



# THE VIRGIN ISLANDS DEPARTMENT OF EDUCATION

1834 Kongens Gade  
St. Thomas, U.S. Virgin Islands

## **REQUEST FOR PROPOSALS (RFP)-DOE-2022-001**

### **Reporting Hotline & Case Management Solution**

**Issuance Date: November 19, 2021**

**Due Date: December 9, 2021 at 10:00 a.m. AST**

**Submit proposals to [bids@vide.vi](mailto:bids@vide.vi)**

**I. GENERAL INFORMATION A. PURPOSE / OVERVIEW**

The purpose of this Request for Proposals (RFP) is to solicit proposals from provider(s) qualified in providing third-party hotline mechanisms for our student population, employees, and the general public to safely report concerns related to student safety and fraudulent activity. The third-party hot line mechanisms shall be designed to protect the reporter’s confidentiality and anonymity, if requested.

The Virgin Islands Department of Education (DOE) seeks qualified service provider(s)/person(s) with the knowledge, experience, and expertise to provide all things necessary to offer customized services that ensures workflow automation and process controls that enable consistent and thorough documentation and investigation of policies and procedures issues, violations and concerns.

**B. BACKGROUND**

**Virgin Islands Department of Education**

The Commissioner of Education heads the Virgin Islands Department of Education, including the Virgin Islands Public School System. The Territory of the United States Virgin Islands is divided into two (2) school districts – the St. Thomas-St. John school district and the St. Croix school district. The two (2) school districts are managed and directed by Insular Superintendents with the day-to-day operations of each school district being managed with district offices on St. Thomas and St. Croix. The following contains additional information concerning the two (2) school districts (as of September 2021):

<b>St. Thomas /St. John School District</b>	Counts
Number of Students	5,217
<b>St. Croix School District</b>	
Number of Students	5,127
<b>Total Number of Students</b>	<b>10,344</b>
Total of Teacher, Staff, and Administrators	2,500
Overall VIDE Students, Teachers, Staff, Administrators	<b>13,522</b>

The Internal Audit Division within the Commissioner’s Office has been designated and will serve as the DOE liaison on this project.

**C. ADMINISTRATIVE STRUCTURE**

Honorable Racquel Berry-Benjamin, heads the Virgin Islands Department of Education. DOE has two (2) school districts, the St. Thomas-St. John School District, and the St. Croix School District that are managed and directed by Insular Superintendents. The

official physical and mailing to be used for any correspondence or delivery of paper reports address for the DOE is as follows:

Virgin Islands Department of Education  
1834 Kongens Gade  
St. Thomas, US Virgin Islands 00802-6742

**D. CONTRACT TYPE**

The contract awarded under this RFP will be for professional services. No payments in advance or in anticipation of services or supplies to be provided under the contract shall be made by the Government.

**E. CONTRACT TERMS**

Unless otherwise agreed pursuant to negotiations, the term of the contract awarded under this RFP shall be for a period of one year, with up to two (2) , one-year options to renew, upon mutual agreement between the Government and the selected contractor.

**F. SELECTION OF CONTRACTOR**

A contract shall be negotiated with a proposer deemed to be the most qualified and responsive to this solicitation. Such a proposer is one, which has financial, technical, and other resources that indicate an ability to perform the services required by this solicitation. A number of factors may influence the Government's decision in selecting the provider. These factors include, but are not limited to, proposer's ability to deliver requested services in a timely manner; reputation, qualifications, experience, familiarity, and specialty in providing similar services; quality of supporting resources; and responsibility status.

The proposer shall also meet the following minimum requirements:

- (1) Provide description of the proposer's organization.
- (2) Provide history and background of organization.
- (3) Provide previous experience including years of experience describing the type of experience required for the project.
- (4) Demonstrate ability and capability to deliver on all aspects as described in Section II.
  - Proposers should present their vision of how they propose meeting DOE's needs and identify the overall approach to the project, define the scope of their offered services, and how they propose to meet the *Scope of Services and Deliverables* as defined in this RFP.
- (5) Demonstrate the ability to perform services on-site in DOE's facilities.

