



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

Lanka IOC

- 1 TENDER NUMBER : LIOC/ ENG/PT-08/ 2025-26
- 2 NAME OF WORK : PROVIDING END TO END CALL CENTRE OPERATIONAL SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR LANKA IOC PETROL STATIONS
- 3 VALIDITY OF CONTRACT: 2 YEARS WITH PROVISION FOR EXTENSION BY ANOTHER YEAR ON MUTUAL CONSENT
- 4 DUE DATE & TIME : 18/ 03/ 2026 @ 15:00 Hrs

SCHEDULE OF WORKS

SN	DESCRIPTION OF WORK	QTY	RATE IN FIG/ LKR	UNIT	AMOUNT IN FIG/ LKR
1	To provide end-to-end Call Center operational support for Lanka IOC retail fuel stations, covering fuel equipment breakdown reporting, coordination, and follow up the maintenance reported calls with LIOC official service provider. <u>Key Jobs to be undertaken;</u> Complete control on Comprehensive Annual Maintenance Contract (CAMC) Vendors Dispensing Units (DU) complaint > 72 Hrs to be reported separately & deduction to be recommended accordingly Non Dispensing Unit complaints should be substantiated with report, photograph, etc. CAMC Penalty reports should tally with regular compliance reports	1		per month	
	SUB TOTAL				
	TOTAL EXPENDITURE FOR TWO YEARS				
	VAT (IF APPLICABLE)		18%		
	GRAND TOTAL				

RATE QUOTED IN WORDS (PER MONTH SERVICE CHARGE WITHOUT VAT):

GRAND TOTAL IN WORDS (FOR PERIOD OF TWO YEARS WITHOUT VAT):

NOTE:

- A BIDDERS MUST QUOTE THEIR RATE IN FIGURES AND WORDS ON APPROPRIATE SPACES PROVIDED ABOVE.
- B ONLY VAT AT PREVAILING RATE (PRESENTLY 18%) SHALL BE REIMBURSED ON THE ABOVE RATES.

Signature & Rubber Stamp of Bidder