

Annex 6: Commercial/Pricing approach

The following below is the customer interaction data which should be used as a basis for pricing by the service provider (SP).

Point of Contact	Total 12-13	Total 13-14	Total 14-15
FOH	58000	88000	85000
TEL	24000	45000	76000
Email	1100	2500	6800
Facebook /Social Media			6500
Total(% increment to be calculated on this figure of 14-15)	83100	135500	174300

Conditions to Pricing:

- The SP will be required to provide back office support as well as customer interaction. The SP will have to quote a lump sum yearly and monthly fee for both customer interaction and back office support. Taxes and charges will not be included in the fees.
- After the end of first year the SP and British Council Nepal will evaluate the performance and volume. If it is verified that the total customer interaction volume has increased by more than 20% but less than 30% then 2.5% increment will be provided on customer interaction fee and 2.5% increment will be provided on the back office fees effective from second year. If the total customer interaction volume has increased by more than 30% then 5% increment will be provided on the customer interaction fee and 5% increment on the back office fees effective from second year. No increment will be provided if the volume has increased by less than 20%. The increment will be calculated as a percentage over the latest year figure provided in the table above.
- Ad hoc increase in volume owing to extra ordinary circumstances such as earthquake, flood, war, political disturbance will not be considered. The SP

is requested to make special arrangements for such emergency cases in coordination with British Council Nepal.

- For the quoted price the SP will be required to employ the necessary resources to meet the volume of British Council Nepal. British Council will not quote the number of staff to be employed but it remains the judgement of the SP as to calculate the number of staff required to meet the volume and inform British Council Nepal.
- British Council will pay the tender awarded SP the amount quoted. It is the responsibility of the SP to make the necessary salary and other payments to the employed Customer Service staff. British Council assumes that the Customer Service staff are the employees of the SP and therefore will not make any direct payments to the Customer Service staff.

Pricing Summary:

A. Total Yearly Customer Interaction fee (In Pound Sterling): _____

B. Total Yearly Back Office fee (in Pound Sterling): _____

C. Total Year Fee to be Charged to British Council in Pound Sterling, A+B):

D. Applicable taxes and other mandatory charges (%):

Payment will be made on monthly basis by taking the amount quoted in C. and dividing it by 12 including the application taxes and mandatory charge. Taxes and mandatory charges will impact the pricing evaluation.

E. Number of Staff to be employed at the start of the contract: _____

F. Number of supervisor(s) to be employed at the start of the contract: _____

