

Call for Expression of Interest – UNICEF – Call Center Services – April 2024

UNICEF, a humanitarian and development actor, is dedicated to providing assistance and services to vulnerable communities and children in Lebanon. The organization is committed to ensuring that these communities have access to life-saving services and support, encompassing basic needs, education, protection, water & sanitation (WASH), health, nutrition, and social protection.

Effective communication with communities and accountability to affected populations are essential components of any humanitarian and development operation. Thus, UNICEF is working to ensure that vulnerable populations not only have the right to participate in making decisions that affect their lives but also receive the information they need to be protected and have access to life-saving services and support through a call center.

UNICEF Lebanon Country Office is seeking service providers interested in participating in tenders for large-scale call center services. These services will involve setting up separate hotline numbers with dedicated operators for both inbound and outbound call services. Operators will be trained to handle specific program requests and manage corresponding management information systems effectively.

This tendering will result in awarding a long-term agreement with the winning service provider for an initial period of 3 years, subject to extension upon the satisfactory delivery of services to UNICEF and its beneficiaries and the discretion of the agency. Additionally, as UNICEF Lebanon country office is part of the LOUISE, other LOUISE agencies, UNHCR, and WFP will also have the right to piggyback on the tender and use the selected service provider to establish their separate call center services and operations.

To be considered for the tendering application, the selected service provider must have a minimum of 8 years of experience in the telemarketing industry within Lebanon, demonstrating a strong background in the field. While previous experience working with vulnerable populations or other marginalized groups in Lebanon is preferred, it is not mandatory. The service provider and its team of operators must be based in Lebanon, preferably in Beirut or Mount Lebanon. Additionally, it is preferred to have another location as a backup plan to ensure business continuity in the event of failover and emergencies. Interested service providers must have a fully equipped premises with the necessary hardware and telephony systems in place.

As such, UNICEF is currently in the process of updating its call center service providers database. If you are interested in being considered for tenders for large-scale call center services upon the tendering process launch, we kindly request that you submit your profiles with the relevant subject line “EOI for Call Center Services 2024” to the following email addresses: bantoun@unicef.org and sselwan@unicef.org no later than 30 April 2024.