**H. INCURRED COSTS**

The Government of the Virgin Islands is not liable for any cost incurred by the proposer prior to the signing of a contract by all Parties.

**I. LATE PROPOSALS**

Any Proposal received after the exact time specified for receipt will not be considered.

**J. GIFTS FROM CONSULTANT**

The Government's officers, employees, or agents shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or potential contractors. To the extent permissible under local laws, rules, or regulations, such standards shall provide for appropriate penalties, sanctions, or other disciplinary actions to be applied for violations of such standards.

**K. LICENSES, FEES & TAXES**

1. The selected contractor shall be responsible for paying all applicable taxes and fees, including but not limited to, excise tax, local income tax, and payroll and withholding taxes for its employees. The contractor shall hold Government harmless for all claims arising from payment of such taxes and fees.
2. The selected contractor shall obtain and post as required, all licenses, insurances, permits, and certificates as required by federal and local laws, rules and regulations, and policies.

**L. PROPOSAL FORMAT**

Each proposal must also meet the following minimum requirements:

***Part I: Narrative***

1) Table of Contents

This section must contain a table of contents. All major parts of the proposal must be identified by page numbers.

2) Executive Summary/Proposal Overview

This section must describe the salient features of the proposal. It must contain an overview of the proposer's company background and qualifications, and must condense and highlight the contents of the proposal to provide a broad understanding of the entire proposal. The Executive Summary should include conclusions and generalized recommendations. Pricing information must not be included in the Executive Summary.

3) Required Parts and Documents

The proposal must include components of Section I. F.

4) Technical Response

Demonstrate ability and capacity to provide services described in Section II. In this section, proposers should present their vision of how they propose meeting the Government's needs and identify the overall approach to the project, define the scope of their offered services, and how they propose to meet the *Scope of Services* as defined in this RFP.

***Part II: Cost Proposal***

The proposal shall provide the proposed compensation for the services to be provided as described in Section II.

**M. FEDERAL FUNDING/DEBARMENT CERTIFICATION**

The selected contractor certifies that it is eligible to receive contract awards using federally appropriated funds and that it has not been suspended or debarred from entering into contracts with any federal agency. The Contractor shall include this provision in each of its subcontracts hereunder and shall furnish its subcontractors with the current “LIST OF PARTIES EXCLUDED FROM FEDERAL PROCUREMENT OR NON PROCUREMENT”.

**II. SCOPE OF SERVICES**

**Overview**

The primary objective of this service to provide a secure intake system that operates 24 hours a day, 7 days a week/ 365 days a year. The system shall support multiple intake methods, including, but not limited to, a call center, internet-based complaint reporting system and a case management system that allows anonymity of callers. DOE expects that the successful vendor will deliver all of the features and functionality required without the need for customization. The services will be on an annual subscription basis with the successful vendor providing the application, hosting and call center services.

**Deliverables**

The selected contractor must deliver to DOE:

1. A Dedicated Telephone Hotline Number

- a. The proposer shall provide an online forum through which different types of complaints can be received.
- b. The proposer shall establish a complaint hotline number (Hotline), which shall be a tollfree or local number.
- c. The proposer shall provide representatives or options who are fluent in a variety of languages. The proposal shall note which languages the firm is capable of supporting. The primary languages are: English, Spanish and French Creole.
- d. Complaints shall be given the option to remain anonymous. Where this option is selected, the anonymity of the hotline complaints shall be protected. DOE may require the ability to trace the caller if there are legal conditions associated with the call.
- e. The complaint shall be provided with an option to provide and to receive follow up communication regarding their complaint.
- f. The proposer shall ensure and provide the capacity to answer multiple calls simultaneously, with the capacity to record messages and complaints.
- g. Employees shall be professional, knowledgeable, courteous and discrete in the receipt of all calls. All staff shall have some investigative interviewing experience.

