

Typical Costs for Setting Up a BPO Company

The typical costs related to setting up a BPO company in Barbados are as follows:

Steps to Setting up ICT Entity	Cost (US\$)
Government - Incorporation fees	Approximately 400
Foreign Currency Permit application fee	125
Foreign Currency Permit fee (on approval of application)	500
Annual Foreign Currency Permit renewal fee	500
Professional Service Provider Fees - Incorporation	1,500 – 3,000

Typical Costs for Operating a BPO Company

Barbados' BPO sector offers competitive operating costs and the following should be taken into consideration:

Direct Labor	Cost (US\$) Per Hour
Data Entry Operator (trainee)	4.25 - 5.00
Data Entry Operator (skilled)	4.50 - 6.00
Customer Service Representative	6.00 - 12.00
Insurance Claims Processor	6.00 - 9.00
Supervisor	7.50 – 17.00

Typical Costs for Operating a BPO Company

Indirect Labour	Cost (US\$) Per Month
Manager	1,500 - 3,000
General Manager	3,500 - 5,000
Systems Analyst/Programmer	1,300 - 5,000
Account Manager	1,000 - 2,000
Agent	1,000 - 1,500

NB: National Insurance Contributions (Social Security Contributions), as well as pay for vacation and public holidays are additional costs.

Facility Costs (Government Owned)	Cost (US\$)
Operating Space	13 -15 per sq. ft. per annum
Building insurance & taxes	No Cost
Heating	No Cost
Air Conditioning	4.15 per sq. ft. per annum

The Government of Barbados actively encourages foreign investment in the BPO/ICT sector and is working proactively with private enterprise to develop the sector into a vibrant engine of growth.