

**ATTACHMENT 4
COST PROPOSAL SHEET**

Bidder Name **Nelnet
Government
Services, LLC**

ONE TIME COST

Startup Plan/Implementation Cost \$ -

PASS THROUGH COSTS

Cost per page, single sided printing \$ 0.06

Training Cost Per Hour/Per Person \$ 42.00

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
Inbound	A	11:00-15:00	6,000-16,999	13.08	17,000-27,999	13.08	28,000-40,000	13.08
	B	15:01-20:00	1,400-3,599	17.20	3,600-5,799	17.20	5,800-8,000	17.20
	C	20:01-25:00	1,400-3,599	21.34	3,600-5,799	21.34	5,800-8,000	21.34
	D	25:01-30:00	1,400-3,599	25.46	3,600-5,799	25.46	5,800-8,000	25.46
	E	30:01-35:00	1,400-3,599	29.57	3,600-5,799	29.57	5,800-8,000	29.57
Outreach	A	8:00 -12:00	1,400-3,599	9.90	3,600-5,799	9.90	5,800-8,000	9.90
	B	12:01 - 16:00	1,400-3,599	13.20	3,600-5,799	13.20	5,800-8,000	13.20
	C	16:01 - 20:00	1,400-3,599	16.50	3,600-5,799	16.50	5,800-8,000	16.50
Back Office Processing	A	4:00-8:00	1,400-3,599	5.73	3,600-5,799	5.73	5,800-8,000	5.73
	B	8:01 - 12:00	1,400-3,599	8.39	3,600-5,799	8.39	5,800-8,000	8.39

	C	12:01-16:00	1,400-3,599	11.05	3,600-5,799	11.05	5,800-8,000	11.05
--	---	-------------	-------------	-------	-------------	-------	-------------	-------

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	13.47	17,000-27,999	13.47	28,000-40,000	13.47
	B	15:01-20:00	1,400-3,599	17.72	3,600-5,799	17.72	5,800-8,000	17.72
	C	20:01-25:00	1,400-3,599	21.98	3,600-5,799	21.98	5,800-8,000	21.98
	D	25:01-30:00	1,400-3,599	26.22	3,600-5,799	26.22	5,800-8,000	26.22
	E	30:01-35:00	1,400-3,599	30.46	3,600-5,799	30.46	5,800-8,000	30.46
Outreach	A	8:00 -12:00	1,400-3,599	10.20	3,600-5,799	10.20	5,800-8,000	10.20
	B	12:01 - 16:00	1,400-3,599	13.60	3,600-5,799	13.60	5,800-8,000	13.60
	C	16:01 - 20:00	1,400-3,599	17.00	3,600-5,799	17.00	5,800-8,000	17.00
Back Office Processing	A	4:00-8:00	1,400-3,599	5.90	3,600-5,799	5.90	5,800-8,000	5.90
	B	8:01 - 12:00	1,400-3,599	8.64	3,600-5,799	8.64	5,800-8,000	8.64
	C	12:01-16:00	1,400-3,599	11.38	3,600-5,799	11.38	5,800-8,000	11.38

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	13.88	17,000-27,999	13.88	28,000-40,000	13.88
	B	15:01-20:00	1,400-3,599	18.25	3,600-5,799	18.25	5,800-8,000	18.25
	C	20:01-25:00	1,400-3,599	22.64	3,600-5,799	22.64	5,800-8,000	22.64
	D	25:01-30:00	1,400-3,599	27.01	3,600-5,799	27.01	5,800-8,000	27.01
	E	30:01-35:00	1,400-3,599	31.37	3,600-5,799	31.37	5,800-8,000	31.37
Outreach	A	8:00 -12:00	1,400-3,599	10.50	3,600-5,799	10.50	5,800-8,000	10.50
	B	12:01 - 16:00	1,400-3,599	14.00	3,600-5,799	14.00	5,800-8,000	14.00
	C	16:01 - 20:00	1,400-3,599	17.50	3,600-5,799	17.50	5,800-8,000	17.50
Back Office Processing	A	4:00-8:00	1,400-3,599	6.08	3,600-5,799	6.08	5,800-8,000	6.08
	B	8:01 - 12:00	1,400-3,599	8.90	3,600-5,799	8.90	5,800-8,000	8.90
	C	12:01-16:00	1,400-3,599	11.72	3,600-5,799	11.72	5,800-8,000	11.72

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
Inbound	A	11:00-15:00	6,000-16,999	14.29	17,000-27,999	14.29	28,000-40,000	14.29
	B	15:01-20:00	1,400-3,599	18.79	3,600-5,799	18.79	5,800-8,000	18.79
	C	20:01-25:00	1,400-3,599	23.32	3,600-5,799	23.32	5,800-8,000	23.32
	D	25:01-30:00	1,400-3,599	27.82	3,600-5,799	27.82	5,800-8,000	27.82
	E	30:01-35:00	1,400-3,599	32.31	3,600-5,799	32.31	5,800-8,000	32.31
Outreach	A	8:00 -12:00	1,400-3,599	10.82	3,600-5,799	10.82	5,800-8,000	10.82
	B	12:01 - 16:00	1,400-3,599	14.42	3,600-5,799	14.42	5,800-8,000	14.42
	C	16:01 - 20:00	1,400-3,599	18.03	3,600-5,799	18.03	5,800-8,000	18.03
Back Office Processing	A	4:00-8:00	1,400-3,599	6.26	3,600-5,799	6.26	5,800-8,000	6.26
	B	8:01 - 12:00	1,400-3,599	9.17	3,600-5,799	9.17	5,800-8,000	9.17
	C	12:01-16:00	1,400-3,599	12.07	3,600-5,799	12.07	5,800-8,000	12.07

Per-unit rates are inclusive of all costs associated with completing each designated task with dependencies on the time it takes to complete each task. In addition, per-unit rates factor in variables such as the utilization rate of agents and processors, idle time, percentage of non-English calls, leadership ratios, and attrition. Costs are inclusive of the technology needed to support Nelnet's staff, as well as provide telephony and customer relationship management (CRM) solutions in support of DHHS processes. Nelnet has chosen to **waive the cost of implementation** based on the stated requirements within the solicitation; however, any changes to scope will require a supplemental review. The training cost per hour/per person is assumed to be the hourly rate for a training resource. While the class size may vary, the resource cost is provided in Attachment 4. Rates provided for the base term include compliance to current state and federal wage guidelines. Should state or federal law change the wage requirements for staff needed to complete the requirements of the contract, Nelnet will work with the State on impacts to cost and associate pricing schedules.