

Attachment E-1 Price

Services - Tiered Pricing/Consumption Based Pricing

SW1118 Call Contact Center

Description	Unit of Measure	List Price	% off List Price	Cost per Unit
Customer Service Representative 1	Per Payroll Hour	\$ 29.86	5%	\$ 28.36
Customer Service Representative 1 Bilingual	Per Payroll Hour	\$ 31.44	5%	\$ 29.86
Customer Service Representative 2	Per Payroll Hour	\$ 32.50	5%	\$ 30.88
Customer Service Representative 2 Bilingual	Per Payroll Hour	\$ 34.08	5%	\$ 32.38
Lead Customer Service Representative	Per Payroll Hour	\$ 35.15	5%	\$ 33.39
Customer Service Representative 1-OT	Per Payroll Hour	\$ 38.81	5%	\$ 36.87
Customer Service Representative 1 Bilingual-OT	Per Payroll Hour	\$ 40.87	5%	\$ 38.82
Customer Service Representative 2-OT	Per Payroll Hour	\$ 42.26	5%	\$ 40.14
Customer Service Representative 2 Bilingual-OT	Per Payroll Hour	\$ 44.31	5%	\$ 42.09
Lead Customer Service Representative-OT	Per Payroll Hour	\$ 45.70	5%	\$ 43.41
Supervisors	Per Payroll Hour	\$ 42.21	5%	\$ 40.10
Trainers	Per Payroll Hour	\$ 42.21	5%	\$ 40.10
Quality Analysts	Per Payroll Hour	\$ 36.92	5%	\$ 35.07
Work Force Analyst	Per Payroll Hour	\$ 44.40	5%	\$ 42.18
Call Center Manager	Per Payroll Hour	\$ 59.03	5%	\$ 56.08
Master Trainer	Per Payroll Hour	\$ 72.65	5%	\$ 69.02
Implementation Manager	Per Payroll Hour	\$ 118.06	5%	\$ 112.16
Program Manager	Per Payroll Hour	\$ 127.14	5%	\$ 120.79
Reporting Analyst	Per Payroll Hour	\$ 59.03	5%	\$ 56.08
IT Security Officer	Per Payroll Hour	\$ 136.23	5%	\$ 129.41
System Administrator	Per Payroll Hour	\$ 181.63	5%	\$ 172.55
Assistant System Engineer	Per Payroll Hour	\$ 85.50	5%	\$ 81.23
Assistant Systems Analyst	Per Payroll Hour	\$ 76.47	5%	\$ 72.65
Assistant Training Developer	Per Payroll Hour	\$ 66.29	5%	\$ 62.98
Data Architect I	Per Payroll Hour	\$ 151.89	5%	\$ 144.30

Data Architect II	Per Payroll Hour	\$ 188.92	5%	\$ 179.47
Designer I	Per Payroll Hour	\$ 119.15	5%	\$ 113.20
Designer II	Per Payroll Hour	\$ 136.70	5%	\$ 129.86
Domain Lead I	Per Payroll Hour	\$ 216.06	5%	\$ 205.26
Domain Lead II	Per Payroll Hour	\$ 253.40	5%	\$ 240.73
Functional Analyst I	Per Payroll Hour	\$ 77.09	5%	\$ 73.24
Functional Analyst II	Per Payroll Hour	\$ 133.17	5%	\$ 126.52
Functional Analyst III	Per Payroll Hour	\$ 150.35	5%	\$ 142.84
Functional Analyst IV	Per Payroll Hour	\$ 178.48	5%	\$ 169.56
Programmer	Per Payroll Hour	\$ 155.91	5%	\$ 148.12
Project Manager	Per Payroll Hour	\$ 93.27	5%	\$ 88.61
Subject Matter Advisor	Per Payroll Hour	\$ 285.50	5%	\$ 271.22
System Administrator I	Per Payroll Hour	\$ 120.56	5%	\$ 114.53
System Administrator II	Per Payroll Hour	\$ 145.19	5%	\$ 137.93
System Engineer I	Per Payroll Hour	\$ 88.31	5%	\$ 83.89
System Engineer II	Per Payroll Hour	\$ 138.08	5%	\$ 131.17
System Engineer III	Per Payroll Hour	\$ 181.50	5%	\$ 172.43
Systems Analyst I	Per Payroll Hour	\$ 105.13	5%	\$ 99.88
Systems Analyst II	Per Payroll Hour	\$ 156.64	5%	\$ 148.81
Systems Analyst III	Per Payroll Hour	\$ 188.84	5%	\$ 179.40
Technical Specialist and Delivery Lead	Per Payroll Hour	\$ 309.89	5%	\$ 294.40
Technical Writer I	Per Payroll Hour	\$ 71.38	5%	\$ 67.81
Technical Writer II	Per Payroll Hour	\$ 81.01	5%	\$ 76.96
Tester I	Per Payroll Hour	\$ 85.23	5%	\$ 80.96
Tester II	Per Payroll Hour	\$ 117.50	5%	\$ 111.62
Tester III	Per Payroll Hour	\$ 148.56	5%	\$ 141.13
Training Developer I	Per Payroll Hour	\$ 81.01	5%	\$ 76.96
Training Developer II	Per Payroll Hour	\$ 141.81	5%	\$ 134.72
Omni Channel Technology	Per License per mor	\$ 275.00		\$ 275.00
Long Distance	Per minute	\$ 0.018		\$ 0.018
IVR usage	Per minute	\$ 0.10		\$ 0.10
Postage-Standard Letter	Each	\$ 0.65		\$ 0.65
Language Line	Per Minute	\$ 0.99		\$ 0.99
Scanning	Per Page	\$ 0.55		\$ 0.55
Standard letter double Window Envelopes (it does not include stuffing)	Per Envelope	\$ 0.35		\$ 0.35
Printing Letter Size Black and mailing (Does not include labor)	Per Page	\$ 1.50		\$ 1.50
Surveys	Per Survey at 5% Re	\$ 6.00		\$ 6.00
Background Checks	Each	\$ 98.58		\$ 98.58