ORIGINAL

Prepared for:

West Virginia Department of Health and Human Services

Response to Request for Cost Proposal

Electronic Vital Record System (EVRS) Implementation

CRFP EHP1900000002

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Attachment E – Cost Proposal

A completed *Attachment E – Cost Proposal* follows this page.

Attachment E - Cost Proposal
RFP EHP1900000002

COST PROPOSAL INSTRUCTIONS
1. Respondents must provide proposed costs by populating all **yellow-shaded cells** in this workbook.
2. The Cost Proposal must be submitted on paper in a seperate sealed envelope. Any attempts to manipulate the format of the Cost Proposal template, attach caveats to pricing, or submit pricing that deviates from the current format will put the Respondent's proposal at risk.
3. The proposed costs, detailed in this workbook shall indicate the proposed price for all software and services defined in the Scope of Work of the RFP (application and services) for the total contract period. Please include all costs directly associated with each deliverable. This includes travel, staffing, office supplies, and incidentals incurred as a direct result of satisfying the deliverable.
4. The proposed cost and the submitted technical proposal associated with this cost shall remain valid for at least 180 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any resulting contract between the Offeror and the State. All monetary amounts shall be in U.S. currency and limited to two (2) places to the right of the decimal point.

Attachment E - Cost Proposal
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Please provide the software application module cost in the table below

Offeror Legal Entity Name:	Netsmart Technologies, Inc.
Software Application Module	**Proposed Cost**
Electronic Death Registration (EDRS)	$ 132,074.56
Point of Sale (POS)	$ 130,845.06
Sub Total Phase 1	**$ 262,919.62**
Electronic Birth Registration (EBRS)	$ 129,274.00
Fetal Death	$ 74,915.00
Sub Total Phase 2	$ 204,189.00
Induced Termination of Pregnancy (ITOP)	$53,457.50
Sub Total Phase 3	**53,457.50**
Total Software Application Costs	**$ 520,566.12**

The deliverable payment schedule below will be repeated for each phase:

5% Upon completion and state acceptance of the Project Plan and Schedule for the phase
10% Upon completion and state acceptance of phase gap analysis
10% Upon completion and state acceptance of demonstration of phase configured solution
5% Upon completion and state acceptance of conversion of phase legacy data files, and reference tables
20% Upon completion and state acceptance of final phase module(s) after phase UAT
10% Upon completion and state acceptance of phase application training for state users
10% Upon completion and state acceptance of user and technical documentation for the phase
15% Upon completion and state acceptance of successful phase pilot
15% Upon completion and state acceptance of successful phase go live

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Please provide the cost of consulting services as they pertain to each milestone in **PHASE 1,**

Milestone #	Milestone Name	Cost	
1	Planning and Administration	$	83,481.43
2	Confirmation of Business and System Requirements	$	80,713.77
3	Implementation of Technical Environment	$	57,589.22
4	Design and Configuration of Proposed Solution	$	457,137.66
5	Data Conversion and Migration	$	137,676.62
6	User Acceptance Testing (UAT)	$	75,892.21
7	Training	$	127,676.62
8	Documentation	$	75,892.21
9	Parallel Pilot	$	75,892.21
10	Production Implementation	$	75,892.21
Total Cost of Consulting Services Phase 1		$	1,247,844.16

Please provide the cost of consulting services in the table below for **Phase 2**

Milestone #	Milestone Name	Cost	
1	Planning and Administration	$	51,335.44
2	Confirmation of Business and System Requirements	$	37,334.86
3	Implementation of Technical Environment	$	4,666.86
4	Design and Configuration of Proposed Solution	$	223,348.64
5	Data Conversion and Migration	$	90,005.74
6	User Acceptance Testing (UAT)	$	46,668.58
7	Training	$	90,005.74
8	Documentation	$	46,668.58
9	Parallel Pilot	$	46,668.58
10	Production Implementation	$	46,668.58
Total Cost of Consulting Services Phase 2		$	683,371.60

