1000) end-users across the four (4) Regional Health Authorities utilize the Comm-Care System.

OBJECTIVES

The main objective of this assignment is for a suitable firm to provide the Ministry of Health and Wellness (MOHW) with call centre services for the Ministry's Complaints Management System for the logging and referring of complaints to the relevant health facilities and responding to queries related to COVID-19 Vaccinations. In addition to this, the incumbent firm will be responsible for making adjustments to COVID-19 Vaccination Data on the CommCare System based on uploads retrieved from the Amber verification system.

SCOPE OF WORK

Complaint Management System (CMS)

- To provide a supported call centre access point for members of the public to the CMS in keeping with the CMS Manual and Toolkit;
- To provide Tier 1 and Tier 2 support for the CMS

Tier 1 Support

1. Receive and log complaints and requests for general assistance on the client feedback form
2. Refer complaints to the respective facilities within the RHAs within **1 working day** of receipt and copied to Chief Executive Officers, Regional Directors and Parish Managers. This referral must state the following:
 - a. the expected timeline for case to be handled at level 1, 2 , 3 in keeping with the MOHW Response standard
 - b. designation of MRP status for negligence matters or those for which the client is seeking compensation
3. To notify MOHW of referral at end of business day.

Tier 2 Support

1. Confirm receipt of complaint within **3 working days**
2. Call and email facility to confirm status of complaint at **10 working days** following receipt of complaint
3. This should include a form for the facility to complete to indicate:
4. If the investigation has commenced,
5. If the information is sufficient to facilitate the investigation,
6. If delays are foreseeable with the request for the facility to state reason(s),
7. BPO to notify MOHW at end of business day of response received from facility regarding case status for all complaints referred.
8. Call and email facility to confirm status of complaint at **30 working days** following receipt of complaint.
9. This should include a form for the facility to complete to indicate:
 - a. If the investigation has commenced,
 - b. If additional delays are still foreseeable, with the request for the facility to state the reasons,
 - c. If the case is Closed
 - d. If the case is Resolved
10. If the case has been escalated, with the request for the facility to state the date of escalation.
11. Notify MOHW at end of business day of response received from facility regarding the case status for all complaints referred.
12. The BPO will continue to monitor the status of the case until it is closed, resolved or escalated and provide feedback to the MOHW

Digital Vaccination Certificates

1. Provide 24/7 customer service maintenance of the 888-ONE-LOVE (888-663-5683) COVID19 Helpline;
2. Provide Tier 1 and Tier 2 support for incoming calls relating to COVID19 Vaccine Certificates as outlined below:
 - a. **Tier 1 Support** – Answering incoming calls and responding to queries relating to COVID19 vaccinations
 - b. **Tier 2 Support** – Making adjustments to COVID19 Vaccination Data on the CommCare system based on uploads retrieved from the Amber verification system. Uploads must include the resident ID Card.
3. Triage incoming calls from Tier 1 to Tier 2 support as needed.
4. Create an email linkage between Tier 2 Support to MOHW COVID19 Vaccine support

TASKS TO BE CARRIED OUT BY THE FIRM

Task 1 – Complaints Management System

The first task is to provide call centre support for receiving and lodging complaints related to customer experience in public health facilities by members of the public. This will include accepting complaints via calls to the 888-ONE-LOVE Helpline and lodging the complaints on the complaint intake form.

Action	Description of Activities Required
Staffing	The firm will provide reliable, confidential, and trustworthy agents for Tier 1 and Tier 2 Support
Reports	<ul style="list-style-type: none"> • To provide weekly and monthly analysis of the calls received to include the following indicators: <ul style="list-style-type: none"> ○ # of calls received ○ % of calls designated as ‘complaints’ ○ % of calls designated as ‘request for assistance’ ○ % of complaints designated for ‘Medical Review Panel’ ○ % of referred complaints within established lead-time ○ % of referred complaints, for which confirmation of receipt was requested ○ % of referred complaints, for which confirmation of receipt established ○ % of referred complaints, for which confirmation of receipt was requested within the lead time. ○ % complaints for which investigations have not commenced by the 10th and 30th working day ○ % of complaints for which additional information was required ○ % of complaints for which notification was received of foreseeable delays in case management ○ % of complaints for which notification was received of them being closed, resolved or escalated • Additional reports may be required by the MOHW and will be requested by written notice
Performance and Quality	<ul style="list-style-type: none"> • Lost calls < 5%. • Complaints referred within 1 working day 95% of the times. • Reports submitted at the end of each reporting period 95% of the times. • Receipt of complaint confirmed within lead time 100% of the time • Feedback solicited about complaint status 100% of the time.
Security and Confidentiality	Safeguarding processes to be enforced to ensure agents and other staff keep all data confidential in accordance with the Data Protection Act 2020

Task 2 – Digital Vaccination Certificates

The firm will also provide technical support to the public for verification and issuance of digital vaccination certificates.

