

Clarification on Appendix 02 - Bill of Material

Commercial

Sr. No.	Description	Unit Price	Total Price
1	Dialler + CRM (Collection module) licences bundled (250 Licenses)		
2	Installation, Configuration & Implementation - One time		
3	Server setup / Commissioning cost for additional site		
4	Migration from existing DB to new Database		
5	CRM Customization (additional requirements)		
6	Support & Maintenance cost - AMC		
7	Manday Cost		
	Taxes Extra		

Clarifications

- 1**
Dialler + CRM (Collection module) licences bundled
 1. Cost of Tele-Calling Solution shown as part of Demo/POC on 14th-15th June 2021 with all modules as per Scope to BGSS.
 2. Considering BGSS looking at Opex Model, Unit Price mentioned is monthly recurring cost per License per month.
 3. Said Price is valid for the entire tenure/period mentioned in RPF.
 4. Price escalation/negotiation basis scaleup plan to be agreed by both the parties.
 5. Only Offsite/Remote cost being factored, considering BGSS doesnt require Onsite Support being we provide 24/7 remote support.
- 2**
Installation, Configuration & Implementation - One time
 1. Towards Onsite/Offsite(Remote) setup cost for all three sites (Baroda, Bangalore & Gandhinagar) to get the Solution up and running with support from BGSS IT
- 3**
Server Setup / Commissioning cost for additional site
 1. Towards server setup cost for any new location (per location).
- 4**
Migration from existing DB to new Database
 1. Cost for migrating Dialler/CRM Data from existing solution to the new solution - Approx Size of Dialer, DB and Voice Recordings to be around 1TB
- 5**
CRM Customization
 1. Initial setup cost of CRM basis the requirement gathering post awarding of Tender would come as part of Basic Setup.
 2. Customisation cost is anything over and above the no of requirements given as part RFP Document.
- 6**
Support & Maintenance cost - AMC
 1. AMC not applicable for per license per month Opex Model
 2. Breakup of AMC if anything beyond scope to be mentioned in detail.
- 7**
Manday Cost
 1. Development, Testing & Implementation Cost for Change Request (CRs) beyond scope/customisation requirement given in RFP

