

Attachment E-1 Pricing**Services - Tiered Pricing/Consumption Based Pricing****SW1118 Call Contact Center**

Description	Unit of Measure	List Price	% off List Price	Cost per Unit
Onsite. State owned and operated locations. All Inclusive (English) Agent	HR	\$41.80	10%	\$38.00
Onsite. State owned and operated locations. All Inclusive (Bilingual) Agent	HR	\$44.00	10%	\$40.00
Offsite. Contractor owned and operated locations. All Inclusive (English) Agent	HR	\$44.00	10%	\$40.00
Offsite. Contractor owned and operated locations. All Inclusive (Bilingual) Agent	HR	\$47.30	10%	\$43.00
Virtual Office/Teleworkers. All Inclusive (English) Agent	HR	\$38.50	10%	\$35.00
Virtual Office/Teleworkers. All Inclusive (Bilingual) Agent	HR	\$41.80	10%	\$38.00
INBOUND CALL	EA	\$15.30	10%	13.77
OUTBOUND CALL	EA	\$15.03	10%	15.03
WEBCHAT	EA	\$14.60	10%	14.6
EMAIL	EA	\$12.93	10%	12.93