



ORIGINAL

**State of West Virginia
Centralized Request for Proposals Info Technology
One-Stop-Shop Permitting Portal
Volume II - COST Proposal Response**

December 4, 2025, 1:30pm

BUYER: Tara Lyle, Buyer Supervisor
SOLICITATION NO.: CRFP SEC2600000001
BID OPENING DATE: December 4, 2025
BID OPENING TIME: 1:30 p.m.
Department of Administration
Purchasing Division
2019 Washington Street E
Charleston, WV 25305

**Submitted by:
Team CoreSphere
CoreSphere, LLC and Cloud SynApps**
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coresphere

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CoreSphere, LLC is an Equal Opportunity Employer

Title Page

Prepared For

- State of West Virginia
- SOLICITATION NO.: CRFP SEC2600000001 6700A Rockledge Drive
- Centralized Request for Proposals Info Technology
- One-Stop-Shop Permitting Portal

Prepared By

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CoreSphere Authorized Negotiator

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- SGupta@coresphere.com
- Office: 301-637-3216
- Mobile: 202-421-8284
- Fax: 301-825-8990
- Authorized Signature: 
- Date: 12-1-25
- CoreSphere acknowledges and accepts the evaluation criteria and scoring methodology as published in Section 6 of the RFP.
- CoreSphere accepts all terms and conditions and makes no exceptions.

CoreSphere Corporate Information

- DUNS: 18-476-8583
- UEI: U7QGJ84HBNA7
- CAGE Code: 37GU1
- TIN: 20-0926452

CoreSphere Contract Vehicles:

- GSA MAS IT Schedule
- GSA 8(a) STARS III
- SBA Small Disadvantaged Business (SDB)
- NASPO

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1. Attachment A

Team CoreSphere is submitting the completed Cost Sheet - Attachment A. The following are additional notes and assumptions applicable to our Cost submission.

<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	6162460	6162460
Annual License Fee	Recurring license for platform usage	1 year	1584887	1584887
Maintenance	System updates, and ongoing maintenance	1 year	145320	145320
Unlimited Users	Platform access for unlimited internal/external users	Included	0	\$0
Customer Support	Email/chat support, knowledge base, ticketing system	1 year	686720	686720
Call Center Support	Dedicated phone support for agencies and public inquiries	1 year	415400	415400
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		300000	300000
Paper to Digital Migration	Scanning, digitization, and indexing of paper records	At least one agency will require full digital transition	\$0.30/unit	\$0.30/unit

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	TBD	Cost is based on number of permits and complexity
Onboarding Additional Agencies	API connections to third-party systems (e.g., CRM, payment gateways)	TBD	Cost is based on complexity
Creating additional custom	Automated alerts for users and admins	N/A	Included in base
License/Permit Types	Configuration of multiple license/permit workflows in addition to initial setup	TBD	Cost is based on complexity
E-Signature Integration	Digital signatures for applications and approvals	N/A	Use out of box options
Storage	Storage of documents and Hosting of System, should the State elect not to transition to its own cloud storage	N/A	Proposed solution is SaaS

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

CoreSphere LLC _____ Shailesh Gupta _____
Vendor Name _____ Authorized Signature _____

12-3-25 _____ Date _____



2. Pricing Notes and Assumptions

The following are our general pricing notes and assumptions.

