



Supply Chain
 1800 N.W. 49th Street
 Fort Lauderdale, Florida 33309

RFQ Virtual Opening Date: Tuesday, November 16, 2021
 Location: Microsoft Teams
 Project Name: Scheduling Service Support for Centralized Access
 RFQ

Contractor's Name and Address	Pricing per Call per Minute (Up to Five minutes)	Cost per Additional Minute (after five minutes)
Access Healthcare 4300 Alpha Road Suite 200 Dallas, TX 75244	Pricing with 75% Staff Utilization Off Shore (Philippines): \$0.320 Pricing with 65% Staff Utilization Off Shore (Philippines): \$0.360	Pricing with 75% Staff Utilization Off Shore (Philippines): \$0.290 Pricing with 65% Staff Utilization Off Shore (Philippines): \$0.330
Call 4 Health 2855 S. Congress Ave. Suite A Delray Beach, FL 33445	Call 4 Health's pricing model is based on total talk time per billing period (4 weeks). In plan minutes cost \$0.94, out of plan minutes cost \$0.98. Additional Usage <ul style="list-style-type: none"> •Operator Minutes (Answering Service) \$0.98 per minute •Administrative Assistance Minutes (Above Incl.) \$2.50 per minute •Secure Text Messaging \$7.50 per user •Batching (If Ordered) \$0.50 per minute •Holiday Charge (Appointment Scheduling) \$1,179.00 per holiday outlined above •EHR Data Entry \$2.50 per call •Additional Training \$18.00 per hour •Language Interpretation Services (If Ordered) \$2.00 per minute 	Call 4 Health's pricing model is based on total talk time per billing period (4 weeks). In plan minutes cost \$0.94, out of plan minutes cost \$0.98. Additional Usage <ul style="list-style-type: none"> •Operator Minutes (Answering Service) \$0.98 per minute •Administrative Assistance Minutes (Above Incl.) \$2.50 per minute •Secure Text Messaging \$7.50 per user •Batching (If Ordered) \$0.50 per minute •Holiday Charge (Appointment Scheduling) \$1,179.00 per holiday outlined above •EHR Data Entry \$2.50 per call •Additional Training \$18.00 per hour •Language Interpretation Services (If Ordered) \$2.00 per minute
Envera Health 1001 Haxall Point, Suite 1B Richmond, VA 23219	\$1.30 PPM	\$1.50 PPM
Magellan Solutions USA 100 Old Country Road Suite H Brisbane, CA 94005	MSUSA is proposing the below fee structure: \$0.88 per minute \$8,000 Monthly Management Fee \$4,000 Monthly QA Fee \$400 Remote Agent Technology Fee per Agent	There is no price accelerated for usage over the forecast.
TAS United 2819 Woodcliffe Street #100 San Antonio, TX 78230	Time Based Proposal <ul style="list-style-type: none"> •Base Package Cost Per Minute \$0.98 •Account Setup (Per Hour) \$95.00 •Custom IS Programming/NextGen Integration (per hour) \$45.00 •Call Patching (per patch) \$1.00 Dedicated Seat Proposal <ul style="list-style-type: none"> •Dedicated Agent per seat, per hour Agents TBD Hours per Day 11 Days per Week 5 Base Price \$34.00 Training Charge per seat, per hour \$25.00 Account Setup (One-Time Fee) \$1,000.00 Management Fee 8% of Monthly Rate TBD	Time Based Proposal: \$1.10 Dedicated Seat Proposal: N/A