1. Instructions

Vendor: *Microsoft Corporation*

Please refer to the RFP document for details describing the services and scope of the solution in accordance with this Cost Workbook. In addition to the items below, the Agency expects Vendors to review the Cost Proposal Instructions in the RFP.

No.	Instructions	Location
1	This Microsoft Excel Cost Workbook contains multiple worksheets designed to provide a robust understanding of the costing models used by the Vendor. Use of this Cost Workbook is essential for the Agency to evaluate the Vendor's proposal, and the Vendor must use this form in preparing its pricing response to this RFP.	All tabs
2	Completion of the Cost Workbook is mandatory. Any cost-related data including the completed Cost Workbook must only be submitted with Package 2: Cost Proposal as per the RFP.	All tabs
3	The worksheet labeled TOC (Table of Contents) contains brief descriptions of each spreadsheet, as well as convenient one-click navigation of the Cost Workbook. Vendors must enter their "Vendor Name" in each worksheet.	All tabs
4	Each worksheet is designed to elicit specific pricing information related to the RFP. If the Vendor's typical pricing model does not normally charge for a specific element provided within this workbook, then please provide a statement in the "Cost Assumptions" tab regarding the Vendor's methodology of charging for that element (e.g., not applicable, no additional charge).	All tabs
5	The "Cost Summary" tab will be automatically calculated using the information entered on the other worksheets. Vendor must not change or modify content on this tab.	2. Cost Summary
6	The Agency will use the "Labor Rates" supplied by the Vendor as a rate card for all future change requests during Implementation or Maintenance and Operations.	3. Labor Rates
7	Project deliverables will be charged using a firm-fixed-price. It is expected that the proposed cost per effort or deliverable is **all inclusive of initial submission and any updates or maintenance required.** Payments will be made using a deliverables-based approach and include retainage.	4. Project Deliverables
8	The list of efforts and deliverables provided in this document are deliverables the Agency has identified as critical for the solution. All tasks associated with the implementation services proposed must be included in the total one-time cost for that service.	4. Project Deliverables
9	Licensing or Subscription costs must be entered in this worksheet. Vendor should zero fill any cells for which no cost is proposed.	5. Licensing-Subscription
11	The Vendor should provide details pertaining to the assumptions, expectations, and performance parameters that have been used as the basis for the pricing. Please note that the Vendor's response to this Cost Workbook will not be considered an actual commitment to perform the project, but WILL BE considered a costing model and pricing structure commitment, if it is the selected Vendor.	6. Assumptions

Table of Contents

Vendor Name: *Microsoft Corporation*

Worksheet Title/Hyperlink	Description
1. Instructions	Instructions for completing the Cost Workbook in accordance with the RFP.
2. Cost Summary	Worksheet that summarizes total proposed costs. Vendors have no enterable fields on this tab.
3. Labor Rates	Worksheet for Vendor to itemize hourly rate structures for proposed project staff.
4. Project Deliverables	Worksheet describing project deliverables during implementation and maintenance.
5. Licensing-Subscription	Worksheet for Vendor to itemize software maintenance, enhancement, not-to-exceed, and help desk costs.
6. Assumptions	Worksheet for Vendor to itemize all assumptions upon which its pricing is dependent.

Appendix C: Cost Workbook

Vendor: *Microsoft Corporation*

Notes
The costs on this worksheet will be automatically calculated using the information entered on the other worksheets. It is the responsibility of the Vendor to ensure spreadsheet calculations are correct.

Total Cost Summary

Description	Implementation Years 1-2	Maintenance & Operations - Base Term Year 3	Year 4	Year 5	Optional Term 1 Year 6**	Optional Term 2 Year 7**	Optional Term 3 Year 8**	Total Costs
Project Deliverables & Project Management	$ 2,740,784.00							$ 2,740,784.00
Licensing - Subscription*	$ 1,350,670.32	$ 948,937.96	$ 994,384.07	$ 1,043,001.86	$ 1,094,902.32	$ 1,149,197.45	$ 1,207,007.30	$ 7,788,101.26
Total	$ 4,091,454.32	$ 948,937.96	$ 994,384.07	$ 1,043,001.86	$ 1,094,902.32	$ 1,149,197.45	$ 1,207,007.30	$ 10,528,885.27

*Note: The price and payments quoted in this document are provided under the express written authorization of your selected Licensing Solution Partner ("Crayon") and for budget and planning purposes only. Final price and payments will vary depending on the terms and conditions of a definitive agreement for purchase and is negotiated solely between you and your Licensing Solution Partner. Microsoft makes no representation or warranty as to the price and payment quotes in this document and is not bound by these quotes. *This is only applicable to Subscription costs and not M&O* .

**The pricing for the requested three optional years (years 6-8) of Maintenance & Operations (M&O) in our response should be regarded as a budgetary estimate only. Consequently, the three-year M&O estimate represents a rough order of magnitude and does not constitute a formal binding proposal from Microsoft. Microsoft reserves the right to adjust the pricing and terms of this estimate as necessary to reflect any changes in market conditions, costs, or other relevant factors.

