RFP 121923 - Attachment A – Category 3 Pricing

Category 3 IT Lifecycle Services

Team CAI's IT Lifecycle Services are designed to provide a comprehensive management of members' IT assets from acquisition to retirement, ensuring maximum value and compliance at every step of the life cycle. CAI partners with ServiceNow, a leader on Gartner's Magic Quadrant, to leverage the power, breadth, and depth of the ServiceNow platform as part of the overall managed service.

CAI's pricing structure is customized based on the needs and sizing of the environment for each individual member looking to purchase the managed service. As such, our discount pricing approach is based on tiered annual contract value (ACV) from the customized solution crafted and agreed upon in consultation with the respective member.

Team CAI IT Lifecycle Services Tiered Volume Discounts			
Tier	Low ACV Range	High ACV Range	Discount
1	$0.00	$50,000	2.00%
2	$50,001	$100,000	3.00%
3	$100,001	$250,000	3.50%
4	$250,001	$500,000	4.00%
5	$500,001	$1,000,000	4.50%
6	Greater than $1,000,001		5.00%

Multi-year contract lengths will have additional discounts applied at the member level.

Pricing for IT lifecycle services will include implementation, day-to-day operations/support, and licenses, as needed, based on the customized solution for the member. No additional charges will be associated with purchase not clearly identified.

The below table will be leveraged for pricing the managed service. The rates are considered "Not to Exceed" for each respective role. Roles encompass IT asset life cycle services, in addition to the ancillary and complementary services described in the response.

Rate/Hour	Resource Title	Brief Description
$180.00	Engagement Manager	Plans and oversees project team activities, manages communications with client, engages appropriate resources.
$150.00	Business Process Consultant	Conducts workshops with clients to derive specific requirements; advises team about best practices related to business process being implemented; helps write project stories from requirements.
$165.00	Technical Consultant	Configures all settings and develops basic customizations to the ITSM module of the ServiceNow platform as required by the project stories.

$195.00	Senior Technical Consultant	Configures all settings and customizations for any module of the ServiceNow platform (e.g., ITSM, ITOM, ITAM, SPM, CSM, HRSD, etc.) as required by the project stories.
$215.00	Solution Architect	Designs overall technical development approach required to meet requirements as represented by project stories.
$200.00	Program Lead	Provides overall program leadership and solution direction and serves as the escalation for all project matters.
$90.00	Quality Analyst	Tests and verifies that development meets requirements from project stories; documents defects (if found) for remediation by technical consultants.
$150.00	Trainer	Trains the trainer and/or a small group of client practitioners about how to use the developed platform before go-live.
$125.00	System Administrator	Sets up project domain on the CAI instance, if the project will be managed from the CAI instance of ServiceNow.

License pricing for the entire ServiceNow platform will be based off the GSA pricing schedule from ServiceNow's Public Sector distribution partner. The GSA pricing schedule is considered "Not to Exceed" pricing to Sourcewell members and procured leveraging the **Attachment E – Category 3 License Order Form**. Additional spot discounts for licenses will be applied at the member level based on types and quantities of licenses purchased.

Pricing for ServiceNow licenses can be found at the following link:

GSA Schedule - ServiceNow License Pricing

RFP 121923 - Attachment A – Category 2 Pricing

Category 2 Security, Cloud, Network, and Data Services with Related Solutions

Team CAI's Managed Detection and Response (MDR) platform is a multi-vector and hyper-converged cybersecurity solution. This modular platform combines detection and response against threats in the cloud, across the network, and on endpoints, mobile devices, and Internet of Things (IoT)/operational technology (OT) modules while integrating threat intelligence, deceptions, and dark/deep web surveillance to deliver a comprehensive, 24/7/365 security operation center (SOC) as a service.

CAI's pricing structure is customized based on the modules and size of the environment that Members subscribe to in order to meet their needs. As such, our discount pricing approach is based on tiered annual contract values (ACV) from the customized solution crafted and agreed upon across the choice of applicable modules.

Team CAI MDR Tiered Volume Discounts			
Tier	Low ACV Range	High ACV Range	Discount
1	$0.00	$50,000	2.00%
2	$50,001	$100,000	3.00%
3	$100,001	$250,000	3.50%
4	$250,001	$500,000	4.00%
5	$500,001	$1,000,000	4.50%
6	Greater than $1,000,001		5.00%

Multi-year contract lengths will have additional discounts applied at the member level.

Additional modules may be purchased after the initial contract via a change order. When adding additional modules, there is a minimum one-year length of purchase.

Pricing for the MDR platform will include implementation, day-to-day operations/support, platform access, and necessary equipment, if needed, per modules purchased. No additional charges will be associated with purchase not clearly identified.

The ancillary and complementary cyber services described in our response include but are not limited to the following fully managed services; penetrating testing, risk and vulnerability assessments, vCISO, maturity roadmaps, etc., will be scoped and priced leveraging the table below. These services can be executed as time and material (T&M) or fixed price at the discretion of the member agency. Rates are considered "Not to Exceed" for each respective role.

Rate/Hour	Resource Title	Brief Description
$300.00	Executive Director	Responsible for the development and implementation of cybersecurity programs and initiatives. Oversees these projects and programs. Ensures quality of services and deliverables of the service delivery teams. Communication with client executive and board leadership.
$250.00	Director	Oversees aspects of cybersecurity including design, development, implementation, incident response, adherence to various regulations, and project budgets. Provides subject matter expertise and quality assurance of services, work products, and deliverables. Communication to the client and other stakeholders.
$200.00	Senior Manager	Manages and executes complex cyber security engagements including design, development, implementation, incident response, adherence to various regulations. Provides subject matter expertise for cybersecurity technical or governance projects. Communicates with the client and other stakeholders.
$175.00	Manager	Plans and oversees activities in cybersecurity projects. Develops technical approaches and solutions. Provides technical or governance expertise and manages a group of similarly skilled team members.
$125.00	Senior Consultant	Provides technical or governance expertise for cybersecurity projects. Supports and develops technical approaches and solutions.
$95.00	Consultant	Provides overall project and solution direction and serves as the escalation for all project matters.
$450.00	Forensic Examiner	Responsible for analyzing evidence and presenting findings from cyber incidents. Works closely with management and, if required, law enforcement. In some cases, may testify in court as an expert witness.
$450.00	Incident Responder	Identifies, investigates, and mitigates security incidents when they occur. Provides rapid response in the event of an incident to mitigate the impact and minimize further compromise.