CITY OF FORT LAUDERDALE

RFP No.: 380

RFP Title: Infor CloudSuite Managed Services

COMPETITIVE NEGOTATIONS TERM SHEET

Date: March 20, 2025

A term sheet is a summary of the negotiations containing the agreed upon key terms of an agreement. It serves as a template, references key points, and essentially lays the foundation for ensuring the pertinent aspects of the business transaction to avoid any misunderstanding and make it clear of the intent of both parties.

	380 - Infor CloudSuite Managed Services and Special Projects				Arisma Group, LLC dba Cendien	
#	Line Item	Description	Qty.	U/M	Unit Price	Extension
1	Infor Managed Services Support (IMSS)- Years 1 & 2	Guaranteed 20 hours per week / 1040 per year	1040	HR	$ 140.00	$145,600.00
2	Year 3 - % Increase IMSS*	On Hourly Rate	1	PT	3%	
3	Year 4 - % Increase IMSS**	On Hourly Rate	1	PT	3%	
4	IMSS	Additional Hrs. per week	1	HR	$ 140.00	
5	Special Project (SP) #1	Infor Absence Management Post-Go-Live Audit Estimated – Billed Hourly	150	HR	$ 140.00	
6	Future Special Projects	Quoted Utilizing Hourly Rate	1	HR	$ 140.00	
7	Additional	Initial Discovery Assessment	60	HR	Included	No Charge
8	Year 3 - % Increase SP***	On Hourly Rate	1	PT	3%	
9	Year 4 - % Increase SP*****	On Hourly Rate	1	PT	3%	

1. **Line Item 1: Infor Managed Services Support (IMSS)- Years 1 & 2**
   - **A.** Years 1 and 2: Guaranteed 20 hours per week, 1040 hours per year.
   - **B.** $140 / hourly rate for all work with a guaranteed 20 hour per week
     - **1)** To be consumed in a 4-week period.
     - **2)** Overages would be at the same rate.
   - **C.** Managed services hours can be allocated to special projects (4-week period consumption)
   - **D.** All overages would be billed at the same rate of $140 / hourly.
   - **E.** Contract administration is easy to manage. Simple non-tier flat rate pricing with cost savings upfront.
2. **Line Item 2: Year 3 - % Increase IMSS***
   - **A.** If City of Fort Lauderdale (CoFL) agrees to the same 20-hour weekly consumption guarantee for Year 3, Cendien will keep the same rate without any increases.
   - **B.** If CoFL transitions to an hourly pricing model without a minimum consumption guarantee, the hourly rate would be subject to a compounded 3% annual escalation, applied to the rate each subsequent year.
3. **Line Item 3: Year 4 - % Increase IMSS****
   - **A.** If CoFL agrees to the same 20-hour weekly consumption guarantee for Year 4, Cendien will keep the same rate without any increases.
   - **B.** If CoFL transitions to an hourly pricing model without a minimum consumption guarantee, the hourly rate would be subject to a compounded 3% annual escalation, applied to the rate each subsequent year.

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4. **Line Item 4: Infor Managed Services Support (IMSS)** additional hours any given week
   - **A.** Same $140 / hourly rate for overages beyond period consumption.
   - **B.** After 20 hours per week are consumed in 4 weeks (period)
   - **C.** Additional hours are billed at the same rate and can be managed by Fort Lauderdale.
5. **Line Item 5: Special Project #1 - Infor Absence Management Post-Go-Live Audit**
   - **A.** Estimated at 150 hours
   - **B.** Billed at an hourly rate of $140/hour, and CoFL can also use the hours allocated for Managed Services.
6. **Line Item 6: Future Special Projects**
   - **A.** Quoted on Hourly Basis
   - **B.** Billed at an hourly rate of $140/hour, and CoFL can also use the hours allocated for Managed Services.
7. **Line Item 7: Additional – Initial Discovery Assessment**
   - **A.** 60 hours of onboarding / initial discovery assessment included at No Charge.
8. **Lines Item 8: Year 3 - % Increase SP*****
   - **A.** If CoFL agrees to the same 20-hour weekly consumption guarantee for Year 3, Cendien will keep the same rate without any increases.
   - **B.** If CoFL transitions to an hourly pricing model without a minimum consumption guarantee, the hourly rate would be subject to a compounded 3% annual escalation, applied to the rate each subsequent year.
9. **Line Item 9: Year 4 - % Increase SP******
   - **A.** If CoFL agrees to the same 20-hour weekly consumption guarantee for Year 4, Cendien will keep the same rate without any increases.
   - **B.** If CoFL transitions to an hourly pricing model without a minimum consumption guarantee, the hourly rate would be subject to a compounded 3% annual escalation, applied to the rate each subsequent year.

The person below is authorized to bind the parties to the agreed upon key points and terms cited above to incorporate into an agreement.

City of Fort Lauderdale	**Arisma Group, LLC dba Cendien**
_____	Israel Denis Digitally signed by Israel Denis DN: cn=Israel Denis, o=Cendien, ou, email=idenis@cendien.com, c=US Location: Dallas, TX Date: 2025.03.21 09:55:28 -05'00'
Signature	Signature
_____	Israel Denis
Print Name	Print Name
_____	Managing Director
Position/Title	Position/Title
_____	03/21/2025
Date	Date