CRFP SEC2600000001

Cost Sheet - Attachment A

Category	Description	Unit/Qty	Rate	Total Cost (3 Years) Assuming Contract Term begins January 1, 2026 and January 1, 2027 Go-Live
Implementation Fee	One-time setup, configuration, onboarding, and training	1	$2,000,000	$2,000,000
Annual License Fee	Recurring license for platform usage	1 year	$1,000,000	$2,000,000
Maintenance	System updates, and ongoing maintenance	1 year	$200,000	$400,000
Unlimited Users	Platform access for unlimited internal/external users	Included	-	$0
Customer Support	Email/chat support, knowledge base, ticketing system	1 year	$300,000	600,000
Call Center Support	Dedicated phone support for agencies and public inquiries	1 year	$1,000,000	2,000,000
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		$0.4/GB	$0.4/GB
Paper to Digital Migration	Scanning, digitization, and indexing of paper records	At least one agency will require full digital transition	$50,000/unit	$50,000/unit

Optional Add-Ons

Add-On	Description	Rate	Total Cost (3 Years) Assuming 3-Year Contract Term begins January 1, 2026 and January 1, 2027 Go-Live
Agency Expansion	Support for onboarding additional agencies beyond initial 9	$40,000/agency	$40,000/agency
Onboarding Additional Agencies	API connections to third-party systems (e.g., CRM, payment gateways)	$10,000/system	$10,000/system
Creating additional custom workflows	Automated alerts for users and admins	$50,000/year	$100,000
License/Permit Types	Configuration of multiple license/permit workflows in addition to initial setup	$20,000/type	$20,000/type
E-Signature Integration	Digital signatures for applications and approvals	$500,000/year	$1,000,000
Storage	Storage of documents and Hosting of System, should the State elect not to transition to its own cloud storage	$300/TB/year	$300/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

Spruce Systems, Inc.

DocuSigned by:

Wayne Chang

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11/26/2025

Vendor Name · Authorized Signature · Date