

COST PROPOSAL

<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	\$165,000.00 (per agency)	1,500,000.00
Annual License Fee	Recurring license for platform usage	1 year	\$50,000 (per agency)	\$465,000
Maintenance	System updates, and ongoing maintenance	1 year	included	
Unlimited Users	Platform access for unlimited internal/external users	Included	Included	
Customer Support	Email/chat support, knowledge base, ticketing system	1 year	Included	
Call Center Support	Dedicated phone support for agencies and public inquiries	1 year	Included	
Internal Users	Staff/admin access across agencies	500	Included	
External Users	Public-facing portal for applicants, businesses, and citizens	Unlimited	Included	
Data Migration	Import of legacy digital data into new system		included in per agency setup cost	
Paper to Digital Migration	Scanning, digitization, and indexing of paper records	At least one agency will require full digital transition	included in per agency setup cost	

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	150,000 (one time)	150,000 per added agency one time
Onboarding Additional Agencies <small>Creating additional custom interfaces</small>	API connections to third-party systems (e.g., CRM, payment gateways)	included	
	Automated alerts for users and admins	included	
License/Permit Types	Configuration of multiple license/permit workflows in addition to initial setup	included in one-time	
E-Signature Integration	Digital signatures for applications and approvals	included	
Storage	Storage of documents and Hosting of System, should the State elect not to transition to its own cloud storage	\$50,000 annually per agency hosting, support, and maintenance	50,000 per added agency annually

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

Advanced GRC
Vendor Name John Redfern
Authorized Signature 11/20/2025
Date