

Terms of Reference for Outsourcing October 2015

The Terms of reference gives a brief on the functions to be performed by the service provider. The detailed outline of the functions is provided in Annex 3, Service Level Agreement. In brief the functions of the service provider are as follows

1. Customer Interaction Service

- Greet clients and visitors at the front of house
- Provide response to queries of clients or escalate to the concerned staff
- Reply to emails, answer telephone calls and social media communications
- Provide candidates with exam details

2. Back Office Functions

- Daily entry of exam fees collecting
- Manage the exam online reservation system
- Correspond with the exam Hub New Delhi and process candidate requests
- Provide records of customer details and interactions

Jovan Ilic
Country Director

Invitation for Proposals

The British Council is UK's leading international organization for educational and cultural relations. The British Council creates international opportunities for the people of the UK and other countries and builds trust between them worldwide.

We have been working in Nepal since 1959, starting with a Library at Kantipath. We now offer our services in 6 cities in Nepal.

British Council Nepal is planning to outsource our front-of-house and customer enquiry handling services. British Council invites detailed proposals (hard copy) from suitably qualified companies for the provision of these services.

The scope of service provision involves all customer enquiries through face-to-face, telephone and emails including all distribution of information, application acceptance services, call centre services and document delivery services.

Activity	Date
ITT Released	16-19 October 2015
Clarification / Questions from suppliers (includes T&Cs queries)	27-29 October 2015
Clarification Responses from the British Council (includes T&Cs responses)	2-5 November 2015
ITT Return Date	10 November 2015
Selection of Preferred Supplier	16-20 November 2015
Contract Start Date	1 December 2015

Eligibility requirements

Only companies with a track record of quality service for a minimum of two years should apply.

Only short-listed parties will be invited for further discussion on their proposals. British Council reserves the rights to accept or reject any proposals without disclosing any reasons whatsoever.

The full Terms of Reference (TOR) are available from the British Council Nepal office or via our website.

For further information please contact
British Council
Lainchaur, Kathmandu, Nepal
Tel: 4410798
Email: Julen.pradhan@britishcouncil.org.np