1. **Onsite presence:** Our price includes and assumes onsite presence at critical times of the project including
 - Initial discovery and requirements gathering sessions
 - Training sessions especially around MVP Go Live
 - Post Go Live support
 - Our team is committed to spending up to 180 person days on site at your offices
 - Our team will work with WV stakeholders to determine the periods when on site presence is most valuable
2. **Customer Product Owner Commitment:** The State will provide a dedicated Product Owner with authority to make timely decisions on requirements prioritization, scope tradeoffs, and backlog management. The Product Owner will participate in sprint planning, demos, and retrospectives.
3. **Definition of Done and Prioritized Backlog:** All user stories will include mutually agreed-upon acceptance criteria. Functionality will be considered complete upon meeting the agreed Definition of Done (DoD) for that story or feature. Revisions beyond approved acceptance criteria will be treated as change requests.
4. **Out-of-the-Box First:** The solution will prioritize Salesforce's out-of-the-box (OOB) and low-code capabilities to meet requirements. Custom development or third-party tools will only be used when OOB functionality cannot fulfill critical requirements based on CoreSphere's thorough gap analysis. The OOB approach offers many advantages for Salesforce implementations, including lower Total Cost of Ownership over the lifetime of the system.
5. **Customer Furnished Information and Resources:** The State will provide timely access to Subject Matter Experts (SMEs), existing documentation, and all relevant data for migration. Delays in access may impact the project schedule.
6. **Change Requests will be Managed Formally:** All requested changes to the project scope, deliverables, timelines, or resource needs must be submitted through the agreed-upon change control process and may result in updates to the schedule and/or budget.
7. **Data Migration Assumptions:** To support a unified applicant experience within the One-Stop Licensing Portal and ensure that essential licensing and permitting information is available for real-time dashboards, application visibility, and compliance tracking, a structured data migration strategy will supplement MuleSoft-based integrations with existing agency licensing systems. While MuleSoft provides real-time and near-real-time data exchange for systems capable of supporting API-driven communication, certain legacy systems may not provide real-time interfaces or may require asynchronous data availability. In these cases, CoreSphere will perform a targeted and scoped data migration into the Salesforce PSS LPI platform to enable high-value functionality such as dashboard reporting, digital wallet visibility, renewal eligibility, business and permit record continuity, and applicant self-service access.

The following assumptions apply to the data migration effort and scope:

- a) The State of West Virginia will provide export files from existing legacy licensing and

permitting systems in a machine-readable format (such as CSV, JSON, Excel, XML, SQL extracts, etc.) aligned to a mutually defined CoreSphere data template. Since CoreSphere does not have direct access to the legacy case management systems or knowledge of their internal data structures, the State will be responsible for extracting data from their systems and delivering it in the agreed-upon template.

- b) Data migration is scoped to the following data categories required for the operation of the One-Stop Portal and Digital Wallet experience:
 - o Business Entities, Licensees, Permit Holder Organizations, and Individuals
 - o Open and active applications at a summary level necessary to deliver visibility into high-level status milestones within the public dashboard and applicant digital wallet
 - o Active licenses and permits, including high-level permit attributes required for renewal and compliance visibility
 - o Any additional reference or lookup data required for the functioning of the Salesforce PSS LPI One-Stop Portal
- c) Expired, historical, or closed applications and permits that cannot be renewed or are not required for ongoing business functions will not be migrated at this stage and will remain in the legacy systems until such time as the associated agency case management platform undergoes modernization or full migration. These records will continue to be accessible via agency systems until future phases, where a full legacy system migration may be considered.
- d) Data migration activities, including template design, cleansing rules, deduplication logic, transformation mappings, test migrations, and validation checkpoints—will be collaboratively defined with the State. Final data load into Salesforce will follow an iterative test-and-validate approach to ensure accuracy, usability, and integrity. All migrated data will be encrypted in transit and at rest in compliance with security requirements.
- e) Manual data cleansing is excluded from our scope and will have to be done by WV prior to data migration

8. **Training Assumptions:**

- a) Training services will be tailored to end-user roles and provided in accordance with the proposed schedule.
- b) Onsite training can be delivered if requested and onsite days can be utilized for this.
- c) The State will provide classrooms, internet connection, projectors, desktop/laptop computers for students and other equipment as needed for Onsite/Classroom-based training.
- d) Reproduction, shipping, and distribution of any training materials will be the responsibility of the State.

9. **System Integrations Assumptions:**

- a) Team CoreSphere will integrate our one stop solution to WV legacy licensing and permitting case management systems to enable the closed loop licensing and permitting processes
- b) Integrations will only be for the information necessary for the business processes in scope to collect Applications, transmit them to WV Licensing and Permitting case management systems, and retrieving and updating status information
- c) The State is responsible for developing any receiving interface for the legacy case management systems
- d) It is assumed that the existing legacy systems are capable of Application Programming Interfaces (APIs) using REST or SOAP APIs

10. **System Updates and Ongoing Maintenance:**

- a) Software upgrades as released are included.
- b) Software administration to ensure performance, uptime, and scalability are included.

