

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)	\$1.00	\$13,500.00
2	24 HR TELEPHONE ANSWERING SERVICE	13500	Each additional minute	\$1.00	\$13,500.00
3	Operators	730	Hours	\$31.95	\$23,323.50
				GRAND TOTAL	\$50,323.50

Section 1.12 PRICING B. – Price Quote Justification

Direct Interactions' Price Minute Justification

Direct Interactions proposes a rate of \$1 per minute based on the example provided by the State of an estimated quantity per month of 13,500 minutes in the 2024 Revised Bid Price Sheet. This rate is justified based on the following several key factors that align with our company's operational efficiencies and technological advantages:

Our company operates entirely remotely, eliminating the need for physical office spaces and reducing overhead costs associated with onsite facilities. This allows us to offer competitive pricing without compromising on service quality. We leverage Microsoft 365 and Amazon Connect, two leading-edge and cost-efficient platforms. Microsoft 365 enhances our productivity and collaboration capabilities, while Amazon Connect provides a scalable, reliable cloud-based contact center solution. These technologies enable us to maintain high service standards at a lower operational cost.

The proposed services include comprehensive 24/7/365 coverage, handling calls during normal business hours, after-hours, weekends, and holidays. Our remote staffing model allows us to efficiently manage and allocate resources to meet these demands without the additional costs typically incurred by onsite operations. Our team consists of skilled operators capable of providing excellent customer service. They are trained to handle high call volumes with a low error rate, ensuring compliance with the required performance metrics.

Our Direct Interactions team meets all specified requirements, such as quick call answering, multilingual support, and the ability to handle high volumes of calls with minimal errors. Our systems are designed to provide detailed reporting and tracking, ensuring transparency and accountability. By minimizing physical infrastructure costs and maximizing the efficiency of our remote workforce, we can offer a competitive price point. Our operational model focuses on leveraging technology and remote work to deliver cost-effective, high-quality service.

Overall, our proposed rate of \$1 per minute is a reflection of Direct Interactions' streamlined operations, efficient use of technology, and commitment to providing top-notch answering services while maintaining cost-effectiveness for the Arkansas Department of Human Services (DHS), Division of Adult, Aging, and Behavioral Health Services (DAABHS).

Direct Interactions' Price Per Hour Justification

Direct Interactions is a fully remote contact center service provider utilizing a work-from-home staffing model. Our technology stack includes Amazon Connect/AWS services, Microsoft 365, and Power BI, enabling us to deliver high-quality, efficient, and reliable services.

Direct Interactions proposes an alternate hourly rate of \$31.95, based on the State's example of 730 hours per month as outlined in the 2024 Revised Bid Price Sheet. This hourly rate is justified through the following key factors:

Our fully remote model eliminates the need for physical office spaces, significantly reducing overhead costs. Leveraging Amazon Connect and Microsoft 365 enhances productivity and allows for efficient resource management.

The proposed hourly rate includes all services required for the 24/7/365 coverage, ensuring continuous and uninterrupted service availability. Our services cover normal business hours, after-hours, weekends, and holidays without additional charges.

The \$31.95 per hour rate is inclusive of all costs, ensuring transparency and straightforward billing. This rate is competitive within the industry, providing a cost-effective solution without compromising service quality. Our rate aligns with industry standards for similar services, ensuring that Direct Interactions remains a cost-effective choice for high-quality contact center services. By offering this all-inclusive hourly rate, Direct Interactions ensures compliance with the State's pricing structure while maintaining our commitment to providing excellent service quality and operational efficiency.

Direct Interactions' pricing structure is designed to deliver exceptional value and service quality while adhering to the State's requirements. Our proposed rate of \$1 per minute for call center services is justified by our operational efficiencies, advanced technology stack, and remote work model, ensuring cost-effectiveness and high service standards. Additionally, our alternate hourly rate of \$31.95 reflects our ability to leverage economies of scale and resource optimization, providing an all-inclusive, competitive solution for comprehensive 24/7/365 coverage. By minimizing overhead costs and maximizing productivity through using Microsoft 365, Amazon Connect, and Power BI, we are committed to maintaining transparency, accountability, and excellence in customer service for DHS and DAABHS. Direct Interactions stands ready to meet and exceed the performance metrics required, offering a reliable and efficient contact center service at a competitive price point.