Upon careful review of this RFP, our proposal reflects our understanding of the scope and complexity associated with the Child Welfare Mobile Application Communication Software. Please note that our project has identified certain risks which have influenced our pricing. However, we believe that through further discussions, we can mitigate these risks and subsequently adjust our pricing. We look forward to continuing our discussions to better address your needs.

Appendix C: Cost Workbook
Vendor: *Microsoft Corporation*

Implementation Services
Hourly Rates

Staff Position	Rate
Account Manager	$ 571.29
Project Manager	$ 433.29
Business Lead	$ 463.29
Technical Lead	$ -
Implementation Manager	$ -
Operations Manager (M&O)	$ -
Quality Assurance Manager	$ 463.29
Testing Manager	$ -
Information Security Architect/Privacy Data Protection Officer	$ -
Sr. Consultant	$ 433.29
Architect, UX, Dev Lead, Developers, Release Mgr, TQA	$ 115.29
Consultant	$ 373.29
Security Architect	$ 523.29
Training Lead	$ 209.40
Senior Training Specialist	$ 188.15

Maintenance and Operations Services
Hourly Rates

Staff Position	Year 1	Year 2*	Year 3*	Year 4*	Year 5*	Year 6**	Year 7**	Year 8**
Account Manager	$ 571.29	$ 599.85	$ 629.85	$ 661.34	$ 694.41	$ 729.13	$ 765.58	$ 803.86
Project Manager	$ 433.29	$ 454.95	$ 477.70	$ 501.59	$ 526.67	$ 553.00	$ 580.65	$ 609.68
Business Lead	$ 463.29	$ 486.45	$ 510.78	$ 536.32	$ 563.13	$ 591.29	$ 620.85	$ 651.90
Technical Lead	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Implementation Manager	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Operations Manager (M&O)	$ 163.18	$ 281.80	$ 294.38	$ 308.34	$ 323.34	$ 339.41	$ 356.21	$ 374.15
Quality Assurance Manager		$ -	$ -	$ -	$ -	$ -	$ -	$ -
Testing Manager		$ -	$ -	$ -	$ -	$ -	$ -	$ -
Information Security Architect/Privacy Data Protection Officer		$ -	$ -	$ -	$ -	$ -	$ -	$ -
Sr. Consultant		$ -	$ -	$ -	$ -	$ -	$ -	$ -
Architect, UX, Dev Lead, Developers, Release Mgr, TQA	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Consultant		$ -	$ -	$ -	$ -	$ -	$ -	$ -
Security Architect		$ -	$ -	$ -	$ -	$ -	$ -	$ -
Training Lead	$ 209.40	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Senior Training Specialist	$ 188.15							
M&O Analyst	$ 52.58	94.87	99.20	103.91	108.96	114.38	120.04	126.09
M&O Arch	$ 90.65	156.56	163.54	171.30	179.63	188.56	197.89	207.86
M&O Cons	$ 57.01	100.20	104.67	109.63	114.96	120.68	126.65	133.02
M&O Sr. Dev	$ 81.39	140.90	147.19	154.17	161.67	169.70	178.10	187.07
M&O Tester	43.51	88.3	92.24	96.61	101.31	106.35	111.61	117.23

Notes

This tab must be used to provide contractor/subcontractor hourly labor rates for the various classifications and grades of personnel. Applicable purchase, delivery, tax, services, safety, license, travel, per diem, Vendor's staff training, project facility, and any other expenses associated with the delivery and implementation of the proposed items must be included in the Vendor's costs and fixed hourly rates.

The Agency will use the "Labor Rates" supplied by the Vendor as a rate card for all future change requests during Implementation or Maintenance and Operations.

Vendor may include additional roles to describe the various classifications and grades of its personnel. Vendors may insert additional rows as required (e.g., a Senior-Level Programmer and a Junior-Level Programmer require two separate rows).

*The Unit Price has a 5% uplift over the Base Year 1 Unit Price for estimation purposes, however West Virginia shall only pay the lesser of 5% or the then current Microsoft U.S. Published Price List.

