

 GUJARAT ENERGY	SCHEDULE OF RATES FOR HIRING OF OMNI CHANNEL CLOUD TELEPHONY CUSTOMER CONTACT CENTRE SOLUTION ON SAAS / SUBSCRIPTION MODEL
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 GUJARAT ENERGY	SCHEDULE OF RATES	Doc. No. MAT-F-11	Doc. No. MAT-F-11
		Rev. No. 01	Rev. No. 01
		Effective Date 05.12.2025	Effective Date 05.12.2025

Sr. No.	Service Description	UoM	Qty Total 3 year
1	Omni Channel Cloud Telephony Customer Contact Centre Solution – on SaaS / Subscription model Provide Subscription-based /Licenses of Omni Channel Customer Contact Centre solution on SaaS model (capacity for 35 agents) Which includes - Omni Channel Solution covering Telephony, Email, WhatsApp, and other social media channels for Customer Contact Centre - Cloud based Hosting on Meity Empaneled data center or on Vendor’s secured infrastructure - Operation & Maintenance support, 24x7 support desk, escalation matrix and SLA based support. - Ensuring upgrades, patches, compliance reporting. - 30 Agents’ seats (Inbound and outbound), 2 channel per agent (1 voice & 1 media/other chats), SIP Channels and IVRS Channels - Plus 5 nos. seats for Supervisor / Admin / MIS person - Other requirements specified in scope document	Nos. (Per User / per Month basis)	1260
2	One time Deployment, Integrations & Implementation Including IVRS Solution, Integration (with SAP, SAP CRM, Email, SMS, WhatsApp, etc.), Training and Deployment cost	Lumpsum	1

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3	Network Connectivity Dedicated INTERNET (1:1) Connectivity along with edge device as part of managed service from vendor's cloud hosting to GEL's CCC location at Ahmedabad, with redundant last mile connectivity at from two different ISP - 20 MBPS each. (2 lines x 36 months)	Months	72
4	Enhancement/ Change Requests Provision for future enhancements requirements like IVRS Changes, additional API integrations with GEL's SAP HANA, SAP/Salesforce CRM, billing, GIS or other systems and also for new scope/ changes after initial deployment (Applicable only for approved change requests by GEL)	Man Day	150
5	Onsite Technical Support Person (Optional) Deployment of one dedicated technical support person at GEL call center for support, troubleshooting, and training. This is optional service item which GEL can demand if needed in addition to normal SLA based maintenance support included in SaaS model (Applicable on actual utilization basis)	Man Month	34
5	Additional Agents services (Optional) Provide SaaS solution service, same as sr.no.1 above for additional agents, as per GEL's demand in future. (Applicable only on demand, utilization basis)	Nos. (Per User / per Month basis)	264

Notes: -

1. Bidder has to provide Rate for On-demand Internet(1:1) Bandwidth of 20 Mbps from service provider for proposed DR in Ahmedabad or any other location of Gandhinagar. Bidder has to provide RATE for DR network connectivity
2. Bidder has to provide RATE for On-demand Internet(1:1) Bandwidth upgrade requirement by additional 20 Mbps from two different service provider as part of manage service