



TAS United, LLC — Cost Proposal

RFP 126010 O3 — Nebraska Child Support Enforcement Customer Service Call Center Services

State of Nebraska, Department of Health and Human Services | Bidder Name: TAS United, LLC

Bidders must complete this form and submit with their Request for Proposal response. Bidder shall bid the cost for each year of the initial term, and all renewal options. Do not alter existing format or content within the Cost Sheet. Important: In case of a mathematical error in extension of price, unit price shall govern.

The Pricing evaluation and points will be based on the Total cost of the initial term of four (4) years and the optional renewal for an additional four years.

Staffing and rate basis: twelve (12) inbound Customer Service Representatives and two (2) dedicated outbound/outreach Customer Service Representatives (fourteen (14) FTE CSRs at a fully loaded billing rate of \$48.30/hour), plus one (1) Social Service Supervisor equivalent at \$55.20/hour — fifteen (15) staff in total at 173.33 paid hours per month per FTE = \$126,776.00 per month. Billing rates are fully loaded (staff wages remain at DHHS labor-contract pay parity per Section V.F.6, plus statutory employment costs, benefits, management, quality, and corporate support). Pursuant to contractual price-adjustment obligations tied to the Nebraska cost of living (RFP Section II — Prices and Section III.F, consistent with Addendum One, Questions 44/58/68), the monthly rate escalates 2.8% annually beginning in Year 2, compounding each year through Year 8.

Part I – Initial Term Four (4) Years

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Initial Term – Year 1	12	\$126,776.00	\$1,596,312.00

** Year 1 Extended Total includes a one-time Implementation Fee of \$75,000.00 (setup, agent education, and QA form development), invoiced at contract execution in addition to the 12 monthly recurring payments (\$126,776.00 x 12 = \$1,521,312.00, plus the \$75,000.00 one-time fee = \$1,596,312.00).*

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Initial Term – Year 2	12	\$130,325.73	\$1,563,908.74

** Reflects a 2.8% annual cost-of-living adjustment over Year 1's monthly rate, per contractual price-adjustment obligations.*

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Initial Term – Year 3	12	\$133,974.85	\$1,607,698.18

** Reflects a 2.8% annual cost-of-living adjustment, compounded over Year 2's monthly rate.*

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Initial Term — Year 4	12	\$137,726.14	\$1,652,713.73

* Reflects a 2.8% annual cost-of-living adjustment, compounded over Year 3's monthly rate.

TOTAL COST YEAR 1 THROUGH 4	Amount
Initial Term (Years 1–4), inclusive of the one-time Implementation Fee	\$6,420,632.65

Part II – Optional Renewal for an additional four (4) years

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Optional Renewal — Year 5	12	\$141,582.48	\$1,698,989.71

* Reflects a 2.8% annual cost-of-living adjustment, compounded over Year 4's monthly rate.

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Optional Renewal — Year 6	12	\$145,546.79	\$1,746,561.43

* Reflects a 2.8% annual cost-of-living adjustment, compounded over Year 5's monthly rate.

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Optional Renewal — Year 7	12	\$149,622.10	\$1,795,465.15

* Reflects a 2.8% annual cost-of-living adjustment, compounded over Year 6's monthly rate.

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Optional Renewal — Year 8	12	\$153,811.51	\$1,845,738.17

* Reflects a 2.8% annual cost-of-living adjustment, compounded over Year 7's monthly rate.

TOTAL COST YEAR 5 THROUGH 8	Amount
Optional Renewal (Years 5–8)	\$7,086,754.46

Eight-year evaluated total (Years 1–8): \$13,507,387.11

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