



**ORIGINAL**



Acro Service Corporation's  
Proposal for  
State of Nebraska Department of Health & Human Services  
**Aging Information System Services**  
**(RFP # 5948 Z1)**

December 03, 2018

Submitted by:  
**RV Rao**  
**Division President**

**Acro Service Corporation**  
39209 West Six Mile Road, Suite 250  
Livonia, MI 48152



**NATIONAL  
BEST AND  
BRIGHTEST  
COMPANIES**  
TO WORK FOR  
3 YEARS RUNNING  
2014 2015 2016



ISO 9001:2008 Registered  
CMM Level3 Certified  
Member, NMSDC Corporate Plus® Program

Form A – Bidder Contact  
Sheet



## D. FORM A – BIDDER CONTACT SHEET

Form A should be completed and submitted with each response to this RFP. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

| Preparation of Response Contact Information |  |
|---|--|
| Bidder Name:                                | Acro Service Corporation                                   |
| Bidder Address:                             | 39209 West Six Mile Road, Suite 250<br>Livonia, MI 48152   |
| Contact Person & Title:                     | Mr. RV Rao<br>Division President                           |
| E-mail Address:                             | <a href="mailto:rvrao@acrocorp.com">rvrao@acrocorp.com</a> |
| Telephone Number (Office):                  | 734-542-4318   |
| Telephone Number (Cellular):                | 248-613-4323   |
| Fax Number:                                 | 734-591-1217   |

Each bidder should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

| Communication with the State Contact Information |  |
|--|--|
| Bidder Name:                                     | Acro Service Corporation   |
| Bidder Address:                                  | 39209 West Six Mile Road, Suite 250<br>Livonia, MI 48152         |
| Contact Person & Title:                          | Mr. Kshiteej Bhosale<br>Director, Technology Solutions           |
| E-mail Address:                                  | <a href="mailto:kbhosale@acrocorp.com">kbhosale@acrocorp.com</a> |
| Telephone Number (Office):                       | 734-542-4361   |
| Telephone Number (Cellular):                     | 734-772-5241   |
| Fax Number:                                      | 734-591-1217   |





**ATTACHMENT A COST PROPOSAL**  
RFP 5948 Z1  
Form A  
Aging Information System Software Solution

Bidder to complete the following cost proposal, including all costs associated with each section.

| DESCRIPTION   | COST          |
|---|---------------|
| Project Planning which includes the following:<br>a. Detailed Project Work Plan<br>b. Testing Methodology<br>c. Risk Management, Issue Management, Organizational Change Control, Work Management, and Change Control procedures.<br>d. Status Reporting Plan<br>e. Project Status Meetings Protocol<br>f. Electronic Project Library<br>g. Security Plan<br>h. Business Continuity Plan/Disaster Recovery Plan | \$ 25,000.00  |
| Requirements Analysis which includes the following:<br>a. Requirements Validation Documents<br>b. Fit/Gap Analysis<br>c. Pilot/Prototype  | \$ 80,000.00  |
| Design which includes the following:<br>a. Detailed System Design Documentation<br>b. Testing Plan  | \$ 55,000.00  |
| Development, Interfaces, and Integration which includes the following:<br>a. Software Development Plan<br>b. Development/Customization<br>c. Software Development Summary Report<br>d. Schedule of Interface Development Efforts<br>e. Interface Environment Setup<br>f. Interface Development and Testing  | \$ 180,000.00 |



|  |               |
|--|---------------|
| Data Conversion which includes the following:<br>a. Data conversion Plan and Guide<br>b. Conversion Results Report   | \$ 41,000.00  |
| Testing which includes the following:<br>a. User Acceptance Plan and Testing<br>b. User Acceptance Testing Results   | \$ 100,000.00 |
| Training which includes:<br>a. Training Plan<br>b. Training Sessions<br>c. Training Manuals  | \$ 20,000.00  |
| Implementation which includes the following:<br>a. Implementation Plan<br>b. Final Readiness Assessment<br>c. Documentation<br>d. Problem Resolution Plan<br>e. System Go-Live | \$ 17,000.00  |

**FIRM NAME:** ACRO SERVICE CORPORATION



**ATTACHMENT A COST PROPOSAL**  
**RFP 5948 Z1**  
**Form B**  
 Aging Information System Software Solution

Bidder to complete the following Cost Proposal.

Please note that the sum of the percentage of payment prior to completion of implementation **cannot** exceed 35%.

The total cost cannot exceed the total cost on Form A.

| <b>DESCRIPTION</b>                       | <b>Percentage</b> | <b>COST</b>          |
|--|-------------------|----------------------|
| Project Planning                         | 4.8%              | \$ 25,000.00         |
| Requirements Analysis                    | 15.4%             | \$ 80,000.00         |
| Design                                   | 10.6%             | \$ 55,000.00         |
| Development, Interfaces, and Integration | 34.7%             | \$ 180,000.00        |
| Data Conversion                          | 7.9%              | \$ 41,000.00         |
| Testing                                  | 19.3%             | \$ 100,000.00        |
| Training                                 | 3.9%              | \$ 20,000.00         |
| Implementation                           | 3.3%              | \$ 17,000.00         |
| <b>Totals</b>                            | <b>100%</b>       | <b>\$ 518,000.00</b> |

| Description             | License Type<br>(e.g. Concurrent,<br>Unlimited, etc.) | Cost Per<br>User  | Initial Contract<br>Period Year<br>One | Initial Contract<br>Period Year<br>Two | Initial Contract<br>Period Year<br>Three | Initial Contract<br>Period Year<br>Four |
|-------------------------|---|-------------------|--|--|--|---|
| Software License<br>Fee | Concurrent for<br>200 users                           | \$35 per<br>month | \$ 84,000.00                           | \$ 84,000.00                           | \$ 84,000.00                             | \$ 84,000.00                            |

