

 GUJARAT ENERGY	SCHEDULE OF RATES	Doc. No.	MAT-F-11
		Rev. No.	0
		Effective Date	29/01/2018

TENDER DESCRIPTION: Appointment of Service Provider for Centralized Customer Call Centre (CCCC) for GEL Operating Area.

1. Requirement Period (Tender Duration): 3 Years

2. Bidder should quote Rate for below Services:

Sr. No.	Service SAP Master Code*	Description	UoM	Quantity for 3 years	Unit Rate Each Service per month (Rs.per Unit)	Total Amount (Rs.)
A	B	C	D	E	F	G = E X F
1	801561	Call Center Executive – SEAT basis*	EACH	1260	To be quoted by bidder	
2		Digital Support Agent – SEAT basis*	EACH	108	To be quoted by bidder	
3		Supervisor - Manpower –Man-month	EACH	72	To be quoted by bidder	
4		Quality Lead- Manpower basis	EACH	36	To be quoted by bidder	
5		Trainer - Manpower basis	EACH	36	To be quoted by bidder	
6		MIS Manager- Manpower basis	EACH	36	To be quoted by bidder	
7		Call Centre Head- Manpower basis	EACH	36	To be quoted by bidder	
Total Amount Rs.						Rs.XXXX

Incentive :

- 1) The Call Centre Executive and Digital Support Agent shall be eligible for an incentive of Rs. 1,000/- per month, subject to fulfilment of conditions of SOW Clause no.12.6.

Sr. No.	Service SAP Master Code*	Description	UoM
1		Incentive for Agent	(Rs.)

- 2) The Agency shall be eligible for an incentive of Rs. 51,000/- per month, subject to fulfilment of conditions of SOW Clause no.14 (6).

Sr. No.	Service SAP Master Code*	Description	UoM
1		Incentive for Agency	(Rs.)

Note:

- 1) Commercial bid will be evaluated based on Total value of entire SOR value.
- 2) Rates for Sr.No.1 and 2 to be quoted for seat basis and rates for Sr.No.3,4,5,6 & 7 to be quoted for manpower -Man-month.
- 3) Bidder has to mandatorily quote prices for all items in each required column and ensure that total prices quoted is for complete scope and terms and conditions of Tender document.
- 4) Quoted prices shall be inclusive of all other charges as required in tender scope of work.
- 5) Prices quoted under column "Unit Rate in Rs." are all inclusive of all applicable charges and shall not be liable for any extra payment against the scope defined in this tender.