- c) User Administration and Management is excluded. CoreSphere will train State personnel on Activating and Deactivating users.
- d) Major enhancements can be provided at a separate cost based on Hourly/Daily Rates.

11. Our pricing is based on the departments and License/Permits listed in Attachment B. Any changes to these may result in a time and cost impact.

12. To the extent that CoreSphere's services depend on the performance and availability of third-party software and services, including Salesforce SaaS license platform; and (ii) any State information is stored or processed on such third-party services; State agrees that such third-party software and services are subject to the terms and conditions of separate license agreements solely between State and such third-party providers, and are outside the control of CoreSphere. CoreSphere specifically disclaims any warranty or liability with respect to such third-party software and services.

13. All material changes made to this contract will be documented in a written change order agreed by the parties. For the purposes of this contract, a Material Change shall mean any change arising as a result of: (i) incorrect or incomplete information or documentation provided to CoreSphere by State, (ii) additional or modified State requirements being introduced that are not already stated in this contract, (iii) changes to the project schedule or delays caused by State. CoreSphere acknowledges that any revisions introduced shall not result in increased costs or billed hours unless such revisions are Material Changes. CoreSphere may propose a revised project budget or project schedule only in the event of a Material Change.

14. CoreSphere and WV will discuss and negotiate penalty for delays in going live. We understand WV has requested \$10,000 penalty per day. However, delays can be based on multiple factor including delays caused by WV. We are committed to meeting the proposed deadlines and milestones and will negotiate in good faith penalties such that they can be attributed clearly to CoreSphere.

2.1 SaaS Licenses

The following are our SaaS License assumptions.

1. License pricing included is for the following Salesforce Products:

Product	Quantity
Public Sector - Service - Agentforce 1 Edition	500
Data Services Provisioning - Agentforce 1 Edition	1
Service Provisioning for Agentforce 1 Edition	1
Data Cloud Provisioning - Agentforce 1 Edition	1
Flex - Entitlements - Gov - Agentforce1 Edition	1
Customer Community Plus for Public Sector - UE - Logins (per Month)	140000
Government Cloud Plus	1
Salesforce Shield	1
Slack Gov Grid provisioning - Agentforce 1 Edition	500
Slack Provisioning for Gov - Agentforce 1 Edition	500
MuleSoft - Anypoint Platform Base Subscription - Platinum Edition	1
MuleSoft - Included vCore - Production	2
MuleSoft - Included vCore - Pre-Production	4
MuleSoft - Load Balancer - Platinum Edition	1
MuleSoft - Government Cloud Deployment	1

2. License Payment Assumptions:

- All License subscriptions will be invoiced at the beginning of the Year in full (at Contract Award for Year 1 and at Renewal to procure/renew Salesforce Software License Subscriptions).
- Proposed License subscriptions require an Annual Commitment. Once purchased/renewed with an annual commitment these fees are Non-Refundable.
- Licenses are governed by the licensing terms included in the "Product Licensing Terms" Section
- Salesforce does not support concurrent licenses so we have proposed licenses on the following basis
 - Internal users are on a named user basis and licenses can be managed and transferred between users by WV administrators
 - External users are based on a capacity model called Logins/Month – we have priced 140,000 logins per month which does not restrict the number of users and provides for 140,000 logins across all users each month. Logins are cumulative so WV will have 1,680,000 logins per year. Unused logins do not roll over to the next year. Our solution does not offer an Unlimited model, however the proposed capacity should suffice WV needs based on volumes provided in the RFP.

3. Ramp Up Model: We have proposed a Ramp Up model during the first year to accommodate time

for development. Our license pricing is thus based on the following:

- a) In "Cost Sheet – Attachment A" we have entered the average price of Licenses for the first three years.
- b) The ramp Up model reduces licenses fees during development and slowly increases fees as development and roll out progresses. The following is the Annual Price per year for the first three years:

