Category	Description	Unit/Qty	Rate	Total Cost	
Implementation Fee	One-time setup, configuration, onboarding, and training	1	934,580.00		934,580.00
Annual License Fee	Recurring license for platform usage	1 year	104,280.00		104,280.00
Maintenance	System updates, and ongoing maintenance	1 year	12,565.00		150,780.00
Unlimited Users	Platform access for unlimited internal/external users	Included	Included	Included	
Customer Support	Email/chat support, knowledge base, ticketing system	1 year	Included	Included	
Call Center Support	Dedicated phone support for agencies and public inquiries	1 year	96,480.00		96,480.00
Internal Users	Staff/admin access across agencies	500	Included	Included in Annual License Fee	
External Users	Public-facing portal for applicants, businesses, and citizens	Unlimited	Included	Included	
Data Migration	Import of legacy digital data into new system		$0.08/GB	Cost includes Geo redundancy	
Paper to Digital Migration	Scanning, digitization, and indexing of paper records	At least one agency will require full digital transition	$0.17/unit	Per unit is Per page (Cost is $0.17 per page)	

Optional Add-Ons

Add-On	Description	Rate	Total Cost
Agency Expansion	Support for onboarding additional agencies beyond initial 9	$129,600.00/agency	$129,600.00/agency
Onboarding Additional Agencies Creating additional custom workflows	API connections to third-party systems (e.g., CRM, payment gateways)	$X.XX/system	Included in Agency Expansion
	Automated alerts for users and admins	$X.XX/year	Included in Agency Expansion Cost
License/Permit Types	Configuration of multiple license/permit workflows in addition to initial setup	$X.XX/type	Included in Agency Expansion Cost
E-Signature Integration	Digital signatures for applications and approvals	$X.XX/year	Included in Agency Expansion Cost
Storage	Storage of documents and Hosting of System, should the State elect not to transition to its own cloud storage	$960.00/TB/year	Hosting cost: $149,760.00 / 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

Vendor Name Eduloka Limited   Authorized Siganture *Tuhin Verma*   Date 11/18/2025