Please provide the cost of consulting services in the table below for **Phase 3**

Milestone #	Milestone Name	Cost	
1	Planning and Administration	$	2,512.87
2	Confirmation of Business and System Requirements	$	1,827.54

3	Implementation of Technical Environment	$	731.62
4	Design and Configuration of Proposed Solution	$	58,529.52
5	Data Conversion and Migration	$	21,948.66
6	User Acceptance Testing (UAT)	$	7,316.22
7	Training	$	21,948.66
8	Documentation	$	7,316.22
9	Parallel Pilot	$	7,316.22
10	Production Implementation	$	7,316.22
Total Cost of Consulting Services Phase 3		$	136,763.76

Total Cost of Consulting Services for Phases 1, 2 and 3	$	**2,067,979.52**

Attachment E - Cost Proposal
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Please detail cost for training each stakeholder group listed below in order for

Phase 1 Training for Stakeholders:		
EDRS External Stakeholders: - Funeral Homes - Medical Examiners - Medical Certifiers	$	237,363.68
County Staff	$	26,491.00
State Staff	$	7,326.72
Total Cost Phase 1 Stakeholder Training	**$**	**271,181.40**

Please detail costs for training each stakeholder group listed below in order for them to

Phase 2 Training for Stakeholders:		
EBRS External Stakeholders:	$	423,682.00
Fetal Death Stakeholders: - Hospitals - Funeral Homes - Medical Examiners - Medical Certifiers	$	172,050.72
County Staff	$	47,233.60
State Staff	$	13,245.76
Total Cost Phase 2 Stakeholder Training	$	656,212.08

Total Cost Stakeholder Training	**$**	**927,393.48**

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There is a one (1) year warranty period for each module that begins after the State accepts the module into production. Maintenance will begin after the one (1) year warranty period.

The State is looking to work with a vendor that is willing to hold constant maintenance costs for a minimum period of three (3) years. Yearly increases after that initial timeframe

Offeror Legal Entity Name:	Netsmart Inc.							
Cost Item Description	Proposed Cost for Year One	Proposed Cost for Year Two	Proposed Cost for Year Three	Proposed Cost for Year Four	Proposed Cost for Year Five	Proposed Cost for Year Six	Proposed Cost for Year Seven	Total Cost by Module
Annual Maintenance EDRS	Project	Warranty	$ 50,128.85	$ 52,635.29	$ 55,267.06	$ 58,030.41	$ 60,931.93	$ 276,993.55
Annual Maintenance POS	Project	Warranty	$ 39,586.10	$ 41,565.40	$ 43,643.67	$ 45,825.86	$ 48,117.15	$ 218,738.18
Annual Maintenance EBRS	N/A	Project	Warranty	$ 37,147.54	$ 38,504.92	$ 39,930.16	$ 31,426.67	$ 147,009.29
Annual Maintenance Fetal Death	N/A	Project	Warranty	$ 15,732.15	$ 16,518.76	$ 17,344.70	$ 18,211.93	$ 67,807.53
Annual Maintenance ITOP	N/A	N/A	Project / Warranty	Warranty	$ 11,226.08	$ 11,787.38	$ 12,376.75	$ 35,390.20
Total by Year	$ -	$ -	$ 89,714.95	$ 147,080.39	$ 165,160.48	$ 172,918.50	$ 171,064.43	$ 745,938.75

Total Cost for Maintenance	$ 745,938.75

Attachment E - Cost Proposal
Modifications Sheet
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Modification Worksheet

The following worksheets identify modifications that may be necessary. There are two (2) worksheets to complete:

- Attachment D2: General System Specifications Matrix Cost Schedule - For any general system capability/function for which the Offeror answered "M" in the System Capabilities & Functionality Matrix

- Attachment D1: Eucntional Specifications Matrix Cost Schedule - For any business capability/function for which the Offeror answered "M" in the Business Capabilities & Functionality Matrix.

