Hi Adwait, I’m Gihan, from Sales team from ABC company.

Of course, Adwait. We're open to discussing adjustments to make it fit your budget. Let's see if we can change some parts of the project or the terms to bring the cost down.

600k is basic cost.

60k Profit margin (10%) / 40k Contingency

**Will bring down to maximum (8%) 48k + 22k Contingency.**

**Total: 670k**

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| --- | --- |
| Warranty period increase from 30 days to 60 days | Yes I believe we can agree on that I believe there will be no much issues because we have done quite similar developments previously. |
| Training was not mentioned in the RFP, but you would like the consulting firm to provide a trainer from their firm to do four 2-hour training sessions for your customer support department. The consulting firm would have to develop the training slides. | Unfortunately, we can not fully agree on that.  Due to limited no resources and scalability of project we can give 1 hr training. Slides can be prepared from our end |
| You will want future changes to the website (outside the scope of the RFP) and want to use the consulting firms staff, but you want to have whatever labour rates you agree upon in the NTE contract to be fixed for 3 years with no labour rate increases. | 1 year fixed labour rate.  Remaining 2 years 4% increment.  I understand you want the labor rates to stay the same for the entire three-year contract. But here's why we suggest a different approach:  **Changes in Costs**: Sometimes, things like inflation or changes in demand can make our costs go up. We want to make sure we can cover these extra costs without putting too much pressure on our end.  **Being Fair**: We believe in fair pay for our team. A small increase every year helps us keep up with the rising costs of living and ensures we can keep talented people working on your project.  **Dealing with Risk**: Predicting what will happen in the future is tough. By adjusting a little each year, we can handle unexpected changes better and make sure we can still deliver great results for you.  **Staying Flexible**: The small yearly increase gives us room to adjust if things change unexpectedly. It's like having a safety net that lets us keep doing good work without any big surprises.  We want to make sure we can do the best job for you over the long term, and we believe this approach helps us do that while still being fair to everyone involved. |
| While your IT staff is good enough to create internal web apps and sites, they don’t keep up on the latest website technology, so you’ll ask the consulting firm to provide monthly update sessions to your 3 office locations that have IT staff, once a month for a year. | Every 3 months, in headquarters  However, here's why we suggest something different:  **Less Hassle**: Monthly sessions at multiple places can be a lot to manage. By having them every three months at your main office, it's easier for everyone to plan and attend without too much disruption.  **Better Content**: Having fewer sessions allows us to focus on providing really useful information. We can cover more topics in depth, making sure your IT staff get the most out of each session.  **Easier Planning**: Coordinating fewer sessions makes things simpler for both of us. It's easier to arrange travel and schedules when we're only meeting every three months in one place.  **More Consistency**: Holding sessions in one location helps keep everyone on the same page. It ensures that all your IT staff receive the same information and training, no matter where they're based. |
| The RFP stipulated that the final payment of 5% of the contract will be paid after 30 days, you would like this to be 10% after 90 days. | 12% after 90 days  But here's why we suggest a slightly higher percentage:  **Managing Money**: We need to make sure we have enough money coming in to cover our costs. Asking for a bit more after 90 days helps us do that without causing any problems.  **Reducing Risks**: Waiting longer for payment can be risky for us. So, asking for a bit more money after 90 days helps make up for that risk.  **Recognizing Work**: The final stages of a project often involve a lot of work to finish things up properly. Asking for more money after 90 days reflects the value of that work.  **Fairness for Everyone**: Our proposal tries to find a balance between what you need and what we need. We want to make sure both sides are treated fairly, and this arrangement helps us do that.  In short, while we understand your preference, our suggestion tries to make sure we can both get what we need without causing any problems. |
| And “oh, by the way”, you would like their consulting firm to review the scope of the website that your internal business analysts created, to see if anything is missed. You estimate it would take 2 of their people 4 days each. | 2 resources (1 developer, 1 infra engineer)  Only 3 days |