

**PRICE TABULATION**
**PURCHASE OF CONTACT CENTER SERVICES**
**TABLE 1: OFF-SITE DELIVERY (OFFERORS' SITE)**

	Description	AnswerNet Education Services	Exela Technologies, Inc.	Goodwill Industries of San Antonio	Harte Hanks	ICF Incorporated LLC	Omni Interactions	RA Outdoors LLC d.b.a. Aspira	RNRC Enterprise Inc.	Stellar Relay, LLC
1	Dedicated Alamo Colleges District Agent (per 1 Agent)	\$35.00 Rate per Hour	\$26.50 Rate per Hour	\$24.81 Rate per Hour	\$28.00 Rate per Hour	\$26.00 Rate per Hour	\$26.50 Rate per Hour	\$25.00 Rate per Hour	\$29.00 Rate per Hour	\$29.18 Rate per Hour
2	Dedicated Alamo Colleges District Team Lead (per 1 Team Lead)	\$38.00 Rate per Hour	\$29.00 Rate per Hour	\$26.77 Rate per Hour	\$29.50 Rate per Hour	\$30.00 Rate per Hour	Included in Agent Rate	\$29.50 Rate per Hour	\$32.00 Rate per Hour	\$36.64 Rate per Hour
3	Dedicated Alamo Colleges District Agent Training (per Agent)	\$35.00 Rate per Hour	\$23.80 Rate per Hour	\$22.08 Rate per Hour	\$24.00 Rate per Hour	\$22.00 Rate per Hour	\$20.00 Rate per Hour	\$24.00 Rate per Hour	\$29.00 Rate per Hour	\$21.11 Rate per Hour
4	Start-up & Implementation Cost (one-time fee)	\$25,000.00	\$12,800.00	\$7,500.00	\$0.00	\$212,916.00	\$10,000.00	\$138,709.00	\$20,000.00	\$40,252.47
5	Telecommunication Fee	Included in Agent Hourly Rate	\$0.029 per minute \$0.00 monthly	\$0.00 per minute \$36.00 monthly	\$0.03 per minute \$0.00 monthly	\$0.01 per minute \$1,244.00 monthly	\$0.02 per minute \$0.00 monthly	\$0.013 per minute \$2,165.72 monthly	\$0.10 per minute \$10,000.00 monthly	\$0.0053 per minute \$1,043.83 monthly
6	Data Usage Fee (i.e. email, web-based chat/ instant messaging, social media, etc.)	Included in Agent Hourly Rate	\$0.00 per minute \$2,500.00 monthly	\$0.0025 per minute \$0.00 monthly	\$0.05 per Oracle Session	\$0.00 per minute \$780.00 monthly	\$0.00 per minute \$0.00 monthly	\$0.008 per minute \$1,333 monthly	\$0.00 per minute \$1,500.00 monthly	\$0.0099 per minute \$1,938.54 monthly
7	Software License Fee (i.e. email, web-based chat/ instant messaging, social media, etc.)	Included in Agent Hourly Rate	\$5,000.00 annually	\$34,800.00 annually	\$123.00 per month per Oracle CX User License \$0.00 (Waived) per month per eLearning License	\$13,788.00 annually	\$0.00 annually	\$87,778.00 annually	\$50,000.00 annually	\$156,475.10 annually
	ESTIMATED ANNUAL INBOUND TOTAL (At Vendor Site)	\$1,937,315.74	\$1,572,984.21 (Norcross, GA)	\$1,397,246.99 (San Antonio, TX)	\$1,640,682.42	\$1,694,646.53 (Martinsville, VA)	\$1,409,169.01	\$1,699,837.31 (Dallas, TX)	\$2,034,760.34	\$1,859,487.46 (Lewisville, TX)
	ESTIMATED ANNUAL TOTAL INBOUND TOTAL (At ACD Site in San Antonio)	\$2,097,370.56	\$1,525,106.98	\$1,358,003.58	\$1,214,249.82	\$1,635,292.51	\$1,409,169.01	No Bid	\$1,944,220.72	\$1,713,641.80
	ESTIMATED ANNUAL OTHER SERVICES (outbound, chat, email options)		\$102,753.01	\$102,753.01		\$102,753.01		\$102,753.01		\$102,753.01
	PRICING RANKING	See note 9 NOT RANKED	2	1	See note 9 NOT RANKED	3	NOT RANKED	4	See note 9 NOT RANKED	5
	TECHNICAL RANKING	NOT RANKED	5	2	NOT RANKED	3	NOT RANKED	4	NOT RANKED	1
	OVERALL RANKING	NOT RANKED	4	1	NOT RANKED	3	NOT RANKED	5	NOT RANKED	2

