



Proposal Pricing

Respondents should furnish a proposal that specifies a pricing model(s) that will apply to all orders placed under this contract. The pricing models(s) can be based on quantity or a flat percentage discount across the board. Please provide a current suggested list pricing (rate card) for the products and services that you intend to provide in your proposal

Cendien is honored to present this proposal to NCTCOG, showcasing our readiness to deliver exceptional Managed Information Technology Services through a dedicated team of IT consultants set to offer remote support. Our proposed strategy leans on a service delivery model that has been fine-tuned through substantial investment in time and resources, promising reliability, and repeatability.

What stands us apart is our comprehensive approach to realizing client objectives while managing associated risks adeptly. Our commitment is not just to provide a service but to forge a pathway to the successful accomplishment of the goals delineated in the RFP, encapsulating all tasks and assignments articulated therein.

The contract forged from this RFP will be valid for 24 months starting from the award date, with the potential for three (3) one-year extensions, at NCTCOG's discretion, capping at a maximum duration of five (5) years, unless terminated earlier as stipulated in the agreement. With an unwavering commitment, we propose to take charge as your IT Services provider, adhering to the fee structure outlined below.

This partnership would oversee all tasks encompassed in the RFP, establishing a steadfast avenue for achieving professional service projects, billed at the hourly rates specified below, a proposition aligned with the objectives of NCTCOG. Through this collaborative partnership, we aim to foster a relationship built on proficiency, efficiency, and mutual growth.

Cendien will provide the following services at the following hourly rates for each resource engaged in the projects where services is requested.

Description	Min Rate	Max Rate
Category #1: Provide Application Development	\$80	\$150
Category #2: Provide Application Maintenance and Support	\$100	\$150
Category #3: Provide Data Management, Analytics, and Automation	\$90	\$165
Category #4: Provide Enterprise Architecture	\$105	\$175
Category #5: Provide Project Management	\$125	\$200
Category #6: Provide Technology Upgrade, Migration, & Transformation	\$95	\$175
Category #7: Provide Business Intelligence	\$105	\$165
Category #10: Provide Microsoft Maintenance and Support	\$100	\$155
Category #11: Provide Smartsheet Maintenance and Support	\$90	\$145



Category #13: Provide Products and Services Otherwise Not Anticipated in the RFP	\$90	\$185
Category #14 NCTCOG Agency/Department Specific Category: Provide PEBC Employee Benefits Enrollment Application and Database Software Maintenance and Support	\$80	\$165

Understanding NCTCOG's commitment to optimizing the value derived from tax dollars, Cendien is dedicated to offering a pricing strategy that facilitates cost-efficient access to high-quality IT support and seamless execution of special projects as and when necessitated. Should we be entrusted with the honor of being awarded this RFP, we harbor full confidence in our team of professional service consultants to not just meet but exceed expectations, delivering timely and budget-compliant outcomes on all assigned projects and product orders.

Our proposition encompasses a rate range, a strategic choice guided by its numerous advantages including but not limited to fostering simple project accounting, securing the most advantageous rates for you, and eliminating the potential for rate variations throughout the contract duration.

Leveraging the expertise of our senior consultants and developers, who come to the table with a competitive edge, we are not just prepared but eager to assist, bringing your vision to fruition with a minimized margin for obstacles. It is a promise of not just a service, but a partnership grounded in efficiency, reliability, and steadfast dedication to seeing you cross the finish line with triumphant success.

Cendien will work with NCTCOG and pay the mandatory fees as required.

Terms & Conditions/Assumptions

Service Fees

- **Time and Materials Services:** The services delineated in this proposal are offered on a time and materials basis, barring any specifications to the contrary. It is imperative to note that the timeframes and costs posted in this document are approximations, thereby actual project durations and expenses may diverge. Significant deviations necessitate a written consensus from both parties, necessitating an amendment to this work order through the structured Project Change Management Process.
- **Billing and Payments:** The procedures pertaining to billing and subsequent payments are independent of the delivery status of the envisaged deliverables contained herein, or any other deliverable parameters.

Timesheets

- **Approval Authority:** Solely Client Project Managers or designated authorized personnel from the client's side are entrusted with the responsibility of approving the timesheets. This ensures that only individuals with a comprehensive understanding of the project's progress and dynamics are involved in the approval process, maintaining a high level of scrutiny and precision.
- **Issue Resolution Timeline:** We earnestly request that any discrepancies or issues identified in the consultant's timesheet/hours be addressed promptly, ideally within a span of 5 business days following the submission. This expedited timeframe aids in mitigating any potential delays and maintains the momentum of the project.

- **Weekly Review:** During the Weekly Business Meetings, the timesheets will undergo a meticulous review under the supervision of the Cendien Project Manager in collaboration with the client. This recurrent review process not only facilitates transparency but also ensures that all stakeholders are well-informed, and any concerns can be addressed timely, promoting a harmonious and productive working relationship.