Product	Quantity	Year 1 Per User/Per Month	Year 2 Per User/Per Month	Year 3 Per User/Per Month
Public Sector - Service - Agentforce 1 Edition	500	\$75.60	\$96.39	\$128.52
Data Services Provisioning - Agentforce 1 Edition	1	\$0.00	\$0.00	\$0.00
Service Provisioning for Agentforce 1 Edition	1	\$0.00	\$0.00	\$0.00
Data Cloud Provisioning - Agentforce 1 Edition	1	\$0.00	\$0.00	\$0.00
Flex - Entitlements - Gov - Agentforce1 Edition	1	\$0.00	\$0.00	\$0.00
Customer Community Plus for Public Sector - UE - Logins (per Month)	140000	\$0.23	\$0.34	\$0.45
Government Cloud Plus	1	10%	10%	10%
Salesforce Shield	1	15%	15%	15%
Slack Gov Grid provisioning - Agentforce 1 Edition	500	\$0.00	\$0.00	\$0.00
Slack Provisioning for Gov - Agentforce 1 Edition	500	\$0.00	\$0.00	\$0.00
MuleSoft - Anypoint Platform Base Subscription - Platinum Edition	1	\$7,340.00	\$7,707.00	\$8,092.35
MuleSoft - Included vCore - Production	2	\$0.00	\$0.00	\$0.00
MuleSoft - Included vCore - Pre-Production	4	\$0.00	\$0.00	\$0.00
MuleSoft - Load Balancer - Platinum Edition	1	\$344.74	\$361.97	\$380.07
MuleSoft - Government Cloud Deployment	1	23%	23%	23%
Estimated Annual Totals		\$1,156,706	\$1,556,443	\$2,041,512
Annual Average (first 3 years)		\$1,584,887		

- c) After Year 3, License fees increase by 7% Year over Year
- d) Proposed License subscriptions require an Annual Commitment. Once purchased/renewed with an annual commitment these fees are Non-Refundable.
- e) Licenses are governed by the licensing terms included in the "Product Licensing Terms" Section

2.2 Customer and Call Center Support

The following are customer and call center and assumptions for email/chat support, knowledgebase, ticketing system, dedicated phone support (for agencies and public inquiries), and optional 24x7 support.

1. Email/chat support, knowledgebase, ticketing system:

- a) Pricing includes Email/chat support, knowledgebase, and use of a ticketing system.
- b) Support will be provided 5 Days a week from 8:00am – 8:00pm EST excluding public holidays

- c) Pricing includes a total of 10 user licenses to the ticketing system for WV and Team CoreSphere users
2. **Dedicated phone support for agencies and public inquiries can be added based on the following terms:**
 - a) The proposed pricing is in addition to the Email/chat support, knowledgebase, ticketing system pricing and is not a stand-alone price i.e. the phone support pricing requires the Email/chat support, knowledgebase, ticketing system to be in place and is a add on
 - b) Pricing includes dedicated phone support for up to 125,000 minutes per year
 - c) Support will be provided 5 Days a week from 8:00am – 8:00pm EST excluding public holidays
 - a) Pricing increases user licenses to the ticketing system for WV and Team CoreSphere users by three (3) for a total of thirteen (13) users
3. **The support can optionally be extended to 24 x 7 x 365:**
 - b) The proposed pricing is in addition to the Email/chat support, knowledgebase, ticketing system, and dedicated phone support for agencies and public inquiries pricing 8am to 8pm EST and is not a stand-alone price i.e. the 24 x7 x 365 pricing requires the Email/chat support, knowledgebase, ticketing system, and dedicated phone support for agencies and public inquiries to be in place and is a add on
 - c) Dedicated phone support is still limited to 125,000 minutes per year
 - d) Support will be provided 24 x 7 x 365
 - e) Pricing increases user licenses to the ticketing system for WV and Team CoreSphere users by seven (7) for a total of twenty (20) users

2.3 Payment Schedule

CoreSphere accepts the pricing terms proposed by West Virginia. However, since the overall duration of the project is three (3) years we are requesting payments for sub milestones within the same milestone payment framework. The following is our proposed payment schedule for implementation services only.

The WV template did not provide payment milestones for other expected costs such as:

- SaaS Licenses
- Maintenance
- Customer Support
- Call center Support
- Scanning, Digitization, and Indexing of paper records

Payment milestones for these items will be negotiated with WV at contract negotiations.

