



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 that appears to read "Brian Cunningham".

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.

| <u>Category</u> | <u>Description</u> | <u>Unit/Qty</u> | <u>Rate</u> | <u>Total Cost</u> |
|----------------------------|---|--|----------------|--------------------------|
| 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 |

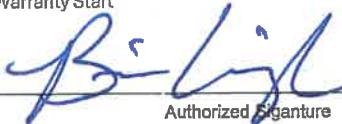
Optional Add-Ons

| <u>Add-On</u> | <u>Description</u> | <u>Rate</u> | <u>Total Cost</u> |
|---|---|----------------|-------------------|
| 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

| <u>Milestone</u> | <u>% of Total</u> | <u>Due Upon</u> |
|------------------------------------|-------------------|---|
| 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