



Attachment 5—Customer Service Support Services Price Worksheet

Utilizing Attachment 4, the scope of work, provide pricing information using this form and use additional paper, if needed. If Vendor price structure is different than what is provided below, please provide all cost information on a separate page labelled “Pricing” with your proposal.

Per Section 2.3.1, provide any one-time set up/onboarding fees. Provide details on what these fees include and how they are determined.

\$_____ total

Per section 2.3.2, provide cost per minute and/or cost per call for each inbound call provided Monday through Sunday, 24 hours per day.

\$_____ per minute or \$_____ per call

Per Section 2.3.2, provide cost per minute for each inbound call provided on a Holiday. Holidays are as defined in the scope of services.

\$_____ per minute

Per Section 2.3.2, provide additional cost per call for translation services. Languages must be provided for calls as defined in the scope of services at minimum.

\$_____ per call

Is this in addition to cost per minute as list above? ___ Yes ___ No

Per Section 2.3.2, provide cost per text message/web chat contact (per inbound user).

\$_____ per inbound user contact

Per Section 2.3.3, provide any additional costs for overhead, management, training, and IT technology services. Provide any minimum/maximum fees for services per month (if applicable).

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