

Business Process Outsourcing (BPO)

Cost of Service

Service offering	Service	Time in Hours	Cost / Hour
Strategy	In Depth	72	3472
Strategy	Express	36	2778
Capacity Building	Sales	12	4167
Capacity Building	Customer Service	12	4167
Capacity Building	Operations Design	12	4167
Capacity Building	Performance Management	12	4167
Finance & Accounting	Bookkeeping	16	625
Finance & Accounting	Data Entry	16	312
Finance & Accounting	Basic Accounting	16	938
Client Service	Project Management	24	2083
Client Service	Account Management	24	2083
Client Service	Customer Support	24	1042
Monitoring & Evaluation	M&E	36	5000
HR Recruitment	Selection & Onboarding Junior roles ~ Kshs 50,000	25% Salary	
HR Recruitment	Selection & Onboarding Senior roles ~ Kshs 100,000	30% Salary	
HR Recruitment	Recruitment Junior roles < Kshs 100,000	One of Fee - Kshs 15,000	
HR Recruitment	Recruitment Senior roles > Kshs 100,000	One of Fee - Kshs 20,000	
Sales & BD	Business Development	100	600
Sales & BD	Sales	100	400
Content Management	Content Development Basic	20	750
Content Management	Content Development Advanced	20	1000
Content Management	Social Media Management Basic	20	1000
Content Management	Social Media Management Advanced	20	1000
Technology Support	Dev Support	24	625
Technology Support	Product Development	80	500
Community Management	Network Recruitment	80	625