**Beirut, November 20th, 2023**

**Public Announcement: Call for Tender - Call Center Service Provider**

**Project timeline: December 2023 until December 2024**

**Call for Tender Deadline: Nov. 27, 2023 12 p.m.**

Teach For Lebanon is pleased to announce its call for tender for a Call Center Service Provider. We are inviting proposals from experienced and qualified service providers to support our organization in enhancing communication capabilities and serving our 70-80 teachers and 8-10 staff members more effectively. The program's main objective is to offer essential academic support to students in Grades 1 to 8 across all primary subject areas and foster independent learning skills and effective study habits through a toll-free service for the beneficiaries.

**Scope of Work:** This will be facilitated through a call center, where students can be contacted at no charge via phone calls. In other words, we are seeking a call center where students can reach out to us either through a toll-free number or by sending a message/WhatsApp with their request. We will then return their call, ensuring there is no cost for the students or their caregivers.

We are seeking a service provider that can offer the following key features:

**One-on-One and Group Calls:**

The capability to conduct one-on-one calls with our students and host group calls with at least five participants.

**Accessibility for Managers:**

The ability for managers to access and monitor calls (after approval of all participants), including joining calls as silent listeners for quality control and training.

**Call Recording:**

A system with call recording functionality for quality assurance, training, and compliance purposes.

**Daily and Monthly Reports:**

The generation of comprehensive reports, including call volume, call duration, agent performance, and other relevant metrics.

**User-Friendly Interface:**

An intuitive and user-friendly interface for efficient call management, access to recorded conversations, and data retrieval for reporting.

**Support/IT Referral Officer:**

Availability of a support/IT referral officer during working hours (10 a.m. to 7 p.m.) for training and continuous support.

**Security and Data Privacy:**

Adherence to the highest standards of data privacy and encryption to safeguard sensitive customer information.

**Cost Consideration:**

Teach For Lebanon is committed to ensuring that the service is free of charge to our beneficiaries (students). All associated costs should be covered by Teach For Lebanon. The method of payment that TFL usually adopts is a bank transfer.

**Submission Details:**

Interested service providers are invited to submit their detailed proposals with the key features aforementioned in word or pdf format by Nov. 27, 2023. The proposal should include a comprehensive outline of the proposed solution, pricing structure, service level agreements, and any additional features or benefits that can support our organization's needs.

**Inquiries:**

A public information call will be held on the 23rd of November at 10 a.m. Interested participants should [fill out this form](https://form.jotform.com/233102806329450) for further details.

For any questions or further clarification, please contact us at lina.harati@teachforlebanon.org

Finalized proposals should be sent to George.saliba@teachforlebanon.org

Teach For Lebanon is committed to fostering an open and transparent process. We appreciate your interest and look forward to receiving your offer.