



Attachment E-1 Price

State of Oklahoma Statewide Contract for Call/Contact Center Staffing and Management Services for Various State Agencies

Pricing

Tab 9. Pricing

RFP Reference Section 8.2.1 – Pricing shall be proposed using the Exhibit 4 titled Services – Tiered Pricing/Consumption Based Pricing

We have inserted pricing information using Exhibit 4 below.

Exhibit 4				
Services – Tiered Pricing/Consumption Based Pricing				
SW1118 Call Contact Center				
Description	Unit of Measure	List Price	% off List Price	Cost per Unit
English Contact Center Agent	\$ / Payroll hour	\$33.33	10%	\$30.00
Spanish Contact Center Agent	\$ / Payroll hour	\$35.38	10%	\$31.84
Supervisor (1:15 ratio)	\$ / Payroll hour	\$45.06	10%	\$40.56
Unit Manager (1:75 ratio)	\$ / Payroll hour	\$69.84	10%	\$62.86
QA Analyst (1:50 ratio)	\$ / Payroll hour	\$35.38	10%	\$31.84
WFM Analyst (1:100 ratio)	\$ / Payroll hour	\$46.24	10%	\$41.62
Trainer	\$ / Payroll hour	\$49.94	10%	\$44.95
Telephony	\$ / Minute	\$0.0487	10%	\$0.0438

