

NAME OF TENDER:

**ESTABLISHING CALL
CENTRE WITH
ELECTRONIC
COMMUNICATION
TRACKING SYSTEM FOR
COMPLAINTS
REGISTRATION AND
COMPLIANCE FOR LANKA
IOC PETROL STATIONS**

Tender No :	LIOC/ ENG/ PT/ 02/ 19-20
Due Date &Time :	14.02.2020 @ 11:00 Hrs

PRICE BID



LANKA IOC PLC
LEVEL 20, WEST TOWER, WORLD TRADE CENTRE,
ECHELON SQUARE,
COLOMBO - 01
SRI LANKA

Lanka IOC

- 1 TENDER NUMBER :LIOC/ ENG/ PT/ ENG/ 02/ 2019-20
- 2 NAME OF WORK : ESTABLISHING CALL CENTRE WITH ELECTRONIC COMMUNICATION TRACKING SYSTEM (ECTS) FOR COMPLAINTS REGISTRATION AND COMPLIANCE FOR LANKA IOC PETROL STATIONS
- 3 VALIDITY OF CONTRACT: 12 MONTHS WITH PROVISION FOR EXTENSION BY ANOTHER YEAR ON MUTUAL CONSENT
- 4 BID BOND: SLR 18,000.00
- 5 DUE DATE & TIME : 14/ 02/ 2020 @ 11:00 Hrs
- 6 TENDER FEE: SLR 5,000.00

SCHEDULE OF WORKS

SN	DESCRIPTION OF WORK	QTY	RATE IN FIG/ LKR	UNIT	AMOUNT IN FIG/ LKR
1	Initial Set up fee for Call Center with ECTS to receive complaints and co-ordination with vendors i.e. Tokheim, L&T and Midco make of Dispensing Units (DUs) and Non DU complaints with Lanka IOC empanelled contractors.	1		LS	
2	Monthly Service Charge for smooth closing of complaints (Duration 8.00 am to 8.00 pm, all 07 days)	1		LS	
SUB TOTAL 1					
TOTAL EXPENDITURE FOR ONE YEAR					
VAT (if applicable)			8%		
GRAND TOTAL					

RATE QUOTED IN WORDS (FOR INITIAL SETUP):

RATE QUOTED IN WORDS (PER MONTH SERVICE CHARGE):

GRAND TOTAL IN WORDS:

NOTE:

- A BIDDERS MUST QUOTE THEIR RATE IN FIGURES AND WORDS ON APPROPRIATE SPACES PROVIDED ABOVE.
- B ONLY VAT AT PREVAILING RATE (PRESENTLY 8%) SHALL BE REIMBURSED ON THE ABOVE RATES.

Signature & Rubber Stamp of Bidder

Key Jobs to be undertaken:

- Complete control on Comprehensive Annual Maintenance Contract (CAMC) Vendors
- Dus complaint > 72 Hrs to be reported separately & deduction to be recommended accordingly
- Non DU complaints should be substantiated with report, photograph
- CAMC Penalty reports should tally with regular compliance reports



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**TITLE: ESTABLISHING CALL CENTRE WITH ELECTRONIC
COMMUNICATION TRACKING SYSTEM FOR COMPLAINTS
REGISTRATION AND COMPLIANCE FOR LANKA IOC PETROL
STATIONS**

Following details required to be provided by the respective bidders;

To Develop, installation and maintenance of Electronic Communication Tracking System (ECTS)	
Cloud Service Provider	
Cloud version (if any)	
No of CPU & Speed	
RAM Capacity	
Hard Disk Capacity	
Server Operating System	
Database Sever	
Web Server	
FTP Server	
Cloud Backup	
Internet Bandwidth	
Any Other	

**SIGNATURE OF TENDERER
SEAL**

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