**PRICE TABULATION**
**PURCHASE OF CONTACT CENTER SERVICES**
**TABLE 2: OPTIONAL PRICE FOR ON-SITE DELIVERY**

	Description	AnswerNet Education Services	Exela Technologies, Inc.	Goodwill Industries of San Antonio	Harte Hanks	ICF Incorporated LLC	Omni Interactions	RA Outdoors LLC d.b.a. Aspira	RNRC Enterprise Inc.	Stellar Relay, LLC
1	Dedicated Alamo Colleges District Agent (per 1 Agent)	\$38.00 Rate per Hour	\$25.50 Rate per Hour	\$24.00 Rate per Hour	\$17.49 Rate per Hour	\$24.68 Rate per Hour	\$26.50 Rate per Hour	NO BID	\$26.50 Rate per Hour	\$29.18 Rate per Hour
2	Dedicated Alamo Colleges District Team Lead (per 1 Team Lead)	\$40.00 Rate per Hour	\$29.00 Rate per Hour	\$26.77 Rate per Hour	\$20.67 Rate per Hour	\$28.00 Rate per Hour	Included in Agent Rate	NO BID	\$28.00 Rate per Hour	\$36.64 Rate per Hour
3	Dedicated Alamo Colleges District Agent Training (per Agent)	\$38.00 Rate per Hour	\$24.00 Rate per Hour	\$22.08 Rate per Hour	\$17.49 Rate per Hour	\$20.00 Rate per Hour	\$20.00 Rate per Hour	NO BID	\$26.50 Rate per Hour	\$21.11 Rate per Hour
4	Start-up & Implementation Cost (one-time fee)	\$25,000.00	\$12,800.00	\$0.00	\$0.00 (waived)	\$220,100.00	\$10,000.00	NO BID	\$20,000.00	\$36,552.47
5	Telecommunication Fee	Included in Agent Hourly Rate	\$0.029 per minute \$0.00 monthly	\$0.00 per minute \$36.00 monthly	\$0.03 per minute \$7,000.00 per month	\$0.01 per minute \$1,244.00 monthly	\$0.02 per minute \$0.00 monthly	NO BID	\$0.10 per minute \$10,000.00 monthly	\$0.0053 per minute \$1,043.83 monthly
6	Data Usage Fee (i.e. email, web-based chat/ instant messaging, social media, etc.)	Included in Agent Hourly Rate	\$0.00 per minute \$2,500.00 monthly	\$0.0025 per minute \$0.00 monthly	\$0.05 per Oracle Session	\$0.00 per minute \$1,300.00 monthly	\$0.00 per minute \$0.00 monthly	NO BID	\$0.00 per minute \$1,500.00 monthly	\$0.0099 per minute \$1,938.54 monthly
7	Software License Fee (i.e. email, web-based chat/ instant messaging, social media, etc.)	Included in Agent Hourly Rate	\$5,000.00 annually	\$0.00 annually Included in price per Agent	\$123.00 per month per Oracle CX User License \$0.00 (Waived) per month per eLearning License	\$16,814.00 annually	\$0.00 annually	NO BID	\$50,000.00 annually	\$143,153.66 annually