

	Company Name	Cyfuture	Caretel	Hero	iEnergizer	Intelenet	Kochar
<u>Past Experience in work of similar nature</u>	No. of Assignments of similar nature	10	5	3.75	10	10	3.75
	Number of years experienced in the domestic call center operations	15	15	15	15	15	15
	Project Lead-Experience	5	5	5	5	5	5
<u>Manpower, Skill Set, Team Composition & Deployment</u>	Project Lead-Educational Qualifications	5	5	5	5	5	5
	SME-Experience	2	3	3	3	3	3
	SME-Educational Qualifications	3	3	3	3	3	3
	Query Handling- 5 resources	10	10	10	10	10	0
	Trainer-Educational Qualification	2	2	2	2	2	2
	Trainer-Experience	0.6	2	2	2	2	2
<u>Understanding of TOR, Methodology and Work Plan</u>	Understanding and adherence of TOR	4	4	6	9	9	5
	Approach and Methodology	6	8	16	22	23	15
	Work Plan and Time Schedule	10	10	10	10	10	10
	TOTAL	72.6	72	80.75	96	97	68.75

Asing

Singh

Aditya

Jasleen Dhillon