



Brown v Progressive Settlement Admin

Email or Postcard Notice

Project Requirements and Estimated Volumes

Total Notice Population	162,000
Email Notice Population	150,000
Percentage of Undeliverable email	8%
Mail Notice Population	12,000
Percentage of Undeliverable mail	5%
Toll-Free Phone with IVR	Yes
Contact Center Agent Support	No
Informational Website	Yes
Digital Payment Percentage	15%
Case Duration (Months)	9
Mailing Packet Content	Email or single postcard

Summary Estimate

Data Standardization and Class Notice	\$	16,623
Project Management and Reporting	\$	32,300
Website	\$	4,025
Toll-Free Call Center (IVR)	\$	8,334
Distribution and Fund Management	\$	56,209
Postage and Expenses	\$	107,024
Total Estimate	\$	<u>227,505</u>

**Detailed Estimate****Brown v Progressive Settlement Admin**

Activity	Unit	Rate	Volume	Amount
Data Standardization and Class Notice				
Import and Standardize Data*	Per File	\$ 1,000	1	\$ 1,000
Data Analyst	Per Hour	\$ 150	32	\$ 4,800
Forms Set-up and Mailing Coordination	Per Layout	\$ 500	4	\$ 2,000
Email Notice Setup	One-Time Fee	\$ 500	1	\$ 500
Email Notice	Per Email	\$ 0.02	150,000	\$ 3,000
Record Undeliverable Email	Per Piece	\$ 0.025	12,000	\$ 300
NCOA Address Update (\$500 minimum)	Per 1,000	\$ 3.00	24	\$ 500
Print/Mail Notice	Printed as Lot	\$ 0.160	24,000	\$ 3,840
Record Undeliverable Mail	Per Piece	\$ 0.29	1,200	\$ 348
Enter Change of Address - Postal Forward	Per Address	\$ 0.45	60	\$ 27
Address Research 1M-3M	Per input	\$ 0.12	1,140	\$ 137
Notice Remails	Per Piece	\$ 0.25	684	\$ 171
Detailed Notice Request Fulfillment	Per Piece	\$ 1.50	-	\$ -
*Data provided must meet Epiq data standards. Epiq can standardize data at additional cost of \$165/hr.				\$ 16,623

Project Management and Reporting

Project Manager	Per Hour	\$ 150	90	\$ 13,500
Project Coordinator	Per Hour	\$ 100	140	\$ 14,000
Data Analyst and Reporting	Per Hour	\$ 150	32	\$ 4,800
				\$ 32,300

Website

Static Website Deployment and Testing	Per Language	\$ 2,000	1	\$ 2,000
Website Hosting	Per Month	\$ 225	9	\$ 2,025
				\$ 4,025

Toll-Free Call Center (IVR)

IVR Configuration and Recording	Per Language	\$ 2,000	1	\$ 2,000
IVR Maintenance Fee	Per Month	\$ 225	9	\$ 2,025
IVR Minutes of Use	Per Minute	\$ 0.19	22,680	\$ 4,309
Notice Request Transcription	Per Record	\$ 1.95		\$ -
Message Recording Fee (IVR Script Change)	Per Hour	\$ 125	-	\$ -
				\$ 8,334



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Activity	Unit	Rate	Volume	Amount
Opt-out Processing and Class Support				
Quality Assurance	Per Hour	\$ 85	6	\$ 510
Claimant Notification Letters	Per Letter	\$ 0.75	-	\$ -
Correspondence Review and Response	Per Hour	\$ 65	32	\$ 2,080
Opt Out and Objection Reporting	Per Document	\$ 10.00	40	\$ 400
				\$ 2,990
Distribution and Fund Management				
Escrow Management	Per Year	\$ 3,500		As incurred
Programming Distribution Calculation	Per Hour	\$ 150		\$ -
Payment Run Coordination (w/2 Reissue Runs)	Per Hour	\$ 65	40	\$ 2,600
Account Management and Reconciliation	Per Hour	\$ 85	40	\$ 3,400
EpiqPay Digital Payments	Per Payment	\$ 0.31	24,300	\$ 7,533
Print 1-image Paper Check with Stub	Per Check	\$ 0.31	137,666	\$ 42,676
Wire Payments	Per Wire	\$ 25	-	\$ -
TIN Matching - IRS Verification of SSNs	Per TIN	\$ 0.50	-	\$ -
Print Form 1099-MISC	Per Form	\$ 0.50	-	\$ -
				\$ 56,209
Postage and Expenses				
Post Office Box - Dedicated	Per 6 Months	\$ 800		WAIVED
Postage* - Notice/Letter/Paper Checks	Blended Total			\$ 104,474
Postage* - Form 1099s	Per Piece		-	\$ -
Photocopies, Delivery and Box Storage	As Used			\$ 150
Translation	As Used			\$ -
Bank Fees - Account	Per Month	\$ 150	6	\$ 900
Settlement Fund (QSF) Income Tax Return	Per Year	\$ 1,500	1	\$ 1,500
				\$ 107,024
				\$ 107,024
Total Estimated Costs				\$ 227,505

*Discounted rates as applicable



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Activity	Unit	Rate	Volume	Amount
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Estimate does not include sales tax where applicable.

Standard Rates

Clerical and Data Entry	\$	50.00		
Contact Center (Dedicated)	\$	55.00		
Contact Center (Shared Per Minute)	\$	1.15		
Claims Analyst/Check & Mailing Coordinators	\$	65.00		
Correspondence	\$	65.00		
Claims Specialist/Account Reconciliation	\$	85.00		
Project Coordinator	\$	110.00		
Project Specialist/Contract Attorney	\$	125.00		
Data Analyst and Reporting	\$	165.00		
Disbursement/Contact Center Manager	\$	175.00		
Project Manager	\$	175.00		
Sr. Project Manager/Software Engineer	\$	195.00		
Project Director/Solutions Architect	\$	250.00		
Client Services Managers	\$	275.00		
Vice President/Sr. Solutions Architect	\$	325.00		
Executive Management and Testimony	\$	450.00		
Photocopy or Image	\$	0.12		
Box Storage (Per Box/Per Month)	\$	10.00		
Long Distance, Per Minute			As Used	

Estimate Valid Until: 5/11/2025