

REVISED OFFICIAL BID PRICE SHEET

710-24-058 Telephone Answering Service

All costs **must** be included in the unit price. Costs not included in the unit price below are not billable under a contract established from this solicitation. Bidder must submit a printed copy of the completed official *Bid Price Sheet* with bid submission.

Quantities are estimated for bidding purposes only. Quantities may increase or decrease.

ITEM	DESCRIPTION	ESTIMATED QUANTITY (Per Month)	UNIT OF MEASURE	UNIT PRICE	EXTENDED AMOUNT <i>(Unit Price x QTY)</i>
1	24 HR TELEPHONE ANSWERING SERVICE	13500	Per minute (first minute)	\$1.75	\$23,625.00
2	24 HR TELEPHONE ANSWERING SERVICE	13500	Each additional minute	\$1.75	\$23,625.00
3	Operators	730	Hours	\$0.00	\$0.00
				GRAND TOTAL	\$47,250.00

Regarding the performance of Genesis' duties set forth herein, Genesis will invoice the DHS monthly. The DHS will pay Genesis a fixed rate of \$76,650 per month for any omnichannel services (Table 1 below) during the invoice period. For billing purposes, the base hourly rate is \$30 per hour.

Table 1: Pricing Table Justification (Estimated)

Included: 3 – 4 Operators to provide 24/7 Omnichannel Customer Services, defined as assistance for customers delivered across a seamless, secured, and integrated network of devices and touchpoints. Genesis maintains the integrity of customers' information regardless of the communication channel, optimizing fragmented conversations into a unified brand voice and ensuring cohesion and satisfaction in every interaction. Channels include voice, video, email, fax, artificially intelligent virtual agents, chat, SMS/text, social media, and custom.

Item	Description	ESTIMATED QUANTITY (Per Month)	UNIT OF MEASURE	UNIT PRICE	EXTENDED AMOUNT	Notes
1	24 HR TELEPHONE ANSWERING SERVICE (3 – 4 Operators)	43,800	Per minute	\$1.75	\$76,650	Based on the total minutes in a month, the requirement is 24/7.
2	Management & Training	43,800	As Needed	\$0.00	\$0.00	Included with services.
3	Administrative Requirements	43,800	As Needed	\$0.00	\$0.00	Included with services.