

<u>Category</u>	<u>Description</u>	<u>Unit/Oty</u>	<u>Rate</u>	<u>Total Cost</u>
Implementation Fee	One-time setup, configuration, onboarding, and training	1	\$1,000,000	\$1,000,000
Annual License Fee	Recurring license for platform usage	1 year	\$220,000	Included in Year 1
Maintenance	System updates, and ongoing maintenance	1 year	\$80,000	Included in Year 1
Unlimited Users	Platform access for unlimited internal/external users	Included	Included	Included
Customer Support	Email/chat support, knowledge base, ticketing system	1 year	\$250,000	\$250,000
Call Center Support	Dedicated phone support for agencies and public inquiries	1 year	Included	Included
Internal Users	Staff/admin access across agencies	500	Included	Included
External Users	Public-facing portal for applicants, businesses, and citizens	Unlimited	Included	Included
Data Migration	Import of legacy digital data into new system		Included	Included
Paper to Digital Migration	Scanning, digitization, and indexing of paper records		Included	Included

At least one agency will require full digital transition

<u>Add-On</u>	<u>Description</u>	<u>Rate</u>	<u>Total Cost</u>
Agency Expansion	Support for onboarding additional agencies beyond initial 9	\$75,000/agency	\$75,000/agency
Onboarding Additional Agencies	API connections to third-party systems (e.g., CRM, payment gateways)	\$15,000/system	\$15,000/system
Creating additional custom workflows	Automated alerts for users and admins	\$10,000/year/workflow	\$10,000/year/workflow
License/Permit Types	Configuration of multiple license/permit workflows in addition to initial setup	\$5,000/type	\$5,000/type
E-Signature Integration	Digital signatures for applications and approvals	Included	Included
Storage	Storage of documents and Hosting of System, should the State elect not to transition to its own cloud storage	\$1,200/TB/year	\$1,200/TB/year

<u>Milestone</u>	<u>% of Total</u>	<u>Suggested Payment Schedule</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

Vulcan Technologies Inc., & its wholly owned subsidiary Vulcan Consulting LLC

Vendor Name

Signed by:

Authorized Signature
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12/3/2025

Date



ORIGINAL