

| Category | Description | Unit/Qty | Rate | Total Cost |
|----------------------------|---|--|---------------|-----------------|
| Implementation Fee | One-time setup, configuration, onboarding, and training | 1 | \$ 807,068.99 | \$ 807,068.99 x |
| Annual License Fee | Recurring license for platform usage | 1 year | \$ 198,750.00 | \$ 198,750.00 |
| Maintenance | System updates, and ongoing maintenance | 1 year | \$ 346,292.68 | \$ 346,292.68 x |
| Unlimited Users | Platform access for unlimited internal/external users | Included | | \$0 |
| Customer Support | Email/chat support, knowledge base, ticketing system | 1 year | \$ 119,250.00 | \$ 119,250.00 |
| Call Center Support | Dedicated phone support for agencies and public inquiries | 1 year | \$ 159,000.00 | \$ 159,000.00 |
| Internal Users | Staff/admin access across agencies | 500 | Included | \$0 |
| External Users | Public-facing portal for applicants, businesses, and citizens | Unlimited | Included | \$0 |
| Data Migration | Import of legacy digital data into new system | | \$X.XX/GB | \$ 279,431.53 x |
| Paper to Digital Migration | Scanning, digitization, and indexing of paper records | At least one agency will require full digital transition | \$X.XX/unit | \$ 231,067.43 x |
| | | | | \$ 2,140,860.62 |

Optional Add-Ons

| Add-On | Description | Rate | Total Cost |
|--------------------------------------|---|-----------------|------------|
| Agency Expansion | Support for onboarding additional agencies beyond initial 9 | \$10,000/agency | |
| Onboarding Additional Agencies | API connections to third-party systems (e.g., CRM, payment gateways) | \$2,000/system | |
| Creating additional custom workflows | Automated alerts for users and admins | \$4,000/year | |
| | Configuration of multiple license/permit workflows in addition to initial setup | \$30,000/type | |
| E-Signature Integration | Digital signatures for applications and approvals | \$5,000/year | |
| Storage | Storage of documents and Hosting of System, should the State elect not to transition to its own cloud storage | \$300/TB/year | |

Suggested Payment Schedule

| Milestone | % of Total | Due Upon |
|------------------------------------|------------|---|
| Contract Signing & Kickoff | 10% | After Kick-Off Meeting and Deliverable Schedule Presented and Agreed to by both parties |
| Completion of System Configuration | 25% | After configuration and initial testing |
| Data Migration & Agency Onboarding | 25% | After successful migration and agency setup |
| Go-Live & User Training | 20% | Upon go-live and completion of training |
| Final Acceptance & Warranty Start | 20% | 30 days post go-live, after issue resolution |