- h. The proposer shall work with DOE staff to develop a “script” to be used by staff when answering the Hotline.
- i. The proposer shall accurately capture information, in writing (electronic or written), pertaining to the caller (if not chosen to be anonymous), the date and time of the call, the subject of the complaint, the nature of the complaint and the substance of the complaint.
- j. The proposer’s staff shall be able to discern calls of an urgent nature and be able to refer the caller accordingly.
- k. The proposer shall create a secure, confidential database into which information detailing the substance of the complaints is recorded.
- l. The proposer shall provide a confidential, secure method of transmitting complaint information to DOE in electronic format, immediately upon receipt of each complaint.

## 2. Internet-based Complaint Recording System

- a. The proposer shall provide an internet-based reporting system through a secure website, branded for DOE.
- b. The website shall include a standardized web form allowing the complaint to submit allegations through the website.
- c. All web-based complaints shall be entered into the Proposers electronic case management system.
- d. Complaints submitted via the website must be appropriately routed to the designated Department Contact(s).
- e. Complainants shall be provided with the option to receive follow-up communications regarding the complaint.
- f. Complainants shall be provided the option to remain anonymous. When this option is selected, the anonymity of online complainants shall be protected: IP addresses will not be tracked for complaints submitted via the website.
- g. The website shall be accessible to persons with disabilities. Documents posted on the website should be in HTML or a text-based format (PDF), in order to be read by reader software. Online forms and table should also be accessible.
- h. The System designs and establishes an online forum through which different types of complaints can be received.
- i. The System provides a confidential, secure method of transmitting complaint information to DOE, in electronic format, immediately upon receipt of each complaint. All retention of data shall comply with DOE’s established plans as well as controlling state or federal law.

## 3. Integrated Case Management System

- a. All complaints shall be tracked/documentated in an integrated case management system (CMS), which shall be a web-based platform.
- b. At the minimum, the CMS will include the date and time the complaint was submitted, the method of submittal, a detailed description of the nature of the complaint, and whether or not the complaint has selected the option for follow-up conversation.
- c. If requested by the complainant, the summary will be anonymous as to the identity of the complainant.

- d. The system shall generate and deliver an electronic notification to DOE of all subsequent and follow up communications between the Intake Representative, which is requested to be a live body 24/7, within twenty-four (24) hours of said communication being entered into the system.
- e. The system shall track initial complaints and any subsequent follow-up contact with complainants on the same case.
- f. The system shall allow a designation of a broad case type including but not limited to fraud, waste, sexual abuse, physical abuse, EEO related or management issues. Incident types can be defined by DOE and descriptions can be modified to fit DOE's requirements.
- g. The system shall allow DOE to input and track complaints received directly by DOE into the system.
  - i. This option shows that it is still appropriate to bring concerns directly to DOE without using the system.
- h. The system shall automatically assign a unique case number, using a systematic and serialized format, to each new complaint.
- i. The system shall allow the administrator from DOE to assign specific cases to other users within the system for investigation. The system shall also have auto-case assignment capabilities based on incident types and/or locations so that the system is sending email notifications when cases are assigned.
- j. The system shall allow the assigned Department investigator to input status information into the system. DOE would like a tiered licensing structure with the ability to increase or reduce access at a later time.
- k. The system shall provide the ability to set a reminder at various intervals, as well as auto-task assignment capability for needed actions for specific cases.
- l. The system shall allow DOE to have a minimum of 2 system administrators with full system access and rights to the data and the ability to add new users and assign access rights and other end users with varying levels of system access and rights.
- m. The system shall provide for the storage of DOE's complaint and investigate data in accordance with the Government of the Virgin Islands, record retention requirements for local governments.
- n. The system shall provide a method for DOE to communicate with intake representatives regarding specific cases, including providing follow-up information and questions to be shared with the complainants by the intake representative.
- o. The system shall include the ability to reflect the status of a particular case, at a minimum allowing the case to be reflected as open, in progress or closed; which shall also be available as searchable function.
- p. The system shall allow for the creation and downloading of reports both manually and as scheduled intervals at minimum levels of monthly, quarterly, annually and year-to-date program activity. These reports shall be easily sortable by a variety of fields, including, but not limited to: date, nature of complaint, length of time from initial complaint intake to case closed and department reference.