Worksheet One: General System Specifications Matrix (Attachment D2) Cost Worksheet – For any general system capabilities/functions for which the Offeror answered "M" or in the System Capabilities & Functionality Matrix. Additional pages may be attached to the worksheet as needed to identify all line items.

Category #	Category Title	Comment	Development Hours Required
NU-12	Immediate Verification	Cost estimate. Actual costs will be dependent upon database(s) and level of integration required.	40,000.00
N-2, N3, N4, N5	Search the Health Exchange for a Birth Record	Cost estimate. Actual costs will be dependent upon level of integration required.	110,000.00
T-13, T14, T15	Notary Valid	Cost estimate. Actual costs will be dependent upon finalized specification.	133,560.00
T18, T19	Check Deficiencies	Cost estimate. Actual costs will be dependent upon finalized specification.	50,000.00

Sub-Total for System Capabilities & Functionality Matrix Cost			**333,560.00**

Worksheet Two: Functional Specifications Matrix (Attachment D1) Cost Worksheet - The Offeror is to list any functional capabilities for which the Offeror answered "M" in the Functional Capabilities Matrix. Additional pages may be attached to the worksheet as needed to identify all line items.

Birth			
Process Number	Process Title	Comment	Hours
B13,B14	Past Due Pop Up Message	Cost estimate. Actual costs will be dependent upon finalized specification.	10,000.00
B35,B36,B37,B38,B	Check Health Exchange	Cost estimate. Actual costs will be dependent upon finalized specification.	90,000.00
B59	Check Health Exchange When U	Cost estimate. Actual costs will be dependent upon finalized specification.	20,000.00

Total for Birth			120,000.00
Paternity			
PA20	Parents Sign Paper Form	Cost estimate. Actual costs will be dependent upon finalized specification.	30,000.00
Total for Paternity			30,000.00
Fetal Death			
Total for Fetal Death			0.00
Death			
D177, D302	Next of Kin Signatures	Cost estimate. Actual costs will be dependent upon finalized specification.	20,000.00
D203, D204	Mass Disinterment-Reinternmen	Cost estimate. Actual costs will be dependent upon finalized specification.	20,000.00

D288, D289, D290,	Standardize Decedent Address	Cost estimate. Actual costs will be dependent upon finalized specification.	20,000.00
D292	Consistency of Last Name	Cost estimate. Actual costs will be dependent upon finalized specification.	20,000.00
Total for Death			80,000.00
Registration			
D319	Read Receipt for Messages	Cost estimate. Actual costs will be dependent upon finalized specification.	20,000.00
D377, D378, D379,☐	"Out-of-Office" Notification wit	Cost estimate. Actual costs will be dependent upon finalized specification.	20,000.00
D393,D445	Return to Original Profile	Cost estimate. Actual costs will be dependent upon finalized specification.	20,000.00
Total for Registration			60,000.00
Death Extract			
DE41	Analyze History	Cost estimate. Actual costs will be dependent upon finalized specification.	30,000.00
Total for Death Extract			30,000.00
Delayed Birth			

Total for Delayed Birth			0.00
OOS			
Total for OOS			0.00
Birth/Death Cross Match			
Total for Birth/Death Cross Match			0.00
Issuance			

Total for Issuance			0.00
Amendments and Corrections			
Total for Amendments and Corrections			0.00
Inventory			
Total for Inventory			0.00
Accounting			
A69, A70, A71,A72	Credit Card Payments	Cost estimate. Actual costs will be dependent upon finalized specification.	48,000.00

A141	Date Status Flag Set	Cost estimate. Actual costs will be dependent upon finalized specification.	6,000.00
Total for Accounting			54,000.00
Query and Rejection Cycle			
Total for Query and Rejection Cycle			0.00
ITOP			
Total for ITOP			0.00
Total for Functional Capabilities Matrix Cost			**374,000.00**

Attachment E - Cost Proposal
Hosted Solution Sheet
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Please provide the cost for providing a Hosted Solution for the EVRS.

