

RFP for “SELECTION OF VENDOR FOR SETTING UP & MAINTENANCE/MANAGEMENT OF CONTACT CENTRE OPERATIONS ON OUTSOURCED MODEL”.

RFP NO: CO: BFSL/CRM RFP/20-21/01

RFP Dated: 01.08.20

Addendum 04, Dated 18th Aug 2020

Revised ANNEXURE I – PRICE SCHEDULE.

	Pricing schedule	Year 1	Year 2	Year 3
A	Cost per FTE/month			

- 1) Ratio = 1 senior
CSA for 15 CSA

S/d
Authorized Signatory