

**PRICE PROPOSAL SHEET
RFP 050R4800165 CALL CENTER**

**FUNCTIONAL AREA ONE MONTHLY FULLY-LOADED TOTAL
FULLY LOADED ESTIMATE flat fee per call
General Call Center
flat fee per call**

Under 1,000,000calls/yr

over 1,000,000calls /yr

Maryland General 136 X_____ =_____

Information

DBM Central Collections 1,750 X_____ =_____

DHMH 4,500 X_____ =_____

DHR Constituent 8,000 X_____ =_____

DHR Child Support 68,000 X_____ =_____

Office of Public Defender 1,200 X_____ =_____

GRAND TOTAL =====

OPTION: SURVEY \$_____ /Question

\$_____

Fulfillment Services:

Mailing: \$ /piece

