

**ATTACHMENT 4  
COST PROPOSAL SHEET**

**Bidder Name** **UST HealthProof**

**ONE TIME COST**

Startup Plan/Implementation Cost \$0 UST Healthproof will absorb any intial setup cost

**PASS THROUGH COSTS**

Cost per page, single sided printing \$ 0.095 Assuming DHSS will provide the envelopes and postage is a passthrough

Training Cost Per Hour/Per Person \$28/hr 6 days of training per person @ 8 hrs/ day

Note: Mailing cost will be reimbursed per current US Postal rates with no additional markup.

**COST PER CALL FOR INITIAL THREE YEAR PERIOD**

Service		Average Handled Time (AHT)	Number of calls/actions Tier I	Cost Per Call for Tier I	Number of calls/actions Tier II	Cost Per Call for Tier II	Number of calls/actions Tier III	Cost Per Call for Tier III
<b>Inbound</b>	A	11:00-15:00	6,000-16,999	\$ 9.46	17,000-27,999	\$ 9.27	28,000-40,000	\$ 8.99
	B	15:01-20:00	1,400-3,599	\$ 12.77	3,600-5,799	\$ 12.51	5,800-8,000	\$ 12.14
	C	20:01-25:00	1,400-3,599	\$ 16.60	3,600-5,799	\$ 16.27	5,800-8,000	\$ 15.78
	D	25:01-30:00	1,400-3,599	\$ 19.15	3,600-5,799	\$ 18.77	5,800-8,000	\$ 18.21
	E	30:01-35:00	1,400-3,599	\$ 22.98	3,600-5,799	\$ 22.52	5,800-8,000	\$ 21.85
<b>Outreach</b>	A	8:00 -12:00	1,400-3,599	\$ 6.38	3,600-5,799	\$ 6.26	5,800-8,000	\$ 6.07
	B	12:01 - 16:00	1,400-3,599	\$ 8.94	3,600-5,799	\$ 8.76	5,800-8,000	\$ 8.50
	C	16:01 - 20:00	1,400-3,599	\$ 11.49	3,600-5,799	\$ 11.26	5,800-8,000	\$ 10.92
<b>Back Office Processing</b>	A	4:00-8:00	1,400-3,599	\$ 5.11	3,600-5,799	\$ 5.01	5,800-8,000	\$ 4.86
	B	8:01 - 12:00	1,400-3,599	\$ 6.38	3,600-5,799	\$ 6.26	5,800-8,000	\$ 6.07
	C	12:01-16:00	1,400-3,599	\$ 8.94	3,600-5,799	\$ 8.76	5,800-8,000	\$ 8.50

**COST PER CALL FOR RENEWAL PERIOD 1**

Service		Average Handled Time (AHT)	Number of calls/actions Tier I	Cost Per Call for Tier I	Number of calls/actions Tier II	Cost Per Call for Tier II	Number of calls/actions Tier III	Cost Per Call for Tier III
Inbound	A	11:00-15:00	6,000-16,999	\$ 10.34	17,000-27,999	\$ 10.13	28,000-40,000	\$ 9.83
	B	15:01-20:00	1,400-3,599	\$ 13.95	3,600-5,799	\$ 13.67	5,800-8,000	\$ 13.26
	C	20:01-25:00	1,400-3,599	\$ 18.14	3,600-5,799	\$ 17.78	5,800-8,000	\$ 17.24
	D	25:01-30:00	1,400-3,599	\$ 20.93	3,600-5,799	\$ 20.51	5,800-8,000	\$ 19.89
	E	30:01-35:00	1,400-3,599	\$ 25.11	3,600-5,799	\$ 24.61	5,800-8,000	\$ 23.87
Outreach	A	8:00 -12:00	1,400-3,599	\$ 6.98	3,600-5,799	\$ 6.84	5,800-8,000	\$ 6.63
	B	12:01 - 16:00	1,400-3,599	\$ 9.77	3,600-5,799	\$ 9.57	5,800-8,000	\$ 9.28
	C	16:01 - 20:00	1,400-3,599	\$ 12.56	3,600-5,799	\$ 12.31	5,800-8,000	\$ 11.94
Back Office Processing	A	4:00-8:00	1,400-3,599	\$ 5.58	3,600-5,799	\$ 5.47	5,800-8,000	\$ 5.31
	B	8:01 - 12:00	1,400-3,599	\$ 6.98	3,600-5,799	\$ 6.84	5,800-8,000	\$ 6.63
	C	12:01-16:00	1,400-3,599	\$ 9.77	3,600-5,799	\$ 9.57	5,800-8,000	\$ 9.28

