



Bid Price & Justification

For

State of Arkansas
Department of Human Services
Office of Procurement
700 Main Street
Little Rock, AR 72201

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Lake Charles, LA 70616

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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 (Unit Price x QTY)
1	24 HR TELEPHONE ANSWERING SERVICE	13500	Per minute (first minute)	\$0.54	\$7,290.00
2	24 HR TELEPHONE ANSWERING SERVICE	13500	Each additional minute	\$0.95	\$12,825.00
3	Operators	730	Hours		\$0.00
GRAND TOTAL					\$20,115.00

**Arkansas Department of Human Services
 Adult Maltreatment Hotline
 Telephone Answering Services
 Bid Number: 710-24-058
 Bid Submission Date: May 29, 2024, 1:00 PM CST**

Price Justification

We pay our agents a competitive wage and provide a benefit package that includes health insurance, disability insurance, dental insurance, vision insurance, vacation, sick leave, and a 401K Plan. The price quote in this bid is based upon agent labor cost plus benefit. A breakdown of agent expenses is provided below.

The rates proposed in this bid are valid for 120 days.

**Southwest Call Center, Inc
 AGENT COST PER HOUR**

(Based upon 1st Quarter 2024 Salary Budget)

Hourly Pay		<u>Avg Wage</u>	
Base Pay	40	Hours	\$ 18.23
	51	Weeks	729.20
24 Average # Employees			51

			37,189.20
Vacation Pay	40	Hours	\$ 18.23
Holiday Premium (12 Holidays at 1 1/2)	0	\$	9.12
Holiday Premium (4 Holidays at 2x)	32	Hours	\$ 18.23
			583.36

Average Annual Wage Estimate, per employee			38,501.76
 Employee Benefits			
Health/Dental/Vision Insurance		\$	3,863.33
Retirement		\$	1,921.50
Other Insurance - Disability and Life		\$	2,356.50
Taxes, Medicare, Social Security		\$	7,610.33
Total Benefits and Taxes, per employee			15,751.67
 Total SWCC Employee Cost - average per rep			 54,253.43
 Adjusted Hourly Cost, per rep	 2040		 26.59