

CAREERSOURCE FLORIDA, INC.

POST-CONTRACT RETURN ON INVESTMENT (ROI) ANALYSIS FORM

Purpose: An ROI analysis is a performance measure used to evaluate the efficiency/profitability/return of an investment.

ROI tries to directly measure the amount of return of an investment relative to the investment's cost.

Instructions: All CSF contracts expected to exceed the federal small purchase threshold of \$250,000 must have conducted and documented at contract close-out a post-contract return on investment (ROI) analysis. This should be filed with the contract's close-out documentation.

Project Name, or Contract Number: PO0716

Analysis for Vendor/Contractor: Gartner

Analysis conducted by: Violet Sharpe, Director of Contract

Date: 2/26/2021

Type of cost incurred: (professional services, goods/supplies, licenses, subscription, training/professional development,

List all costs to be incurred for this purchase/contract

Professional services

Actual contract cost: \$346,667

Did purchase meet the intended and anticipated need defined at pre-contract Yes, this purchase provided subscription-based research and related services for use by the DEO and CSF select staff.

CATEGORIES OF COSTS THAT WOULD HAVE INCURRED	COSTS THAT WOULD HAVE INCURRED	RETURN IMPACT High= Medium= Low=1	INVESTMENT (<i>Monetary</i> : travel, consulting, annual maintenance, licenses, start up costs, subscription. <i>Non-monetary</i> : time, lost production on other tasks, potential risks, imperfect processes, market penetration uncertainties)	COST IMPACT High=3 Medium=2 Low=1
LABOR FOR STAFF FOR DEO AND CSF: 4 OPERATIONS CONSULTANTS (OC) (AVG SALARY FOR OC, \$82,011); 2 ACCOUNT MANAGERS (AM) (AVG SALARY FOR AC, \$68,000); 2 OF EACH SPECIALISTS FOR SALESFORCE, MIRCROSOFT AZURE, AND MICROSOFT 365 SECURITY (AVG SALARY FOR EACH SPECIALIST, \$73,000) PLUS 35% BENEFITS FOR SALARIES AT: \$683,044. (SALARIES) + \$239,065.40 (35% BENEFITS) = \$922,109.40	922,109.40	3	Consulting fees of \$15,035.34 mo. for 4 dedicated Operations Consultants staff, 2 Account Managers, 3 Salesforce, Microsoft 365 Security, and Microsoft Azure Specialists. Monthly fees are far less than salary/benefit/overhead cost to hire staff required to receive services received from Gartner.	2
MATERIALS, COPYING, SUPPLIES FOR 9 STAFF PEOPLE @ \$300 EACH = \$2,700	2,700.00	2	Consulting fees of \$15,035.34 mo. for 4 dedicated Operations Consultants staff, 2 Account Managers, 3 Salesforce, Microsoft 365 Security, and Microsoft Azure Specialists. Monthly fees are far less than salary/benefit/overhead cost to hire staff required to receive services received from Gartner.	1
OVERHEAD: RENT, SPACE, PAYROLL FOR 9 STAFF @ \$6,734 EA = \$60,605 (Rent for 2020-21 is \$17,957 per month x 12 months = \$215,484 for the year. Divide \$215,484 by 23 staff (add 9 new staff to 23 current staff) = \$6,734	60,605.00	3	Consulting fees of \$15,035.34 mo. for 4 dedicated Operations Consultants staff, 2 Account Managers, 3 Salesforce, Microsoft 365 Security, and Microsoft Azure Specialists. Monthly fees are far less than salary/benefit/overhead cost to hire staff required to receive services received from Gartner.	3
FURNITURE/EQUIPMENT FOR 9 NEW STAFF @ \$4,000 PER PERSON	36,000.00	3	Consulting fees of \$15,035.34 mo. for 4 dedicated Operations Consultants staff, 2 Account Managers, 3 Salesforce, Microsoft 365 Security, and Microsoft Azure Specialists. Monthly fees are far less than salary/benefit/overhead cost to hire staff required to receive services received from Gartner.	2

TOTAL COSTS WOULD HAVE BEEN
(SUM THE COSTS ABOVE) 1,021,414.40

INVESTMENT = ACTUAL COSTS INCURRED
(CONTRACT PAYMENTS) 346,666

RETURN
(COSTS WOULD HAVE BEEN - ACTUAL COSTS INCURRED) 674,748.40

ROI
(RETURN - INVESTMENT) / INVESTMENT X 100% 94.64%

This ROI of 94.64% is phenomenal. As a general rule of thumb per <https://trendshare.org/how-to-invest/what-is-a-good-annual-rate-of-return>, "an ROI of 15% is a really good return on investment. It's aggressive, but it's achievable.... and you can beat the market at that rate".

CONCLUSION: