**Expression of Interest (EoI) for   
Design, Development, Supply, Implementation of the Public Helpdesk, Call Centre System.**

**Name of Bidder :**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Item No** | **Item/ Description** | **Quantity** | **Units** | **Amount INR** | **Tax INR** | **Total Amount including tax INR** |
| 1 | CRM software with CTI for 20 users for direct interaction with customers for a period of 2 years including support | 1 | Lumpsum |  |  |  |
| 2 | CRM workflow user licence (L2 & L3) | 100 | Nos |  |  |  |
| 3 | Installation, customisation as per requirement and Commissioning. | 1 | Lumpsum |  |  |  |
|  | **Total** |  |  |  |  |  |

**Signature, Name, Designation and Seal of the bidder**