**CUSTOMER SERVICE CENTER (CSC) RFP**

**SOLICITATION #: OS/CSC-15-001-S**

**QUESTIONS and RESPONSES: SERIES 7**

**September 5, 2014**

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| **Question #** | **RFP Section** | **RFP Page** | **Question / Response** |
| 288. | Pricing Form |  | The headers in Column C of the pricing template requests the “Fully Loaded Fixed Price Per Month”.  Can the Government please clarify if this is a “per transaction” rate, which is then multiplied by the monthly volume times 12 (for annual volume) to derive the annual price in column D? |
| Response |  |  | Yes. The formula is displayed when the cursor is placed in the cell for the Yearly Price. |