

Category	Description	Unit/Qty	Rate	Total Cost
Implementation Fee	One-time setup, configuration, onboarding, and training	1	500,000	\$295,000
Annual License Fee	Recurring license for platform usage	1 year	10,000	30,000
Maintenance	System updates, and ongoing maintenance	1 year	10,000	30,000
Unlimited Users	Platform access for unlimited internal/external users	Included	0	\$0
Customer Support	Email/chat support, knowledge base, ticketing system	1 year	10,000	30,000
Call Center Support	Dedicated phone support for agencies and public inquiries	1 year	10,000	30,000
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		\$120/GB	
Paper to Digital Migration	Scanning, digitization, and indexing of paper records	At least one agency will require full digital transition	\$200.00/legal box includes shipping both ways	

**Optional Add-Ons**

Add-On	Description	Rate	Total Cost
Agency Expansion	Support for onboarding additional agencies beyond initial 9	\$63,000/agency	
Onboarding Additional Agencies	API connections to third-party systems (e.g., CRM, payment gateways)	\$35,000/system	
Creating additional custom workflows	Automated alerts for users and admins	\$10,000/year	
License/Permit Types	Configuration of multiple license/permit workflows in addition to initial setup	\$12,500/type	
E-Signature Integration	Digital signatures for applications and approvals	\$20,900/year	
Storage	Storage of documents and Hosting of System, should the State elect not to transition to its own cloud storage	\$580/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

Delasoft, Inc  
Vendor Name

Authorized Signature

Date

12/3/25