Project Deliverables					
Instructions The Agency has included required efforts and deliverables, but Vendors should add any additional deliverables that will be part of each effort and may reorder and renumber efforts or deliverables as needed. The Agency has also included a phased approach to the implementation of the communication system. **The Agency will retain 10% of each payment milestone until system acceptance and Phase 2 transition to Operational Support.**		**Total Cost**	**Deliverable Cost**	**Estimated Hours to Complete**	**Estimated Completion Date**
Project Planning					
Payment Milestone 1: Project Planning Complete		$ 274,843.61			
D001	Project Kick-off Meeting		$ 68,710.90	186.00	W1
D002	Final Project Management Plan		$ 68,710.90	186.00	W3
D003	Requirements Refinement and Gap Analysis		$ 68,710.90	186.00	W3
D004	Implementation Plan		$ 68,710.90	186.00	W3
D005	*Vendor to add other deliverables as needed*				
Phase 1 Implementation					
Payment Milestone 2: Phase 1 System Go-Live		$ 2,314,567.54			
D006	Installation and Environmental Setup		$ 296,210.39	1,267.69	W4
D007	Configuration and Customization		$ 632,420.78	2,535.38	W16
D008	Interface Design and Development		$ 316,210.39	1,267.69	W16
D009	Testing and Quality Assurance (including User Acceptance Testing [UAT])		$ 316,210.39	1,267.69	W20
D010	Development of Video-Based Training and Materials		$ 139,600.00		W21
D011	Tracking Video-Based Training Completion		$ 139,600.00		W22
D012	Go-Live Readiness Assessment		$ 158,105.20	633.85	W20
D013	Go-Live Support		$ 158,105.20	633.85	W22
D014	Go-Live Event		$ 158,105.20	633.85	W21
D015	*Vendor to add other deliverables as needed*			-	
				-	
				-	
Payment Milestone 3: Phase 1 System Post-Go-Live Support (90 days after Go-Live)		$ -			
D016	Post-Go-Live Support (Transition to Operational Support)				
D017	*Vendor to add other deliverables as needed*		$ -		
			$ -		
Phase 2 Implementation					
Payment Milestone 4: Phase 2 System Go-Live		$ -			
D018	Configuration and Customization		$ -		
D019	Interface Design and Development		$ -		
D020	Testing and Quality Assurance (including User Acceptance Testing [UAT])		$ -		
D021	Development of Video-Based Training and Materials		$ -		
D022	Tracking Video-Based Training Completion		$ -		
D023	Go-Live Readiness Assessment		$ -		
D024	Go-Live Support		$ -		
D025	Go-Live Event		$ -		
D026	*Vendor to add other deliverables as needed*		$ -		
			$ -		
Payment Milestone 5: Phase 2 System Post-Go-Live Support (90 days after Go-Live)		$ -			
D027	Post-Go-Live Support (Transition to Operational Support)		$ -		
D028	*Vendor to add other deliverables as needed*		$ -		
			$ -		
Additional Vendor Proposed Deliverables		$ 151,372.85			
	M&O Year 1 Administrative Cost		$ 151,372.85		
	Other (specify)		$ -		
	Other (specify)		$ -		
	Other (specify)		$ -		
	Other (specify)		$ -		
	Total Implementation Costs	$ 2,740,784.00			

Appendix C: Cost Workbook

Vendor: *Microsoft Corporation*

Vendor must provide a response in each cost cell of this worksheet.

	Licensing or Subscription Costs							
	Implementation		Maintenance & Operations - Base Term			Optional Term 1	Optional Term 2	Optional Term 3
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
Licensing								
Hosting								
Maintenance and Support	$ 286,112.00	$ 742,708.32	$ 775,845.46	$ 812,636.94	$ 852,167.38	$ 894,526.11	$ 938,802.43	$ 986,092.53
Subscription*	$ 157,000.00	$ 164,850.00	$ 173,092.50	$ 181,747.13	$ 190,834.48	$ 200,376.21	$ 210,395.02	$ 220,914.77
Total Licensing or Subscription Costs	$ 443,112.00	$ 907,558.32	$ 948,937.96	$ 994,384.07	$ 1,043,001.86	$ 1,094,902.32	$ 1,149,197.45	$ 1,207,007.30

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Appendix C: Cost Workbook
Vendor: *Microsoft Corporation*

Item #	Attachment	Attachment Section or Page	Description	Rationale	Cost Impact If Assumption is Invalid	
1	Technical Response	Overall	Implementation model proposed is for a single phase, therefore no Phase 2 deliverables are quoted/priced.	Microsoft experience with these implementation along with the defined approech model that a single Phase implementation would be the most appropriate for the engagement	TBD*	
2	Attachment C	#3 Labor Rates	Labor Rates are fully burdened inclusive of Risk Reserve	The costing model approach here requires this to be incorporated.	TBD*	
3	Attachment C	#2 Cost Summary	Implmentation and M&O costs do not include travel.	Travel will be mutally agreed between both parties and billed on actuals.	TBD*	
4	Technical Response	Section 6 Assumptions	Refer to Section 6 for further detailed project assumptions.	This detailed list of assumptions constitute the bounds and constraints Microsoft has incorporated to determine our implentation and M&O pricing.	TBD*	
5					$	-
6					$	-
7					$	-
8					$	-
9					$	-
10					$	-
11					$	-
12					$	-
13					$	-
14					$	-
15					$	-
16					$	-
17					$	-
18					$	-
19					$	-
20					$	-

*TBD Note: Any deviation from any of the assumptions referenced here are subject to evaluation via the Change Management Process.

Notes
The Vendor is required to state all assumptions upon which its pricing is being determined. Insert as many lines as necessary to ensure all concerns are accurately expressed. Assumptions shall not conflict with the Terms and Conditions or Mandatory Requirements of this RFP.

The Vendor should provide pricing consistent with the following:
- Apply the pricing in accordance with the Terms and Conditions and Mandatory Requirements of the RFP.
- Clearly identify and explain all of the pricing assumptions made, upon which pricing is predicated including the cost/pricing impact if the assumption is invalid.
- State if any charge is subject to Special Conditions, and clearly specify those conditions and quantify their impact upon the charges.