Cost Narrative - BAFO

In response to email requests for a Best and Final Offer (BAFO), we present our BAFO for Thomson Reuters CLEAR. Our offer includes a comprehensive collection of content, features, and services that will meet the needs of the Indiana Department of Child Services, including, as presented in the tables below, Child Welfare, Child Support, and potentially the local IV-D prosecutors’ offices.

BAFO Pricing for Component 1

Our proposed BAFO pricing for Indiana Department of Child Services, Child Welfare, is as follows:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Proposed Content:** | CLEAR for Government Fraud (CGF) - Up to 33 Users  Real-Time Incarceration and Arrest Records (RTIA) - Up to 38 Users | | | | | | |
| **Contract Year** | | **Per-User Rate** | | **Fixed Monthly Charge** | | **Annual Cost** | |
|  | | **CGF** | **RTIA** | **CGF** | **RTIA** | **CGF** | **RTIA** |
| Year 1 | | $51.50 | $40.00 | $1,699.50 | $1,520.00 | $20,394.00 | $18,240.00 |

The BAFO pricing for Child Welfare includes additional significantly discounted subscription rates for web-based CLEAR for Government Fraud. (We provided our best available pricing for Real-Time Incarceration and Arrest Records in our previous offer.) Pricing provided in the Cost Schedule and the table above is for Contract Year 1. West’s price model is to increase subscription rates year-to-year. West continually enhances the content and functionality of the CLEAR product, so customers are getting increased value for the increase in price from year to year. For this offer, we offer a modest price escalation of 3% year-to-year.

Training and customer support are provided at no additional charge during the CLEAR contract term.

Users will have access to only those features included in the purchased subscription.

BAFO Pricing for Component 2

Our proposed BAFO pricing for Indiana Department of Child Services, Child Support Bureau, is displayed in the two tables following:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Proposed Content:** | CLEAR for Government Fraud (CGF) - Up to 120 Users  Real-Time Incarceration and Arrest Records (RTIA) - Up to 120 Users | | | | | | |
| **Contract Year** | | **Per-User Rate** | | **Fixed Monthly Charge** | | **Annual Cost** | |
|  | | **CGF** | **RTIA** | **CGF** | **RTIA** | **CGF** | **RTIA** |
| Year 1 | | $51.50 | $40.00 | $6,180.00 | $4,800 | $74,160 | $57,600 |

The BAFO pricing for Child Support includes additional significantly discounted subscription rates for web-based CLEAR for Government Fraud. (We provided our best available pricing for Real-Time Incarceration and Arrest Records in our previous offer.) Pricing provided in the Cost Schedule and the table above is for Contract Year 1. West’s price model is to increase subscription rates year-to-year. West continually enhances the content and functionality of the CLEAR product, so customers are getting increased value for the increase in price from year to year. For this offer, we offer a modest price escalation of 3% year-to-year.

Training and customer support are provided at no additional charge during the CLEAR contract term.

Users will have access to only those features included in the purchased subscription.

We provided our best pricing for the Incarceration Monitoring – Batch Processing Service in our previous offer, so are unable to further reduce our batch pricing for this offer.

|  |  |  |  |
| --- | --- | --- | --- |
| **Proposed Content:** | Incarceration Monitoring – Batch Processing Service | | |
| **Monthly Request Volume** | | **Fixed Monthly Charge** | **Annual Cost** |
| 0 – 100,000 | | $8,333.50 | $100,002.00 |
| 100.001 – 200,000 | | $16,666.67 | $200,000.04 |
| 201,000 – 300,000 | | $25,000.00 | $300,000.00 |
| 301,000 – 400,000 | | $33,333.33 | $399,999.96 |
| 401,000 – 500,000 | | $41,666.50 | $499,998.00 |

The batch rates offered in the table above are also valid for API web services, which is currently how the data is being delivered to the Child Support Bureau.

Clarification for Specified Items

The request for BAFO included a request to clarify if our pricing included the following specified items:

Super Reverse Phone Lookup

Social Media Basic Report

Social Media Comprehensive Report

Our offering includes equivalents of the specified items; however, we point out that the item labels in your request appear to be specific to another vendor. While we do not use the same labels, we provide equivalent content and functionality, as briefly described below.

Thomson Reuters CLEAR includes **Reverse Phone Lookup** searches. In addition to providing information to link individuals or businesses to phone numbers, this gateway source provides information about the line itself, such as line type (wireless, landline, Voice-over Internet Protocol [VoIP]), line status (active, inactive), carrier (e.g., Sprint, AT&T) and detailed carrier contact information for subpoena purposes, as well as an indicator of a phone number having been ported (i.e., switched from the original carrier). Landline coverage can include all 50 states, the District of Columbia, and Puerto Rico. Wireless coverage can include all 50 states, the District of Columbia, Puerto Rico and various other U.S. territories, and Canada.

**CLEAR’s Web and Social Media** goes much deeper than standard search engines. This allows you to quickly find, categorize, and organize text and images from numerous sources, including social media sites. This data is especially critical for obtaining current information on selected populations, such as the younger population and the no-credit population, both of whom tend not to have extensive public records. Due to its critical nature, we continue to invest considerably in expanding and enhancing this data.

Web results are grouped by person, so instead of having to peruse a long list of results for items about an individual, users quickly see the items pertaining to the same person. Web results can be filtered, which allows users to identify results of interest more rapidly. The application identifies categories and keywords that occur across the results, and users can filter the Web and Social Media results to match only selected categories or keywords.

CLEAR includes comprehensive **Individual and Company Reports**, which users can choose to include social media information. These reports also can be customized to include only the information desired, such as limiting a report to social media content only. Customization can be applied ad hoc to a specific report when desired and can be saved as a report template for future use.