**Please note any Tier pricing available for Software licenses.**

Acro will provide the following Tier pricing for Software licenses exceeding the 200 concurrent users currently quoted:



- 201 – 300 Users: \$30 per user per month for users falling in this range
- 301 – 500 Users: \$27 per user per month for users falling in this range
- >501 Users: \$25 per user per month for users falling in this range

**Please note all applicable License types that would be used.**

At this time, Acro does not provide other licensing options as a standard practice. However, we are willing to work with the State if an alternate type of licensing is desired.

| Description  | Initial Contract Period Year One | Initial Contract Period Year Two | Initial Contract Period Year Three | Initial Contract Period Year Four |
|--|----------------------------------|----------------------------------|------------------------------------|-----------------------------------|
| Hosting Fee  | \$ 75,000.00                     | \$ 75,000.00                     | \$ 75,000.00                       | \$ 75,000.00                      |
| Travel Expense   | \$ 9,000.00                      | \$ 4,000.00                      | \$ 4,000.00                        | \$ 4,000.00                       |
| Operations and Maintenance   | \$ 90,000.00                     | \$ 90,000.00                     | \$ 90,000.00                       | \$ 90,000.00                      |
| Any additional costs not included above and list what those costs are for. | \$ 0.00                          | \$ 0.00                          | \$ 0.00                            | \$ 0.00                           |

**Renewal Costs:**

| Description  | License Type (e.g. Concurrent, Unlimited, etc.) | Cost Per User  | First Optional Renewal Period – Year One | First Optional Renewal Period – Year Two | First Optional Renewal Period – Year Three |
|--|---|----------------|--|--|--|
| Software License Fee   | Concurrent for 200 users                        | \$35 per month | \$ 84,000.00                             | \$ 84,000.00                             | \$ 84,000.00                               |
| Hosting Fee  |   |                | \$ 75,000.00                             | \$ 75,000.00                             | \$ 75,000.00                               |
| Travel Expenses  |   |                | \$ 3,000.00                              | \$ 3,000.00                              | \$ 3,000.00                                |
| Operations and Maintenance   |   |                | \$ 94,500.00                             | \$ 94,500.00                             | \$ 94,500.00                               |
| Any additional costs not included above and list what those costs are for. |   |                | \$ 0.00                                  | \$ 0.00                                  | \$ 0.00                                    |



| Description   | Second Optional<br>Renewal Period –<br>Year One | Second Optional<br>Renewal Period –<br>Year Two | Second Optional<br>Renewal Period –<br>Year Three |
|---|---|---|---|
| Software License Fee  | \$ 84,000.00                                    | \$ 84,000.00                                    | \$ 84,000.00                                      |
| Hosting Fee   | \$ 75,000.00                                    | \$ 75,000.00                                    | \$ 75,000.00                                      |
| Travel Expenses   | \$ 3,000.00                                     | \$ 3,000.00                                     | \$ 3,000.00                                       |
| Operations and Maintenance  | \$ 97,200.00                                    | \$ 97,200.00                                    | \$ 97,200.00                                      |
| Any additional costs not included above and list<br>what those costs are for. | \$ 0.00   | \$ 0.00   | \$ 0.00   |

Firm Name: ACRO SERVICE CORPORATION



### Optional Costs:

| Description                       | Initial Contract<br>Period Year<br>One | Initial Contract<br>Period Year<br>Two | Initial Contract<br>Period Year<br>Three | Initial Contract<br>Period Year<br>Four |
|-----------------------------------|--|--|--|---|
| Ombudsman Long Term Care Database |  |  |  |   |

| Description                       | First Optional<br>Renewal Period –<br>Year One | First Optional<br>Renewal Period –<br>Year Two | First Optional<br>Renewal Period –<br>Year Three |
|-----------------------------------|--|--|--|
| Ombudsman Long Term Care Database |  |  |  |

| Description                       | Second Optional<br>Renewal Period –<br>Year One | Second Optional<br>Renewal Period –<br>Year Two | Second Optional<br>Renewal Period –<br>Year Three |
|-----------------------------------|---|---|---|
| Ombudsman Long Term Care Database |   |   |   |

Please list all Job Titles that pertains to this contract where the State of Nebraska would be charged an Hourly Rate

| Description By Job Title        | Rate Per Hour |
|---------------------------------|---------------|
| Project Manager                 | \$ 90.00      |
| System analyst / technical lead | \$ 70.00      |
| Programmer / developer          | \$ 60.00      |
| Database admin                  | \$ 70.00      |
| Security specialist             | \$ 60.00      |
| Network engineer / admin        | \$ 60.00      |
| Application Tester              | \$ 55.00      |
|                                 | \$            |

Bidder may add additional lines as needed

**Firm Name:** ACRO SERVICE CORPORATION