JRF-P-2020-021 - Case Management system

Questions & Answers

1. Please advise number of technical users (users who are responsible for handling requests, raised by the employees of the organization or by the customer)

   20 supervisors, if this is related to the license, please mention the license terms in the proposal.

2. Please explain more about**:**

   Incident Management workflow system:

   • Fax module. - we want the system to automatically send faxes using third party software or embedded add on, we sometimes transfer the cases to governmental entities which we need to send a fax with all the information of the beneficiary.

3. Please confirm the following to ensure consensus: Beneficiaries submit requests and report cases through a mobile application, or by calling the national helpline system. The filled forms (by users/agent) will be stored at the case management system and processed through predefined workflows.

   Yes, we register the cases by both ways mentioned (helpline will be registered by the agent, and the mobile application the system will receive the request automatically with a filtration level)

4. Please list the external parties you intend to forward the cases to, and if there will be any kind of integration with these parties? Or if they will have access to the same case management system?

   The external parties will have a username and password to the system only, and we will not integrate our system with any other system at this point. They will be considered external users.

5. Please confirm if the beneficiary will only use the mobile application, while the national helpline system will use the web-based case management system.
   Beneficiary can use both mobile & calling the line directly which we will open incidents with both situations.

6. Kindly clarify logging in anonymously?

   Users can download the application and submit requests without providing any information and we can contact them using the backend we page, we will give the user the option to provide his information or not.

7. supervisor can call the beneficiary without sharing his information, can you please provide more details?

   The supervisor will contact the beneficiary using the mobile application webpage.

8. Integration with Avaya Call center; Kindly describe the Avaya Call Center role. Please confirm if JRF will be providing the APIs from Avaya Call Center side.

   Yes, we can provide premade web service APIs, the role of the integration is basically when the caller calls the line the system will take the beneficiary number and lookup the database if the user is already registered pull his information, if not the agent will register a new case based on the phone number and the beneficiary name

9. Kindly describe the Fax module functionality.

   we want the system to automatically send faxes using third party software or embedded add-on, we sometimes transfer the cases to governmental entities which we need to send a fax with all the information of the beneficiary.

10. Where will the hosting take place? On JRF Servers

11. Please confirm if there is an existing system related to contact information centers?

    Yes, we will phase it out

12. Please confirm if there is any integration with other existing systems?

    No, at this point

13. Please advise if you can determine the number of case types?

5 to 7 Case types

14. It is written in the RFP, "every case has its workflow" Can you describe or give us a sample of workflow? We need to know the complexity of the workflow and the number of user tasks.

This means that based on the incident that the beneficiary is reporting, the case will pass through a workflow, for example if the supervisor decision was that the case needs psycho social help then based on the workflow the system will transfer the case to the psycho social team and <u>the supervisor may transfer the case to another team in the same time</u>

15. Would you please share with us any documentation/document to describe the case type with its workflow?

We cannot share any documentation at this point, however the workflow is a basic workflow 2-3 levels Max based on the case type that the agent registers – we have 5-7 case types

16. Please advise if there is any suggested timeline to deliver the project?

Mentioned in the RFP, please read it carefully

17. Is there technical support for the project? How long is it

Yes, please provide it as optional

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