**EXPRESSION OF INTEREST**

Call Center Agent (Terms of Reference attached)

*Consultant Summary Profile:* ***Please attach complete Curriculum Vitae***

|  |  |
| --- | --- |
| Name |  |
| Date of Birth |  |
| Email address |  |
| Languages |  |
| Degrees/qualifications |  |
| Experience in carrying out similar (no. of years and key clients, including UN) activities |  |
| Attach one sample of similar work done or refer to a site that can be accessed. |  |
| List names and emails of three referees (Must be direct supervisors or reporting lines from previous employment. Academic supervisors or peers not accepted as referees) |  |

Q1: State/explain your proposed plan/methodology to carrying out the deliverables mentioned in the Terms of Reference attached. Please indicate if your proposed plan was based on the experiences that you had with similar work done.

Q2: Given the duration of the assignment and deliverables please indicate your all-inclusive offer. The all-inclusive proposed fees should include all costs deemed necessary to undertake the assignment. Please link your fees directly to the specified deliverables.

**Remark: Selected consultants must provide proof of medical insurance coverage valid for the period of the contract including coverage for medical evacuation.**

|  |  |  |  |
| --- | --- | --- | --- |
| Deliverables | Deliverables/Outputs | Timeline | All-inclusive Fee (In US$) |
| **98%** * Making outgoing calls to program participants.
* Answering all incoming calls from people reaching out to the Call Centre in a timely, politely and empathetic manner.
* Answer inquiries on the social policy programmes and provide guidance to program participants on key information (for e.g, dates of cash disbursement)
* Use Inform to register calls/complaints/inquiry by program participants, non-program participants. This requires ensuring that the Inform is correctly filled and that all relevant information provided by the caller is registered in a clear, detailed and accurate manner.
* Provide immediate feedback to program participants, non-program participants regarding the calls/complaints/inquiry submitted.

**1%** * Support in conducting monthly analysis of the hotlines/call center data, if requested by the supervisor.

**1%** * Assist in any other tasks as required.
 | * Calls responded timely, politely, and accurately with appropriate feedback in line with the Community Feedback and Response Mechanism (CFRM) Technical Annex
 | * Every month
 | US$ xxx per month |
| * Call forms filled in the Inform/ template provided by the Social Policy with complete and accurate data for every registered call and as per the CFRM Technical Annex
 |
| * Complete quality daily reports on calls received and using Inform/ template provided by the Social Policy and with the required quality
 |
| * Regular attendance of schedules in line with call center approved schedule
 |
| **Total (100%)** |  | xxxxx $ / month x 18 |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Meet ‘Outstanding’ performance rating applying the protocol for recertification of Call Centre Agents on bi-annually basis. | * Based on Performance rating report
 | * Every 6 months
 | US$ 150 per performance rating |

Q3. The assignment is scheduled to begin in 1 September 2024 for total of 18 months (based in Yangon). Please indicate your earliest availability and ability to work continuously for 18 months.

Q4. If not successful in participating in this round of consultancy, would you be interested to be considered for possible future similar consultancy?