



RESPONSE TO:

West Virginia Office of the Cabinet Secretary

One-Stop-Shop Permitting Portal

CRFP 0201 SEC2600000001 – COST PROPOSAL

DATE December 4, 2025

Prepared by

IBM Consulting

Brian Cunningham

West Virginia Lead Client Partner

Brian.cunningham@ibm.com

IBM Consulting

International Business Machines Corporation (IBM) is submitting this Proposal for services that will be led by IBM's Consulting division (IBM Consulting)



December 5, 2025

Tara Lyle
Buyer Supervisor
Department of Administration
Purchasing Division
2019 Washington St E
Charleston, WV 25305

Dear Ms. Lyle,

Thank you for the opportunity to respond to the State of West Virginia's Request for Proposal for the development and implementation of a comprehensive one stop shop permitting solution. IBM shares the State's vision of streamlining processes, improving accessibility, and enhancing the experience of citizens, businesses, and agency staff across departments.

Enclosed you will find our Cost Proposal should you have any questions, please contact Brian Cunningham, Lead Client Partner at brian.cunningham@ibm.com or 304-552-0032.

Sincerely,

A handwritten signature in blue ink, appearing to read "B. Cunningham", written over the printed name.

Brian Cunningham
IBM Lead Client Partner
304-552-0032
Brian.Cunningham@ibm.com

IBM Cost Proposal

The following pages include IBM's Cost proposal using the State's prescribed pricing sheet.

Category	Description	Unit/Qty	Rate	Total Cost
Implementation Fee	One-time setup, configuration, onboarding, and training	1	\$2,737,267.08	\$2,737,267.08
Annual License Fee	Recurring license for platform usage	1 year	N/A	From Salesforce
Maintenance	System updates, and ongoing maintenance	1 year	\$495,718.63	\$495,718.63
Unlimited Users	Platform access for unlimited internal/external users	Included	N/A	From Salesforce
Customer Support	Email/chat support, knowledge base, ticketing system	1 year	N/A	TBD after Discover Phase
Call Center Support	Dedicated phone support for agencies and public inquiries	1 year	N/A	TBD after Discover Phase
Internal Users	Staff/admin access across agencies	500	Included	From Salesforce
External Users	Public-facing portal for applicants, businesses, and citizens	Unlimited	Included	From Salesforce
Data Migration	Import of legacy digital data into new system		\$X.XX/GB	TBD after Discover Phase
Paper to Digital Migration	Scanning, digitization, and indexing of paper records	At least one agency will require full digital transition	\$X.XX/unit	TBD after Discover Phase


Optional Add-Ons

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

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

IBM Corporation
Vendor Name


Authorized Signature

12/4/2025
Date