**COST PER CALL FOR RENEWAL PERIOD 2**

Service		Average Handled Time (AHT)	Number of calls/actions Tier I	Cost Per Call for Tier I	Number of calls/actions Tier II	Cost Per Call for Tier II	Number of calls/actions Tier III	Cost Per Call for Tier III
Inbound	A	11:00-15:00	6,000-16,999	\$ 10.65	17,000-27,999	\$ 10.44	28,000-40,000	\$ 10.12
	B	15:01-20:00	1,400-3,599	\$ 14.37	3,600-5,799	\$ 14.08	5,800-8,000	\$ 13.66
	C	20:01-25:00	1,400-3,599	\$ 18.68	3,600-5,799	\$ 18.31	5,800-8,000	\$ 17.76
	D	25:01-30:00	1,400-3,599	\$ 21.56	3,600-5,799	\$ 21.13	5,800-8,000	\$ 20.49
	E	30:01-35:00	1,400-3,599	\$ 25.87	3,600-5,799	\$ 25.35	5,800-8,000	\$ 24.59
Outreach	A	8:00 -12:00	1,400-3,599	\$ 7.19	3,600-5,799	\$ 7.04	5,800-8,000	\$ 6.83
	B	12:01 - 16:00	1,400-3,599	\$ 10.06	3,600-5,799	\$ 9.86	5,800-8,000	\$ 9.56
	C	16:01 - 20:00	1,400-3,599	\$ 12.93	3,600-5,799	\$ 12.68	5,800-8,000	\$ 12.30
Back Office Processing	A	4:00-8:00	1,400-3,599	\$ 5.75	3,600-5,799	\$ 5.63	5,800-8,000	\$ 5.46
	B	8:01 - 12:00	1,400-3,599	\$ 7.19	3,600-5,799	\$ 7.04	5,800-8,000	\$ 6.83
	C	12:01-16:00	1,400-3,599	\$ 10.06	3,600-5,799	\$ 9.86	5,800-8,000	\$ 9.56

**COST PER CALL FOR RENEWAL PERIOD 3**

Service		Average Handled Time (AHT)	Number of calls/actions Tier I	Cost Per Call for Tier I	Number of calls/actions Tier II	Cost Per Call for Tier II	Number of calls/actions Tier III	Cost Per Call for Tier III
<b>Inbound</b>	A	11:00-15:00	6,000-16,999	\$ 10.97	17,000-27,999	\$ 10.75	28,000-40,000	\$ 10.43
	B	15:01-20:00	1,400-3,599	\$ 14.80	3,600-5,799	\$ 14.51	5,800-8,000	\$ 14.07
	C	20:01-25:00	1,400-3,599	\$ 19.24	3,600-5,799	\$ 18.86	5,800-8,000	\$ 18.29
	D	25:01-30:00	1,400-3,599	\$ 22.20	3,600-5,799	\$ 21.76	5,800-8,000	\$ 21.11
	E	30:01-35:00	1,400-3,599	\$ 26.64	3,600-5,799	\$ 26.11	5,800-8,000	\$ 25.33
<b>Outreach</b>	A	8:00 -12:00	1,400-3,599	\$ 7.40	3,600-5,799	\$ 7.25	5,800-8,000	\$ 7.04
	B	12:01 - 16:00	1,400-3,599	\$ 10.36	3,600-5,799	\$ 10.15	5,800-8,000	\$ 9.85
	C	16:01 - 20:00	1,400-3,599	\$ 13.32	3,600-5,799	\$ 13.06	5,800-8,000	\$ 12.66
<b>Back Office Processing</b>	A	4:00-8:00	1,400-3,599	\$ 5.92	3,600-5,799	\$ 5.80	5,800-8,000	\$ 5.63
	B	8:01 - 12:00	1,400-3,599	\$ 7.40	3,600-5,799	\$ 7.25	5,800-8,000	\$ 7.04
	C	12:01-16:00	1,400-3,599	\$ 10.36	3,600-5,799	\$ 10.15	5,800-8,000	\$ 9.85

1 Rates in the table above assumes a 3% COLA for illustration purposes. Starting the first anniversary of each year supplier will be eligible for a COLA increase as per the CPI Index for the State of Nebraska but capped at 5%.

2 Per Call Price is based on the duration provided in the RFP, in the event the call duration is longer than the higher end of the AHT, the service category will be mapped accordingly and priced. In the event the duration is higher than the maximum 35 minutes as per the Service Inbound E , or 20 mins for the Outreach C or 16 minutes for the Back Office C the additional minutes over and above that max AHT will be billed at \$0.98/minute.

3 Cost per page, single sided printing will be at \$0.095 assuming DHSS will provide the name printed envelopes and postage is a passthrough

4 The per call price includes the Genesys Pure Cloud license fee but the Genesys Cloud Voice usage fees will be a passthrough at no margin with invoices provided as a backup. Pricing is outlined on the following page. Estimated price is approximately 2 to 3 % of the call rate.