

EXHIBIT 1: CONTRACTOR PAY RATE

ITEM	DESCRIPTION	UNIT	PRICE FY 17	PRICE FY 18
<p align="center">Dedicated Alamo Colleges Agent</p> <p>Billed time on staffed hours, which reflects all hours worked by an agent including breaks or auxiliary time</p>	<p align="center">Providing the services outlined</p>	<p align="center">Rate Per Hour Base</p>	\$26.75	\$28.00
		<p align="center">Certified</p>	\$27.75	\$29.00
<p align="center">Dedicated Alamo Colleges Team Lead</p> <p>Billed time on staffed hours, which reflects all hours worked by a Team Lead including breaks or auxiliary time</p>	<p align="center">Providing the services outlined</p>	<p align="center">Rate Per Hour</p>	\$28.25	\$29.50
<p align="center">Dedicated Alamo College - Agent Training</p>	<p>Contractor provided training hours for any ongoing training as directed by the Alamo Colleges. For the avoidance of doubt, Alamo Colleges Directed Agent Training Hours do not include any new hire training that is a result of attrition.</p>	<p align="center">Rate Per Hour per Agent</p>	\$24.00	\$24.00
<p align="center">Holiday Rate</p>	<p>Holiday Rate will be in effect if reps are required to work on a contractor holiday. Holiday schedule will be provided to Alamo at the beginning of each year.</p>	<p align="center">Rate Per Hour per Agent</p>	1.5x Agent or Team Lead Rate	1.5 Agent or Team Lead Rate
<p align="center">Oracle Sessions</p>	<p>An Oracle Session is defined as a single 15-minute time period of web visit activity or knowledge interaction activity.</p> <ul style="list-style-type: none"> • Sessions will apply to activities within the external KBs and chat sessions • 1 Session = up to 15 minutes of activity • Each paid Oracle Service Cloud license will include a bundled 500 sessions per month. • Unused sessions do not carry over to the next month 	<p align="center">Rate Per Session</p> <p>Calculation: Number of billable sessions per month = Total number of sessions – (500 included sessions x total number of Oracle licenses purchased for month) Alamo Colleges will be responsible to pay the number of billable sessions in excess of 500 per month</p>	\$0.05	\$0.05