Hosted Solution	Proposed Cost / Year
Hosted Solution	$ 324,000.00

Please explain your pricing model:

In addition to the annual price included above, there will be a Hosting Set up Fee in Year 1 of $50,000. Annual hosting fee is based on a per user monthly rate based on an estimated number of concurrent users. For purposes of this RFP, we have assumed 500 concurrent users.

ATTACHMENT E - COST PROPOSAL
RFP EHP1900000002

Offeror Legal Entity Name: Netsmart Technologies, Inc.

Total Project Costs

Phase 1 Cost Summary		
Software Application Module	$	275,714.00
Consulting Service	$	1,517,844.16
Phase 1 - Stakeholder Training	$	271,181.40
Total Cost for Phase 1	**$**	**2,064,739.56**

Phase 2 Cost Summary		
Software Application Module	$	204,189.00
Consulting Service	$	933,371.60
Phase 2 - Stakeholder Training	$	656,212.08
Total Phase 2 Cost	**$**	**1,793,772.68**

Phase 3 Cost Summary		
Software Application Module	$	53,457.50
Consulting Service	$	136,763.76
Total Phase 3 Cost	**$**	**190,221.26**

Total for Phases 1, 2 & 3	**$**	**4,048,733.50**

On-Going Costs

Maintenance Cost Summary								
Cost Item Description	Proposed Cost for Year One	Proposed Cost for Year Two	Proposed Cost for Year Three	Proposed Cost for Year Four	Proposed Cost for Year Five	Proposed Cost for Year Six	Proposed Cost for Year Seven	Total Cost by Module
Annual Maintenance EDRS	Project	Warranty	$ 30,151.59	$ 31,659.17	$ 33,242.13	$ 34,904.23	$ 36,649.45	$ 166,606.57
Annual Maintenance POS	Project	Warranty	$ 27,748.35	$ 29,135.77	$ 30,592.56	$ 32,122.18	$ 33,728.29	$ 153,327.15
Annual Maintenance EBRS	N/A	Project	Warranty	$ 27,147.54	$ 28,504.92	$ 29,930.16	$ 31,426.67	$ 117,009.29
Annual Maintenance Fetal Death	N/A	Project	Warranty	$ 15,732.15	$ 16,518.76	$ 17,344.70	$ 18,211.93	$ 67,807.53
Annual Maintenance ITOP	N/A	N/A	Project / Warranty	Warranty	$ 11,226.08	$ 11,787.38	$ 12,376.75	$ 35,390.20
Total by Year	$ -	$ -	$ 57,899.94	$ 103,674.63	$ 120,084.43	$ 126,088.66	$ 132,393.09	$ 540,140.74

Total Cost for Maintenance	**$**	**540,140.74**

Total Hosted Solution	$	324,000.00

Hourly rate for any additional services Your hourly rate must be one blended rate and the total number of expected development hours is 400	Blended Hourly Rate	Total
	225	$90,000.00

Total Bid Amount	$	5,002,874.24

Netsmart Cost Assumptions

The following are the assumptions used in Netsmart's response:

Clarifications and Price Negotiations. Netsmart assumes the State will seek clarification of Netsmart for any aspect of this cost proposal not clearly understood. Netsmart executives will be responsive in providing answers to the State on all such inquiries. All costs are based on Netsmart's interpretation of RFP requirements as written. Any omissions or modifications of information from the RFP may result in adjustments to associated costs. Netsmart welcomes discussion with the State about this Proposal, pricing, contract review and assumptions.

Contingent Offer. Netsmart's offer is contingent upon the State and Netsmart reaching agreement on contract terms and any provisions proposed by Netsmart. This cost proposal presumes State validation of the assumptions in this section. Netsmart executives will be responsive in answering all inquiries or requests for clarification about Netsmart assumptions and exceptions from the State.

