

## I. SECTION NINE: PRICING

*Pricing associated with the Bid shall be inserted in this section and shall be in the required structure set forth above in Subsection 8.1, if any.*

As instructed, we have listed our prices in Exhibit 4. As this contract will be utilized by agencies throughout the State, we have provided a rate range to cover a large variety of skillsets. In addition, the implementation cost is based on 100 agents' project and covers the cost for Email, Chat, Enterprise QM, and Interaction Analytics Implementation among others.

Exhibit 4				
Services - Tiered Pricing/Consumption Based Pricing				
SW1118 Call Contact Center				
Description	Unit of Measure	List Price	% off List Price	Cost per Unit
Inbound and outbound agent	Per hour	\$20.00 - \$35.00	10%	\$18.00 - \$31.50
Supervisor	Per hour	\$36.00 - \$60.00	10%	\$32.40 - \$54.00
Technical support	Per hour	\$28.00 - \$75.00	10%	\$25.20 - \$67.50
Executive support	Per hour	\$75.00 - \$95.00	10%	\$67.50 - \$85.50
Contact center license	Per user-Per month	\$110.00 - \$175.00	10%	\$99.00 - \$157.50
Laptop	Per unit	\$350.00 - \$700.00	3%	\$339.50 - \$679.00
Headset	Per unit	\$15.00 - \$49.00	3%	\$14.55 - \$47.53
Language line	Per minute	\$1.02 - \$3.05	2%	\$1.00 - \$2.99
E-mail	Per e-mail	\$0.30 - \$0.75	2%	\$0.29 - \$0.74
Chat services	Per character	\$0.12 - \$0.50	2%	\$0.12 - \$0.49
Implementation fee		\$70,000.00 - \$120,000.00	5%	\$66,500.00 - \$114,000.00