Action	Description of Activities Required
Staffing	The firm will provide reliable, confidential, and trustworthy agents for Tier 1 and Tier 2 Support
Reports	<ul style="list-style-type: none">• To provide weekly analysis of daily tallies for calls retrieved for queries, CommCare adjustments made, referrals to MOHW email support, and Amber verification requests resolved• Recommendations, where necessary, for quality control and service improvements• Additional reports may be required by the MOHW and will be requested by written notice
Performance and Quality	<ul style="list-style-type: none">• Retrieval of calls up to 1000 per day• Lost calls < 5%• Calls time to answer < 3 minutes• CommCare adjustment turnaround time < 24 hours
Security and Confidentiality	Safeguarding processes to be enforced to ensure agents and other staff keep all data confidential in accordance with the Data Protection Act 2020

PERIOD OF ASSIGNMENT

The assignment is anticipated to last for a period of 12 months.

QUALIFICATIONS AND EXPERIENCE

Team Leader Education

- The team leader should have a bachelor degree and at least five years of relevant professional experience or an associate degree with a minimum of seven years of relevant professional experience;

Firm Professional Experience

- The firm should have technical experience in providing call centre support;
- Expertise in business process outsourcing;
- Proven ability to provide customer support;
- Experience with handling call centre support for the health sector.

EVALUATION CRITERIA

Criteria	Score	Maximum Score
Qualification and Experience of Team Leader		20
Bachelor's degree preferably in Management Studies, Business, Engineering, or any related field with five (5) or more years of relevant experience or an Associate Degree in Management or Business Studies with seven (7) or more years of relevant professional experience	20	
Bachelor's degree preferably in Management Studies, Business, Engineering, or any related field with four (4) years of relevant experience or an Associate Degree in Management or Business Studies with six (6) years of relevant professional experience	10	
Bachelor's degree preferably in Management Studies, Business, Engineering, or any related field with three (3) years of relevant experience or an Associate degree in Management or Business Studies with five (5) years of relevant experience	5	
Bachelor's degree preferably in Management Studies, Business, Engineering, or any related field with two (2) years of relevant experience or an Associate Degree in Management or Business Studies with four (4) years of relevant experience	4	
Bachelor's degree preferably in Management Studies, Business, Engineering, or any related field with one (1) year of relevant experience or an Associate Degree in Management or Business Studies with (3) years of relevant experience	1	
Minimum of two (2) years of experience in project management	5	
Technical Experience of the Firm in Providing Call Centre Support		35
Experience in providing four (4) or more years of call centre support	35	
Experience in providing three (3) years of call centre support	20	
Experience in providing two (2) years of call centre support	10	
Experience in providing one (1) year of call centre support	5	
Expertise in Business Process Outsourcing		25
Experience in providing four (4) or more years of call centre support	25	
Experience in providing three (3) years of call centre support	15	
Experience in providing two (2) years of call centre support	10	
Experience in providing one (1) year of call centre support	5	
Experience in Handling Call Center Support for the Health Sector		20
Four (4) or more years in handling Call Center Support for the Health Sector	20	
Two (2) to three (3) years in handling Call Center Support for the Health Sector	10	
One (1) year in handling Call Center Support for the Health Sector	5	

(Continue on additional sheet(s) of paper if necessary)															
Signature of Complainant:						_____									
Signature of First Receiver (Staff):						_____									
FOR OFFICIAL USE ONLY															
Case No.:		[][][][] - [][][][] - [][][][][] [][][][]													
Method of Transmission:															
Telephone		<input type="checkbox"/>		E-mail		<input type="checkbox"/>		Fax		<input type="checkbox"/>					
Letter		<input type="checkbox"/>		Office Visit		<input type="checkbox"/>		Facebook							
Type of Information:															
Complaint		<input type="checkbox"/>		Query		<input type="checkbox"/>		Gen. Assist.		<input type="checkbox"/>					
Other (specify)		<input type="checkbox"/>		_____											
Complaint Classification:															
Current (1-3 mths)				<input type="checkbox"/>				Past (> 3mths)				<input type="checkbox"/>			
Clinical				<input type="checkbox"/>				Non-clinical				<input type="checkbox"/>			
Urgent				<input type="checkbox"/>				Very Urgent				<input type="checkbox"/>			
Main Complaint Category:															
Access		<input type="checkbox"/>		Communication		<input type="checkbox"/>		Decision Making		<input type="checkbox"/>					
Costs		<input type="checkbox"/>		Rights, Respect and Dignity		<input type="checkbox"/>		Grievances		<input type="checkbox"/>					
Corporate Services		<input type="checkbox"/>		Professional Conduct		<input type="checkbox"/>		Quality of Clinical Care		<input type="checkbox"/>					
Other		<input type="checkbox"/>													
Complaint Sub Category: _____															
ACTION TAKEN (include dates, to whom referred, etc.):															

Status of Case:															
Resolved		<input type="checkbox"/>		Further Investigation		<input type="checkbox"/>		Referred		<input type="checkbox"/>					
Closed		<input type="checkbox"/>		Withdrawn											
Complainant's Status:															
Satisfied				<input type="checkbox"/>				Dissatisfied				<input type="checkbox"/>			
No Response				<input type="checkbox"/>											
Comments:															

Received by:						Acknowledged by:									

Contact us by email at myexperience@moh.gov.jm or (876) 633-7400/7433/7771/8172

Form No: CIF06/05/17

All other aspects of the bidding document remain unchanged.