

Pricing Annex

	Service	Description	Unit of Measure (UoM)	Unit Price	Service Provider's Note - Details
1. Formation Cost					
1.1	General Setup Fee	Per Call Center /Per Partner Agency	One Time Lump Sum - provide budgetary notes that break down the elements of this lump sum	\$ -	
1.2	Technical Formation (IT Infrastructure, MIS integration, IT equipments, ...)	Per Call Center /Per Partner Agency	One Time Lump Sum - provide budgetary notes that break down the elements of this lump sum	\$ -	
1.3	Core E1 Lines (10 minimum)		One Time Set up	\$ -	
1.4			Monthyl Fees	\$ -	
1.5	Add-on E1 Line		One Time Set up	\$ -	
1.6			Monthyl Fees	\$ -	
1.7	Mobile Number	the mobile number (SIM) is used for Whatsapp for Business	Monthly Fees	\$ -	
1.8	Video Call Set-up	Includes video call related equipment (workstation, webcam, etc.)	One Time Set up	\$ -	
2. Agent Running Cost					
2.1	Dedicated core agent for inbound/outbound calls	Refer to any call operator working beyond one (1) month and not less than three month	Cost per agent per hour	\$ -	
2.2			Cost per agent per month	\$ -	
2.3	Dedicated agent for inbound/outbound calls	Upon request, for short periods or small exercises	Cost per agent per hour	\$ -	
2.4	Training Cost	Per agent	One Time Fee	\$ -	
2.5	Team Leader	Optional - upon partner agencies' request	Cost per month per 1 Team Leader/call center	\$ -	
2.6	Floor Manager	Optional - upon partner agencies' request	Cost per month per 1 Floor Manager/call center	\$ -	
2.7	Call Center Manager	Optional - upon partner agencies' request	Cost per month per 1 Call Center Manager/call center	\$ -	
2.8	Quality Assurance Officer	Optional - upon partner agencies' request	Cost per month per 1 Quality Assurance Officer/call center	\$ -	
2.9	Sign Language Operator	Upon request - The sign language operator will be assigned to handle calls with people with speaking and hearing disabilities through video calls	Cost per hour per 1 sign language operator/call center	\$ -	
2.10	Chatting Operator	Upin request - The chatting operator will be assigned to handle text messages received through Whatsapp for Business	Cost per Hour per 1 cChatting Operator	\$ -	
3. Telecom Running Costs					

3.1	Overflow Inbound Calls	A pool of non-dedicated agents on standby to support the dedicated team of agents in case of unexpected overflow of inbound calls	Cost per 0-1,000 overflow calls	\$	-	
3.2			Cost per 1,001-3,000 overflow calls	\$	-	
3.3			Cost per 3,001-7,000 overflow calls	\$	-	
3.4			Cost per 7,001-10,000 overflow calls	\$	-	
3.5			Cost per 10k+ overflow calls	\$	-	
3.6	Mobile Telecom Fees for Outbound Calls		Cost per 1 minute talking spent	\$	-	
3.7	Landline Telecom Fees for Outbound Calls		Cost per 1 minute talking spent	\$	-	
4. Additional Costs						
4.1	IVR Services	Interactive Voice Response	Yearly Cost per call center/partner Agency	\$	-	
4.2	On-Premises data hosting		Cost per call center/partner agency per month	\$	-	
4.3	Service provider to highlight any associated costs of integrating the telephony system with agency-specific Management Information System			\$	-	