



Proposal for Services

5/11/18

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Project Proposal

Objective:

Handle incoming calls for City of Peoria from customers questioning their new utility bill.

Details:

- Total of approx. 42,000 customers, anticipating 100 calls per day
- Average handle time of 5 minutes per call
- Timeframe would be July-September, possibly longer if needed
- Hours of Operation for Peoria site would be 10:00 – 8:30pm M-F and Sat 9:30-6. Other sites are 9:00-9:00pm M-F and Sat 9:00-5:30.
- Voicemail or callback system could be set up for calls outside of hours of operation
- Straight Forward would be provided with materials and training prior to launch.

Projected Start Date: TBD

Cost of Services:

Straight Forward's inbound service can be billed with dedicated staff at \$28 per logged hour or per handled minute at \$.60/minute.

There is a one time program set up fee of \$1000.

Training costs are billed at \$18 per advisor hour.

Invoices are sent bi-monthly on the 1st and 16th of every month and are net 30 days payment.