#### 4. Marketing and Education Materials

The proposer shall provide DOE with communication tools and other materials to promote and advertise the hotline including, but not limited to, email signatures, posters, business cards and brochures customized for the Department, as necessary (hardcopy and electronically)

5. Technical Support and Requirements

The proposer shall maintain adequate capacity on its network or cloud during the Contract term to meet the Department of Education's usage needs. The hotline shall be accessible to persons with disabilities, including but not limited to individuals who use Text Telephone (TTY), and the Telecommunications Relay Service (TRS). The proposer shall ensure the data security for all Department data maintained in the system. The Project Manager shall provide dedicated support from the client services team from program set up, system training and on-going system maintenance.

6. Staffing

- a. Intake representatives shall be trained to capture sufficient information from complainants upon which to initiate an investigation into the complaints and to ask questions as appropriate to solicit this information.
- b. Intake representatives shall be trained in delivering excellent customer service and shall maintain a courteous and professional demeanor with complainants at all times.
- c. Intake representatives shall be trained in recognizing when a hotline or online complaint is life threatening emergency and shall inform the complainant to contact 911 or have the ability to connect them.

### III. NON-PERFORMANCE BY SELECTED CONTRACTOR

In the event of the selected contractor's non-performance under the subsequent contract and/or the violation or breach of the contract terms, the Government shall have the right to pursue all administrative, contractual, and legal remedies against the contractor and shall have the right to seek all sanctions and penalties as may be appropriate. Further, either party shall have the right to terminate the contract with or without cause upon the agreed upon written notice to the other party specifying the date of termination.

### IV. CONTRACTUAL REQUIREMENTS

All bid proposals and subsequent contract and supporting documents must reflect the legal name of entity. Supporting documents that must be submitted prior to contract execution and within the time established by the Government shall include, but not be limited to, the following:

- (1) **Certificate of Resolution**, as to the authorized negotiator and signer of a contract.
- (2) Current State issued **Business License** issued to the legal name of record of the entity by the Government of the Virgin Islands, Department of Licensing and Consumer Affairs; and if applicable, copy of current business license issued by state, city or county in which the foreign corporation is operating.

- (3) One (1) current original **Certificate(s) of Good Standing/Existence**, in legal name of the Contractor by the Virgin Islands Office of the Lt. Governor, Division of Corporations and Trademarks; and if company is not locally formed, an original *Certificate of Good Standing, Certificate of Existence, or Certificate of Status* from the state of registration.
- (4) Certificate of Issuance or Renewal of Trade Name issued by the Virgin Islands Office of the Lt. Governor, Division of Corporations and Trademarks, if applicable.
- (5) **Articles of Incorporation or Organization**, as applicable; or documents governing operation.
- (6) **Certificate of Liability Insurance** indicating proof of coverage of **General Liability/Public Liability Insurance** - each of no less than One Hundred Thousand Dollars (\$100,000) for any one occurrence. The Contractor must provide a **Certificate of Liability Insurance** and **Declaration/Endorsement** pages that indicating that the Government of the Virgin Islands, Department of Education, is as “**certificate holder**” and an “**additional insured**” on the **General Liability/Public Liability Insurance**. The Professional Liability Insurance must cover the services to be provided under the contract.
- (7) Certificate of Government Insurance/Copy of Certificate providing firm/agents are covered by Workers’ Compensation Employee’s Liability.

Please note the above-referenced documents are subject to modification at the Government’s discretion.

Any silence, absence, or omission from the contract specifications concerning any point shall be regarded as meaning that only the best commercial practices are to prevail.

All contractual documents including insurance certificates/policies must be kept updated and maintained throughout the term of the contract