Year 1

WV Proposed Payment Milestones				CoreSphere Proposed Sub-Payment Milestones		
Milestone	% of Total	Due Upon	Amount	% of Total	Due Upon	Amount
Contract Signing & Kickoff	10%	After Kick-Off Meeting and Deliverable Schedule Presented and Agreed to by both parties	\$221,352.00	10.0%	After Kick-Off Meeting and Deliverable Schedule Presented and Agreed to by both parties	\$221,352.00
Completion of System Configuration	25%	After configuration and initial testing	\$553,380.00	12.5%	Mid-configuration agreed upon milestone	\$276,690.00
				12.5%	After all configuration and initial testing	\$276,690.00
Data Migration & Agency Onboarding	25%	After successful migration and agency setup	\$553,380.00	12.5%	After successful data migration	\$276,690.00
Go-Live & User Training	20%	Upon go-live and completion of training	\$442,704.00	15.0%	After successful agency setup	\$276,690.00
				5.0%	Completion of training	\$332,028.00
Final Acceptance & Warranty Start	20%	30 days post go-live, after issue resolution	\$442,704.00	20.0%	Upon go-live	\$110,676.00
Total Payments			\$2,213,520.00			\$2,213,520.00

Year 2

WV Proposed Payment Milestones				CoreSphere Proposed Sub-Payment Milestones		
Milestone	% of Total	Due Upon	Amount	% of Total	Due Upon	Amount
Contract Signing & Kickoff	10%	After Kick-Off Meeting and Deliverable Schedule Presented and Agreed to by both parties	\$246,136.00	10.0%	After Kick-Off Meeting and Deliverable Schedule Presented and Agreed to by both parties	\$246,136.00
Completion of System Configuration	25%	After configuration and initial testing	\$615,340.00	12.5%	Mid-configuration agreed upon milestone	\$307,670.00
				12.5%	After all configuration and initial testing	\$307,670.00
Data Migration & Agency Onboarding	25%	After successful migration and agency setup	\$615,340.00	12.5%	After successful data migration	\$307,670.00
				12.5%	After successful agency setup	\$307,670.00
Go-Live & User Training	20%	Upon go-live and completion of training	\$492,272.00	15.0%	Completion of training	\$369,204.00
				5.0%	Upon go-live	\$123,068.00
Final Acceptance & Warranty Start	20%	30 days post go-live, after issue resolution	\$492,272.00	20.0%	30 days post go-live, after issue resolution	\$492,272.00
Total Payments			\$2,461,360.00			\$2,461,360.00

Year 3

WV Proposed Payment Milestones				CoreSphere Proposed Sub-Payment Milestones		
Milestone	% of Total	Due Upon	Amount	% of Total	Due Upon	Amount
Contract Signing & Kickoff	10%	After Kick-Off Meeting and Deliverable Schedule Presented and Agreed to by both parties	\$172,008.00	10.0%	After Kick-Off Meeting and Deliverable Schedule Presented and Agreed to by both parties	\$172,008.00
Completion of System Configuration	25%	After configuration and initial testing	\$430,020.00	12.5%	Mid-configuration agreed upon milestone	\$215,010.00
				12.5%	After all configuration and initial testing	\$215,010.00
Data Migration & Agency Onboarding	25%	After successful migration and agency setup	\$430,020.00	12.5%	After successful data migration	\$215,010.00
				12.5%	After successful agency setup	\$215,010.00
Go-Live & User Training	20%	Upon go-live and completion of training	\$344,016.00	15.0%	Completion of training	\$258,012.00
				5.0%	Upon go-live	\$86,004.00
Final Acceptance & Warranty Start	20%	30 days post go-live, after issue resolution	\$344,016.00	20.0%	30 days post go-live, after issue resolution	\$344,016.00
Total Payments			\$1,720,080.00			\$1,720,080.00

2.4 Licensing Terms

Unless otherwise provided in the applicable Agreement, any increase in subscription pricing for the first renewal term will not exceed 9% over the then-current subscription pricing, provided that (a) Customer renews its entire then-current subscription volume under this Order Form combined with any associated add-on Order Forms, and (b) the first renewal term is the same duration as the Order Term of this Order Form or one year (whichever is longer). Thereafter, any increase in subscription and support pricing will be in accordance with SFDC's pricing and policies in effect at the time of the renewal or as otherwise agreed to by the parties. Notwithstanding the foregoing, any consumption-based Services which are subject to a rate card as set forth in the product terms for the applicable Services and any support or resource-based Services are not subject to any price increase limitations.