Development Costs and Potential User Counts. Netsmart's assumptions for project planning, hardware sizing, growth, and other planning assume the accuracy of the user counts, and the requirements provided in the RFP, including addendums. Inaccurate information could be subject to change control.

Use of COTS. Netsmart's COTS products should be utilized as much as possible. Netsmart assumes that, to the extent possible, existing COTS functionality shall be fully leveraged, rather than configured or customized to meet requirements of the RFP or State business processes.

Common Configuration. Netsmart assumes the State will deploy the Netsmart software across all State facilities using the same configuration and workflows. This assumes the State will use common operational practices including registration, ordering and printing of certificates. We understand that the State manages different populations of end users across the State. Note that the State has the ability to add/enhance the common configuration of the solutions without Netsmart's assistance. This is a standard feature of the solution.

Project Schedule and Productive Use. All costs and resource allocations have been planned based on the proposed project schedule included as part of our response. The System Acceptance for the modules is agreed to occur as defined in the project plan. Any production use of the system by the State will be considered Acceptance for those modules.

Business Processes. Since this a COTS-dominated implementation there may be a need to modify business processes to meet the requirement. Netsmart assumes that the State will be amenable to make appropriate changes to the business processes where appropriate and economical.

Vendor Staff Work Location. Netsmart assumes the State will provide space for up to three vendor staff at the State location during pre-scheduled onsite meetings. Netsmart also assumes that conference room space for staff collaboration will be provided by the State.

Vendor Staff Availability. Netsmart has provided a skilled and experienced slate of staff in its proposed project team organization. This slate of staff is presently identified for participation in the project; but some substitutions may be required between now and project start. Netsmart assumes the State will permit the substitution of equivalently trained and capable staff in the event one or more proposed staff are no longer available for the anticipated project role after contract award.

Staff Availability and Accessibility. Netsmart assumes the State will provide a project manager (PM), and appropriate staff representing both business and IT functions. Staff availability includes subject matter experts for all relevant areas impacting the project, including sequencing according the timelines and events mutually agreed upon in the Project Plan, Work Breakdown Structure, and Scope of Work documents.

State Single Point of Contact. Netsmart assumes the State will provide a single point of contact for sign off on deliverables and this sign-off / approval will apply to all the State stakeholders. This will help to streamline the sign-off process.

State Contract Administrator. Netsmart assumes the State will appoint a Contract Administrator who will review and approve invoices, payments, and adjustments to invoices and payments within agreed timeframes.

Timely Review & Approval. Netsmart assumes the State Project Manager and other State personnel will review and approve deliverables in a timely manner as agreed to in the project schedule.

State Timely Completion of Tasks. Netsmart assumes the State staff will complete their project tasks in a timely manner to keep the project on schedule.

Project Communications with External Agencies. Netsmart assumes the State will coordinate and provide necessary communications with internal and external agencies on behalf of the project team.

Sizing. Plexus Cloud Hosting of the VRS assumes 600 concurrent users.

Initial Invoicing. Netsmart will invoice WV-OVR in advance for products and/or services with payment due upon contract execution in order provide WV-OVR with advance knowledge for timely payment processing. Netsmart will work with the State to accommodate State processes and regulations and understands that our initial invoicing does not have precedence over State statutes.

Workflow Documentation. Netsmart assumes the State has existing documented workflows for their business processes and Netsmart assumes that the State will mandate identical workflows at all sites to the extent possible to serve the requirements of the population at the State's facilities.

Training of State Trainers. Training of State Trainers will be performed at a centralized location.

Netsmart staff location. Netsmart staff will work both onsite and remotely during the duration of the project.

Access to Data Centers. Although the proposed solution is a Netsmart hosted environment, certain tasks may require access to the State's data centers. Netsmart assumes Netsmart staff will be granted access to the host environments at the State following the State policies, as needed, in order to resolve problems that may arise during the set up or operation of the system.

