

COST PROPOSAL

Response to Request for Proposal for Nebraska
Child Support Enforcement (CSE) Customer
Service Call Center

Prepared for The State of Nebraska Department
of Health and Human Services
RFP No. 126010 03

Due: July 28, 2026 | 2:00 p.m. CST

Electronic Submission



Cost Proposal

YoungWilliams is pleased to submit the following Cost Proposal for the Nebraska Child Support Enforcement Customer Call Center. In accordance with the RFP requirements, this Cost Proposal has been prepared and submitted separately from the Technical Proposal.

YoungWilliams has taken a disciplined approach to pricing that reflects our commitment to providing Nebraska with high-quality, cost-effective services. **The proposed pricing increase from the prior RFP process is attributable exclusively to salary adjustments for our team members in accordance with the July 2026 Nebraska labor contract pay bands. No other cost increases have been included in this bid.**

Our proposed pricing reflects the resources necessary to maintain an experienced, stable, and well-qualified team while continuing the reliable service and strong partnership Nebraska has come to expect from YoungWilliams.

	Year 1	Year 2	Year 3	Year 4	Total
Annual	\$1,363,848	\$1,406,712	\$1,450,920	\$1,496,508	\$5,717,988
Monthly	\$113,654	\$117,226	\$120,910	\$124,709	

	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
Annual	\$1,543,524	\$1,592,028	\$1,642,044	\$1,693,620	\$6,471,216
Monthly	\$128,627	\$132,669	\$136,837	\$141,135	

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: YoungWilliams, Inc.

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.

Part I – Initial Term Four (4) Years

Project section requirements as outlined in Section V. Project Description and Scope of Work of the RFP document and any related attachments. Bidder must provide pricing per month and calculate extended cost.

Description	Initial Term - Year 1		
Performance of all project requirements services outlined in Section V.	Quantity (Months)	Monthly Cost	Extended Total (12 x monthly cost)
	12	\$113,654	\$1,363,848
	Initial Term - Year 2		
	Quantity (Months)	Monthly Cost	Extended Total (12 x monthly cost)
	12	\$117,226	\$1,406,712
	Initial Term - Year 3		
	Quantity (Months)	Monthly Cost	Extended Total (12 x monthly cost)
	12	\$120,910	\$1,450,920
	Initial Term - Year 4		
	Quantity (Months)	Monthly Cost	Extended Total (12 x monthly cost)
	12	\$124,709	\$1,496,508
TOTAL COST YEAR 1 THROUGH 4			\$5,717,988

(The Reminder of this page is intentionally blank)

Part II - Optional Renewal for an additional four additional years.

Description	Initial Term - Year 5		
Performance of all project requirements services outlined in Section V.	Quantity (Months)	Monthly Cost	Extended Total (12 x monthly cost)
	12	\$128,627	\$1,543,524
	Initial Term - Year 6		
	Quantity (Months)	Monthly Cost	Extended Total (12 x monthly cost)
	12	\$132,669	\$1,592,028
	Initial Term - Year 7		
	Quantity (Months)	Monthly Cost	Extended Total (12 x monthly cost)
	12	\$136,837	\$1,642,044
	Initial Term - Year 8		
	Quantity (Months)	Monthly Cost	Extended Total (12 x monthly cost)
	12	\$141,135	\$1,693,620
TOTAL COST YEAR 5 THROUGH 8			\$6,471,216