Travel Expenses

To ensure smooth collaboration and a transparent understanding of the travel expenses, Cendien outlines the following guidelines which will govern in case on-site visits are necessitated:

- **Modality of Service Delivery:** Predominantly, Cendien will render services remotely. Nonetheless, in circumstances where multiple on-site visits are favored or demanded by the client, necessary arrangements will be established considering the stipulations detailed below.
- **Expense Approval and Reimbursement:** All pertinent expenses, encompassing travel (encompassing airfare, hotel accommodation, and car rental) will be subject to pre-approval in writing from the client, following which, the client agrees to reimburse Cendien for the incurred expenses. It is a standing expectation that Cendien will endeavor to keep these expenses at a minimum, adhering to prudent and economically viable choices.
- **Expense Documentation:** Cendien is committed to maintaining transparency in financial dealings and will furnish the client with detailed receipts of all incurred expenses, facilitating an open and trust-driven collaboration.
- **Expense Norms:**
 - **Airfare:** The costs will be calculated targeting the most economical yet efficient coach rate available at the time of booking.
 - **Car Rental:** Rentals will be restricted to economy class vehicles, ensuring cost-effectiveness while meeting the transportation needs.
 - **Hotel Accommodation:** Accommodations will be booked considering a moderate standard room rate to balance comfort and economy.
 - **Travel Arrangement:** To uphold the client's policy preferences, all travel arrangements will be facilitated through the client's Travel Department, aligned with the client's existing travel policies.
- **Consultant's Return Policy:** Adhering to Cendien's policies, it is a requisite for consultants to return home on a weekly basis if they are deployed on-site, ensuring they have adequate time for rejuvenation before commencing another productive week.

Invoicing and Payment Terms

To streamline our financial transactions and maintain a transparent working relationship, we have structured the following invoicing and payment terms:

- **Payment Duration:** Invoices generated for the services are due immediately upon issuance. However, a grace period of 30 days is allowed within which payment can be made without incurring any interest.



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- **Interest on Late Payments:** Any delay in payment post the 30-day grace period will result in an interest accrual at a rate of 5% per month, or the maximum permissible by law, whichever is lower, till the full payment of the outstanding amount.
 - **Collection Measures:** In the event of necessitated collection efforts, the client will bear reasonable collection costs, inclusive of attorney fees.
 - **Invoice Queries:** Clients are encouraged to reach out promptly with any queries regarding their invoice to prevent any misunderstandings and facilitate amicable resolutions.

Detailed Invoice Submission and Approval Process:

- **Invoicing Period:** Service fee invoices will be dispatched on a regular 4-week cycle, correlated with approved timesheets, thus maintaining a consistent billing period.
- **Timesheet Approval:** The responsibility for timely approval of the submitted timesheets, within a window of 5 working days post-submission, rests with the Client Project Manager. Delays beyond this stipulated timeframe will compel Cendien to process the invoices without the endorsed timesheets.
- **Payment Timeline:** Payments are expected to be settled within a span of 30 days from the invoice date, thus setting a clear expectation and schedule for financial settlements.

Tax Considerations:

- **Tax Responsibility:** The quoted Service Fee is a net amount, exclusive of withholding or any other pertinent taxes, which will be the client's responsibility to manage and remit.

We kindly urge NCTCOG to adherence to the above-outlined terms to foster a collaborative and efficient working environment. Do reach out for any clarifications or discussions regarding the payment terms.

Other Terms

To ensure a conducive and protective environment for the collaboration, the following terms are outlined:

Client Responsibilities:

- **Support:** Client is required to facilitate the necessary technical support and data to aid Cendien in executing the services efficiently.
- **Work Environment:** A reasonable work setting should be provided to foster productivity and successful project outcomes.

Confidentiality Commitment:

- **Protection of Proprietary Information:** Both parties commit to safeguarding each other's proprietary information, limiting its use to project-related purposes and ensuring restricted disclosure.
- **Definition:** "Proprietary Information" encompasses non-public details with significant competitive or commercial value to the disclosing party, inclusive of confidential data pertaining to employees, customers, and patients.

Non-solicitation Agreement:

- **Recognition of Unique Skills:** It is recognized that Cendien's team and subcontractors possess unique skills and experiences that are irreplaceable.
- **Non-solicitation Term:** A non-solicitation clause is effective during the agreement term and extends to 24 months post the contract termination or expiry, restricting both parties from soliciting or retaining services from each other's contractors.
- **Liquidated Damages:** In case of a breach, Cendien reserves the right to demand liquidated damages equating to the contractor's billing rate at the time of breach multiplied by 1800 hours, representing the standard annual work hours, emphasizing that this is not a penalty but a justified claim.

Conflict Resolution and Litigation:

- **Conflict Resolution:** Efforts will be put in place to resolve disputes amicably through cooperative dialogue.
- **Limitation on Liability:** In eventual litigation scenarios, neither party shall claim punitive, special, incidental, or consequential damages, including claims for lost profits or goodwill. Furthermore, Cendien's liability is capped at the total of professional fees remitted to it.

These terms are crafted to maintain a collaborative and secure professional relationship, promoting transparency and mutual respect, thereby aiding in successful project fruition. It is advised that both parties adhere to the outlined terms to nurture a trust-based partnership.