

**Avaltroni, Robert**

**From:** Smyth, Virginia  
**Sent:** Tuesday, May 14, 2002 7:30 PM  
**To:** Fenves, Carol; Erdfarb, Stuart  
**Cc:** Avaltroni, Robert; Gilsenan, Michael (ex)  
**Subject:** Call Center Bid Sheet

As per your suggestion, I contacted 3 of the 5 vendors in order to conduct market research to assist in setting up the bid sheet. While one vendor recommended itemizing each monthly item as a billable item (similar to the first draft) the other two firms highly recommended formats as drafted below. Both advised it would be the most cost effective for the city because the major item would be the cost of calls per minute and we would only be billed for what is used. I think we are getting closer. Let me know what you think. I'll talk to you in the morning.



call center budget 2.xls

**Call Center Bid Sheet**  
**Project # WTC-CALL**

| Item Description          | Unit Price  | Unit   | Estimated Quantity | Cost         |
|---------------------------|-------------|--------|--------------------|--------------|
| Set Up Fee                | \$10,000.00 | ea     | 1                  | \$10,000.00  |
| Fixed Management Fee      | \$8,000.00  | month  | 12                 | \$96,000.00  |
| Call Rate                 | \$0.70      | minute | 350,000            | \$245,000.00 |
| Distribution of Materials | \$1.50      | ea     | 3,000              | \$4,500.00   |
| Total Bid                 |             |        |                    | \$355,500.00 |

(account set up costs including phone lines, training, etc. for operational call center)

Fixed Management Fee includes the normal monthly fees for call center manager, toll free numbers script updates, data management and daily reporting.