Hardware, LAN/WAN/ Networking. Netsmart assumes State IT and/or the State will provide, exclusive of the core hosted environments Netsmart provided for in our Price Proposal, the necessary hardware, operating systems, database software, security/malware software, network infrastructure and bandwidth to support the application. Netsmart understands that the Netsmart hosting environments will include appropriate hardware and infrastructure for the hosting service.

Performance Latency. Netsmart assumes our application's performance requirements exclude time delays attributable to network latency, beyond the vendor's control.

Capacity Planning Exercise. Netsmart has recommended a hosting configuration based on its understanding of the RFP requirements, using past experience enterprise systems implementations. However, a hosting capacity planning exercise will be conducted at an appropriate time, early in the project life cycle, involving Netsmart, State IT and other required State representatives to determine final infrastructure requirements and configurations to effectively create the host environment needed for the system at State facilities or at Netsmart facilities as appropriate.

Milestones and Change Control. Netsmart assumes changes to the milestones approved in the approved Netsmart project schedule may be subject to change control.

End-User Training. Netsmart assumes that State trainers will complete all end-user training. Should the RFP requirements or other information provided change, necessitating a change in licensed modules, services, contract terms or project duration, Netsmart would need to resubmit our costs

Price Discounts. The quoted pricing in this proposal includes discounts based on the modules identified from the RFP requirements and stated information provided in the RFP. Any discounts are unique to this specific bundle of software and required services for a user population specified for the State. Should the RFP requirements or other information provided change, necessitating a change in licensed modules, services, contract terms or project duration, Netsmart would need to resubmit our costs. Please see Netsmart's first assumption above.

Fees and Payments. Netsmart assumes the State will not unreasonably withhold payments for circumstances outside the Vendor control or for trivial deficiencies which represent no adverse consequence to the State or the project.

Project Schedule Milestones. Netsmart assumes that the Project Schedule Milestones complete dates will be adjusted based on the actual start date of the project. The project schedule tasks, milestones and related resources cannot be adjusted without a change in assigned State and Netsmart resources, change in scope or alternative methods of implementation that may require the State to change its business processes and/or requirements. Project schedule changes would need to be discussed and mutually agreed to in writing. All options to avoid additional costs will be considered however, if additional costs are required due to project changes Netsmart assumes the state will utilize the agreed to change management process to approve any cost changes.

Preliminary Project Plan. The Preliminary Project Plan provided by Netsmart is intended as an estimate and as the starting point for discussions with the State to arrive at a mutually agreeable Project Plan. Netsmart assumes prompt discussions with the State will facilitate modification of the Preliminary Project Plan to form the Project Plan.

Request for Discussion regarding State Terms and Conditions. Prior to execution of a Contract, Netsmart requests further discussion with the State regarding the Netsmart Response input to the State's Contract.

Internet Ordering. Netsmart has provided a preliminary estimate based on our assumption of what we understand is being requested. A final estimate would be determined during a gap session or by having pre-contract discussions with the State. Netsmart is confident that this functionality can be provided with Netsmart VRS. The State will need to contract with a 3rd party merchant services/card processing agency. (e.g., Evalon, MerchantOne) and will be responsible for maintaining/changing fees within the Netsmart solution's Fee Table. Any peripheral equipment such as card readers, kiosk stations will be the responsibility of the State to procure, install and maintain.

Data Conversion. Each County will be required to render data to be converted in a uniform file format that will be defined for each Event. Netsmart will not be able to provide any technical assistance for

the various County systems (e.g. dBase, Access, Filemaker Pro, etc.). It will be County's responsibility to secure and manage those technical resources who will be responsible for rendering the data to be converted into uniform file formats. Image File types that Netsmart can convert are: TIF, JPEG, BMP, PDF. If there are any image file types different than the four itemized, there will be additional scope and cost required to potentially convert those image files. Netsmart is not able to examine the contents of an image in order to locate a unique identifier (SFN, Local File Number, etc.).