

ATTACHMENT B

COST PROPOSAL FORM

CUSTOMER SERVICE TRAINING PROGRAM DESIGN AND IMPLEMENTATION

Responder: The cost proposal(s) must be submitted in a **separate, sealed envelope** with the Responder's name and "Request for Proposals No. (RFP) No.18-500503, Customer Service Training Program Design and Implementation" clearly identified on the outside of the envelope.

Responders shall submit a total cost inclusive of all program design, development and implementation costs, including but not limited to the following: 1) Labor, time, materials, consults with executive leadership, and all costs associated with completing program design; 2) Labor, time, all training material (i.e. printed materials, webinars, toolkits, etc.) and all costs associated with completing program development; and 3) Labor, time, travel, materials and all costs associated with completing program implementation.

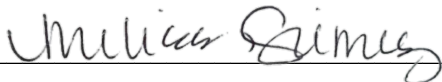
By signing this page, Responder acknowledges that he/she has carefully examined and fully understands the RFP in its entirety, and hereby agrees that if this proposal is accepted, they will contract with DeKalb County according to the Request for Proposal documents.

Name of Firm: Moran Consulting, Inc.

Address: 3712 N. Broadway #636

Chicago, IL 60613

Contact Person Submitting Proposal: Melissa Siemers

Signature of Contact Person: 

Title of Contact
Person: Director of Operations

Telephone
Number: (800) 880-0116

Fax
Number: _____

E-mail
Address: msiemers@moraninc.com

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Item	Description	Total Cost
1.	Design of Customer Service Training Program	\$ 60,975
2.	Development of Approved Customer Service Training Program	\$ 203,313
3.	Implementation Phase 1. Train-the-Trainer/Impact Group	\$ 59,500
Total Fee		\$ 323,788

Item	Description	Total Cost
4.	Implementation Phase 2. Remaining County Employees	\$ 289,750

Notes: This service may be enlisted based on need and available resources; therefore, is priced separately.