



# REQUEST FOR PROPOSAL

## ANNEX I

### REQUEST FOR PROPOSAL

#### 1. Scope and requirements

Geneva Call is committed to maintaining the highest standards of integrity and transparency. We recognize the importance of providing a safe and confidential channel for reporting concerns related to unethical behavior, fraud, or any other misconduct. This RFP seeks to identify a vendor who can deliver a robust whistleblowing service that meets our requirements and aligns with our values and follows the Code of Conduct. Relevant GC policies are the: Anti-Corruption Policy, the Child Protection policy, Conflict of Interest, Security, IT, and Sexual Violence, Harassment and Discrimination Policy (Annex II)

The primary objectives of the whistleblowing service are as follows:

- To provide a secure and confidential platform for reporting concerns, complaints or allegations of wrongdoing against another Geneva Call employee.
- To ensure a platform exists to facilitate a culture of accountability and transparency within the organisation that is trusted and fully confidential.
- To ensure anonymity and protection for whistleblowers.
- To facilitate the timely and effective investigation of reported concerns or complaints.
- English language will be used in all communication and reporting.

#### 2. Scope of Work:

The selected vendor will be responsible for providing the following services:

**Whistleblowing Platform:** A secure, user-friendly platform accessible via multiple channels (web, phone, email, etc.).

**Confidentiality and Anonymity:** Ensure the anonymity and protection of whistleblowers.

**Case Management:** An integrated system for tracking and managing reports, including case assignment, investigation and conducting and transcribing interviews, assessment of allocations, establishment of facts.

**Mediation:** To provide a mediation service or referral to the appropriate expertise where mediation can be used to resolve the issues reviewed.

**Reporting and Analytics:** Reporting to executive as appropriate of Geneva Call Tools for generating reports and analysing trends.

**Training and Awareness:** Training materials and programs to educate employees about the whistleblowing process.

#### 3. Proposal Guidelines:

**Company Overview:** Background information about the vendor, including company history, mission, and vision.

**Service Description:** Detailed description of the proposed whistleblowing services and how they meet our requirements.



**Implementation Plan:** A comprehensive plan for implementing the service, including timeline, key milestones, and resources required.

**Data Security Measures:** Information on how the vendor will ensure the confidentiality and security of reported data.

**Training and Support:** Description of training programs and ongoing support services.

**Cost Proposal:** Detailed pricing information, including setup fees, subscription costs, and any additional charges. The financial conditions proposed need to be detailed outlining exactly what is covered in the price provided and if additional charges or fees are added at any stage of the process.

**References:** Contact information for at least three references from organisations similar to Geneva Call who have used the services previously or currently.

Profile and Bio's of the specialist working on cases received and those who would be assigned to Geneva Call if selected.

#### 4. **Eligibility Criteria:**

Interested vendors must meet the following qualifications:

Proven experience in providing whistleblowing services.

Demonstrated ability to maintain confidentiality and data security.

Strong track record of working with organizations like Geneva Call.

Ability to provide references from current or past clients.

Registered company in Switzerland

Compliance with relevant Swiss laws and regulations.

Full professional proficiency in English. Ability to conduct investigations in the native language of the country.

#### 5. **Evaluation and Selection Process:**

Proposals will be evaluated based on the following criteria:

Compliance with RFP requirements.

Quality and comprehensiveness of the proposed solution.

Vendor's experience and qualifications.

Data security and confidentiality measures.

Cost-effectiveness of the proposal.

Feedback from references.

#### 6. **Terms and Conditions:**

Invoicing needs to be issued in original format with unique invoice numbers.

Payment term 30 days net.

#### 7. **Third Party Performance Reviews and Audit**

7.1 **Performance Review.** In addition to internal measures of performance, Geneva Call retains the right to require independent evaluation of Contractor performance. Geneva Call may, contract with independent third parties to audit the contract service levels. The Contractor will cooperate fully with any third-party audit and agrees that all information shared with Geneva Call may be shared with such third-party contractor.

7.2 **Financial Audit.** Geneva Call requires the Contractor to retain all financial documents related to the costs and revenues of its account for the standard financial data retention period in the country of incorporation.



## 8 The Contract

8.1 **Term of Agreement.** [Example: The Agreement resulting of this solicitation shall be for an initial period of three (3) years with the option to extend, at the sole discretion of Geneva Call, for an additional two (2) two-year period]

8.2 **Termination** Geneva Call may terminate the Agreement resulting from this solicitation, or any services under such Agreement, without prejudice to any other rights or remedies, by giving ninety (90) days written notice to the Contractor.

## 9 Disclaimer.

9.1 Geneva Call does not guarantee a minimum quantity of purchases