

**Solicitation # MDM028490**  
**MHBEConsolidated Service Center**

**ATTACHMENT E – FINANCIAL PROPOSAL INSTRUCTIONS**

In order to assist Offerors in the preparation of their Financial Proposal and to comply with the requirements of this solicitation, Financial Proposal Instructions and a Financial Proposal Form have been prepared. Offerors shall submit their Financial Proposal on the Financial Proposal Form in accordance with the instructions on the Financial Proposal Form and as specified herein. Do not alter the Financial Proposal Form or the Proposal may be determined to be not reasonably susceptible of being selected for award. The Financial Proposal Form is to be signed and dated, where requested, by an individual who is authorized to bind the Offeror to the prices entered on the Financial Proposal Form.

The Financial Proposal Form is used to calculate the Offeror's TOTAL PROPOSAL PRICE. Follow these instructions carefully when completing your Financial Proposal Form:

- A. All Unit and Extended Prices must be clearly entered in dollars and cents, e.g., \$24.15. Make your decimal points clear and distinct.
- B. All Unit Prices must be the actual price per unit the State will pay for the specific item or service identified in this RFP and may not be contingent on any other factor or condition in any manner.
- C. All calculations shall be rounded to the nearest cent, i.e., .344 shall be .34 and .345 shall be .35.
- D. Every blank in every Financial Proposal Form shall be filled in. Any changes or corrections made to the Financial Proposal Form by the Offeror prior to submission shall be initialed and dated.
- E. Except as instructed on the Financial Proposal Form, nothing shall be entered on or attached to the Financial Proposal Form that alters or proposes conditions or contingencies on the prices. Alterations and/or conditions may render the Proposal not reasonably susceptible of being selected for award.
- F. It is imperative that the prices included on the Financial Proposal Form have been entered correctly and calculated accurately by the Offeror and that the respective total prices agree with the entries on the Financial Proposal Form.
- G. If option years are included, Offerors must submit pricing for each option year. Any option to renew will be exercised at the sole discretion of the State and will comply with all terms and conditions in force at the time the option is exercised. If exercised, the option period shall be for a period identified in the RFP at the prices entered in the Financial Proposal Form.
- H. All Financial Proposal prices entered below are to be fully loaded prices that include all costs/expenses associated with the provision of services as required by the RFP. The Financial Proposal price shall include, but is not limited to, all: labor, profit/overhead, general operating, administrative, and all other expenses and costs necessary to perform the work set forth in the solicitation. No other amounts will be paid to the Contractor. If labor rates are requested, those amounts shall be fully-loaded rates; no overtime amounts will be paid.
- I. Unless indicated elsewhere in the RFP, sample amounts used for calculations on the Financial Proposal Form are typically estimates for evaluation purposes only. Unless stated otherwise in the RFP, the Department does not guarantee a minimum or maximum number of units or usage in the performance of this Contract.
- J. Failure to adhere to any of these instructions may result in the Proposal being determined not reasonably susceptible of being selected for award.

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CONSOLIDATED SERVICE CENTER RFP # BPM028490

**Base Contract is 3 Years plus One 2-Year Renewal Option**

Description	Monthly Cost Base Term Year 1	Monthly Cost Base Term Year 2	Monthly Cost Base Term Year 3	Monthly Cost Option Year 1 of 2	Monthly Cost Option Year 2 of 2
Operational Fixed Fee*	\$ -	\$ -	\$ -	\$ -	\$ -
Total Per Year ( Monthly Cost x 12)	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Contract Total - Operational Fixed Fee</b>	\$ -				

Description	Unit Cost Base Term Year 1	Unit Cost Base Term Year 2	Unit Cost Base Term Year 3	Unit Cost Option Year 1 of 2-year Option	Unit Cost Option Year 2 of 2-year Option
TIER I - Fixed Unit Price per Call**	\$ -	\$ -	\$ -	\$ -	\$ -
TIER II - Fixed Unit Price per Call**	\$ -	\$ -	\$ -	\$ -	\$ -
Live Chat - Fixed Unit Price per Contact	\$ -	\$ -	\$ -	\$ -	\$ -
Estimated Total Per Year (Based on 45,000 average calls Tier I offered per month***) (Unit Cost *12*45,000)	\$ -	\$ -	\$ -	\$ -	\$ -
Estimated Total Per Year (Based on 45,000 average calls Tier II offered per month***) (Unit Cost *12*45,000)	\$ -	\$ -	\$ -	\$ -	\$ -
Estimated Total Per Year (Based on 3,000 average live chats per month (Unit Cost*12*36,000)	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Contract Total - Fixed Unit Price per Call</b>	\$ -				

<b>Total Evaluated Proposed Price - 5 Years ( Contract Total Operational Fixed Fee + Contract Total Fixed Unit Price per Call)</b>	<b>\$ -</b>
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\* **Operational Fixed Fee** - A monthly payment for fixed and pass-through costs. Fixed costs to include facilities, infrastructure, equipment, security system monitoring, key personnel, and financial and administrative support staff. Pass-through costs to include telephony line, circuit usage, telephony system and platform costs, workforce management and reporting, and other operational software.

\*\* **Fixed Unit Price per Call** - A fixed cost per handled call to include customer service representatives, team leads, supervisors, internal escalated team members, training, and quality assurance. Handled call is defined as a call where a CSR and a consumer interact for a period of 30 seconds or more. It does not include dropped calls less than 30 seconds, dead air or abandoned calls. Pricing proposal should assume an average handle time of 11 minutes per call.

\*\*\* Please note this number of calls is for evaluation purposes only and does not represent actual call volume.

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Submitted By:

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Title: \_\_\_\_\_

Offeror Name: \_\_\_\_\_

Offeror Address: \_\_\_\_\_

FEIN: \_\_\_\_\_ eMM # \_\_\_\_\_

Offeror Contact Information: Telephone: (\_\_\_\_) \_\_\_\_-- \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_-- \_\_\_\_\_

E-mail: \_\_\_\_\_

To be submitted in Excel and PDF Format