

Cost Assumptions, Conditions and Constraints RFP-24-78490

Team Syra's BAFO-Cost proposal for this RFP is based on the following assumptions, conditions, and constraints.

Staffing Hourly Pricing

- Cost estimates are based on the current staffing market rates as it relates to technical and non-technical team members. The pricing is all inclusive of travel and other fringe costs and based on the timelines identified in the RFP.
- The effort estimates are based on the current scope outlined in the solicitation.

Training Deliverable Costs

- The costs exhibited on this sheet indicate the effort for curriculum and content development with a team consisting of medical writers, instructional designers, SMEs. The LMS developer along with instructional designers will then elevate the content in LMS utilizing interactivity.
- Spanish translator will convert some modules and resources into Spanish language.
- All Deliverables will be deemed "Accepted" after a one-month period unless feedback is received by the Syra team prior to the end of the month.

System Implementation Costs

- DDI effort has a start date of 3 months prior to Readiness Review and go-live is planned for July 1, 2025.

Program Operations Costs

- We assume that any change in schedule will be communicated well in advance to mitigate any potential project resource risks.

Customer Support Costs

- Our call agents will support the availability of customer service as detailed in the RFP. This assumes we are working with 2 or more agents across shifts.

LMS and Registry Ongoing Cost

- Currently, we have accounted for 40,510 LMS licenses in our cost template.
- We are willing to work with the state on best utilization of licenses and overall cost. We can provide a flexible on-demand licensing LMS model.
 - i. State agrees to pay for fixed number of licenses per year 25,000 @ \$0.88 per member per month.
 - ii. Any licenses beyond 25,000 will be accounted as on-demand and billed @ \$0.88 per member per month.

General

- Any additional work effort requested by the State will be defined and estimated prior to commencement of new work for the State's review and approval.
- Syra will not provide legal advice, legal opinions, or audit services during this engagement.
- Senior management at State is anticipated to provide support to the project team, as needed, to achieve project timeframes.
- The priorities and schedules of FSSA align with this effort. Delay in resources from FSSA will delay the project.
- 40-hour work week. Standard Government holidays observed.