Only Services on this Order Form that are identified by SKU in the Government Cloud Plus Products list available at <https://www.salesforce.com/company/legal/agreements/>, as updated from time to time, are Government Cloud Plus Products. All other Services are non-Government Cloud Plus products. The Government Cloud Available Products and Features Knowledge Article available at <https://help.salesforce.com/articleView?id=000321821&type=1&mode=1> ("Knowledge Article") identifies "Interoperable (but not authorized)" products and features which are compatible with Government Cloud Plus Products, in the manner as described in the Documentation. Customer has sole responsibility, prior to using new products or features with Government Cloud Plus Products, to determine if such products or features are within the Government Cloud Plus authorization boundary, as described in the Knowledge Article, and for maintaining the settings in its Salesforce Government Cloud Plus Org for the Org to remain compliant with the Government Cloud Plus authorizations. Salesforce provides customers with a Configuration User Guide available at <https://publicsector-complianceus.my.salesforce.com/> to assist with the setup and configuration process. "Org" means a unique instance of the Services, i.e., a separate set of Customer Data and Customer specific Service customizations held by SFDC in a logically separated database (i.e., a database segregated through password-controlled access). Customer acknowledges that the "Interoperable (but not authorized)" products and features, as well as any Non-SFDC Applications that interoperate with the Customer's Salesforce Government Cloud Plus Org, fall outside of the Government Cloud Plus authorization boundary. In light of the foregoing, Customer understands and agrees that its Customer Data will be shared with "Interoperable (but not yet authorized)" products and features and Non-SFDC Applications that interoperate with its Salesforce Government Cloud Plus Org.

Product Terms

Public Sector Foundation - Advanced

In order to access Omnistudio features and functionality, Customer's system administrator must first install the latest OmniStudio managed package available at: https://help.salesforce.com/s/articleView?id=sf.os_omnistudio_release_summary_for_installation_and_upgrade.htm&type=5.

Salesforce Shield

In order to use the Data Detect features, Customer's system administrator must first install the managed package available at: <https://sfdc.co/install-datadetect>.

NOTICE - Usage Billing

Usage fees are billable in accordance with the Usage Details Table for each Usage Type.

Business Rules Engine Calls
Included Annual QTY: 600,000
Overage Usage Rate: USD \$0.013 per transaction

Government Cloud Plus

The Government Cloud Plus subscription provides an isolated infrastructure for hosting authorized Salesforce Services, with additional controls specifically for US government customers and US government contractors, as further described in the Trust and Compliance Documentation (available at <https://www.salesforce.com/company/legal/trustand-compliance-documentation/>).

Any increase in subscription pricing (excluding support and resource-based Services) for the first renewal term will be in accordance with SFDC's pricing and policies in effect at the time of the renewal or as otherwise agreed to by the parties or noted in these quote terms or contract. The products and services listed herein are offered as a bundled solution. Customer must order all items as quoted; partial acceptance or selective ordering is not authorized.

For renewals: Any requested changes to this quote must be communicated 30 days before renewal start date to ensure timely processing and avoid delays in your renewal. Requests after this deadline may not be accommodated.

Licensee agrees that any order for Salesforce Services will be governed by the terms and conditions of the Carahsoft Salesforce Service Terms, copies of which are found at

<http://www.carah.io/SalesforceTOU> and all Schedules and Documentation referenced by the Terms are made a part hereof. The parties agree that any term or condition stated in a Customer purchase order or in any other Customer order documentation (excluding Quotes) is void. In the event of any conflict or inconsistency among the following documents, the order of precedence shall be: (1) the applicable Quotes (and their Contract Vehicle), (2) the SFDC Terms of Use, and (3) the Documentation. Licensee acknowledges it has had the opportunity to review the Terms, prior to executing an order.

Product Terms Directory: <http://carah.io/Product-Terms-Directory>

Help & Training: <http://carah.io/Help>

Government Cloud Plus: <http://www.carahsoft.com/government-cloud-terms>

A list of currently available FedRAMP/IL4 Authorized Salesforce products can be found here: https://help.salesforce.com/articleView?id=000270080&language=en_US&type=1