

## **Terms of reference – Call Center**

### **Background**

In response to the COVID-19 outbreak, part of the National plan is to have a sustainable call center ready to receive the calls of citizens/residents in Egypt without any discrimination. The current call center is operational through a third-party company. A smooth transition will be required between the current phase and the coming one.

### **Scope of work**

The scope of work is to create a sustainable solution for A national Hotline in addition to all the necessary interconnections and have the call center fully operational. The Call center will be in one of the main Offices of a National entity in Cairo.

6-8 frontline staff and 20 normal users are expected to work simultaneously, who will be responsible for receiving inbound calls and making outbound calls... During out-of-office hours, callers will connect to a voice-recording machine, which can be accessed to return calls.

The system will be handed over to the governmental entity by UNHCR after a successful User Acceptance Test.

To launch the project, UNHCR is looking to award a contract to provide, install, configure, maintain a customized call contact solution including the provision of all required licenses – i.e., a turn-key solution.

### **Contract duration**

One-time system implementation and user training, including maintenance for 36 months. Also, the contract will include training of the users and technical team at this entity. (10-12 persons)

### **Payment term**

Within 30 days after successful User Acceptance Test, which does not include maintenance beyond the warranty period and for a period of 36 months which will be paid by the Ministry of Health.

### **Technical requirements**

For the call center system, it will be required to build, install, configure, and maintain a call contact solution comprising call center, broadcast voice, text SMS, and IVR functions.

The system will include the licenses for 26 users taking into consideration that it can reach a capacity of 150 users;

20 normal users for int/ext. calls

6 front liners

The system will support 30 lines, and there will be a full call recording system for front liners to ensure quality control.

The solution must:

- Be configured to a short code that connects all telecom providers to the center. The solution must be able to receive calls from and make calls to all mobile subscribers.
- Allow for the following features: automated attendant (menu system); automatic call distributors that allow for first-in, first-out, most idle, and skills-based routing; automated monitoring of the status of agents; voicemail server; call recording solution using common keys including caller ID, date, time and agent ID; IVR application; productivity monitoring utility; workforce planning systems; desktop integration; call queue system; outbound dialing function; historical and near real-time reporting; and call forwarding to internal agents and external numbers;
- Give subscribers the option to repeat and listen to IVR outbound calls from the call contact solution.
- Provide a reporting application that shows the number of inbound calls, number of outbound calls, number of unique callers, number of repeat callers, the geographic distribution of users, average number of minutes listening to IVR messaging, the average number of minutes waiting in a call queue, average number of minutes on the call to an agent, the number of calls handled per agent per day. Reporting should be presented in an Excel form, in graphs, tables, maps, and on dashboards for real-time reporting.
- Connect 30 agents/operators to the call contact system.
- Be configured and tested before launch to ensure 100% operability.
- Provide ongoing technical support while the call contact solution is operational, including technical troubleshooting.
- Be designed to allow for future expansion, scale-up of the number of calls handling agents, and to allow for the addition of other services.

The bidder must provide a complete and comprehensive user-guide (Arabic), technical documentation, and user-training for the platform. Training should ensure 100% understanding of how to effectively use the solution.

The bidder must build, deliver, install, configure, and test the solution within 45 days after the contract is awarded. The bidder will have 14 days of days to provide a complete user-training.

The bidder must provide maintenance for 36 months after UNHCR & MoH has accepted the call contact solution. The maintenance contract can be extended on a need's basis solely by MoH.

The bidder must confirm that data captured from the call contact solution can be transferred to another, call contact solution.

A User Acceptance Test UAT will be done by MOPH to ensure adequate delivery of the solution. Final payment will not be effective unless UAT is certified as completed.

For solutions based on Cisco telephony – please submit proof of Cisco partnership level and UCCX certified personnel.

The company should provide a clear plan of implementation with a clear and reasonable timeline.

The contractor will be reporting on a weekly basis to MOH focal point and UNHCR focal point on work progress, achievement, and challenges faced based on a reporting template to be agreed upon between the three parties. Following acceptance, maintenance should be provided at least bi-weekly in the first 3 months, monthly for 12 months after the expiration of the initial 3-month period, and eventually every quarter until the end of the 36-month period.

### **Evaluation methodology**

The following will be evaluated based on PASS or FAIL methodology:

The company must be in the telecom market for more than 3 years. Evidence is required in the form of a business license to operate in Egypt, a copy of the tax ID card, and audit reports or financial statements for the years 2018,2019 & 2020.

Proof of successful implementation of similar projects is required in the form of 3 references, testifying successful delivery with contact information in the last 3 years. Proven track record of support provided to clients over a longer period.

A list of current clients with contact information is required.

The bidder should provide an itemized bill of materials detailing the devices and auxiliary items together with item level costing, which includes the cost of installation, VAT and separately indicates the cost of maintenance beyond the warranty period and over 36 months in total. The final total price tag should be all-inclusive.

### **Terms of quote submission**

Your offer must be valid for 90 days after offer-submission deadline and you should acknowledge the UN Supplier Code of Conduct and the UNHCR General Terms of Contract, complete & sign the Confirmation on Vendor Sanction Lists and the Vendor Registration Form. UNHCR will make its best effort to conclude the selection process before the 90-day period expires. UNHCR payment term is 30 days net after a successful acceptance test and receipt of final invoice.