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# Medical Licensure / Records Database Maintenance System

State of West Virginia

## PRICING PROPOSAL AND ASSUMPTIONS

Consultadd Public Services is pleased to submit a comprehensive and transparent pricing structure designed to ensure the successful implementation, support, and sustainability of the WVBOM Licensing and Disciplinary Database Modernization System. Our costing approach reflects a careful balance between value, performance, and long-term support, ensuring WVBOM receives a robust, compliant, and future-ready platform.

We have followed all RFP-defined deliverables and constraints while incorporating agency-specific expectations regarding licensing, hosting, documentation, system enhancements, and post-deployment maintenance. All quantities, licensing models, usage tiers, and hours have been estimated based on a thorough review of the scope of services, WVBOM staffing data, and functional workflows.

### Monthly Retainer Support & Maintenance Hours

Post-deployment, Consultadd will provide a dedicated 3-member support team to deliver helpdesk, system administration, configuration support, and portal maintenance under a monthly retainer of 30 hours. This support model is designed to ensure system availability, user satisfaction, and SLA adherence without unnecessary overhead.

| Team                         | Estimated Monthly Hours | Monthly Cost | Annual Cost | Services Included                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------|-------------------------|--------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Post-Deployment Support Team | 30 hours                | \$1,500      | \$18,000    | <ul style="list-style-type: none"><li>• Helpdesk (Tier 1) for WVBOM staff and licensees</li><li>• Portal access support (password resets, login issues)</li><li>• Workflow and user role configuration adjustments</li><li>• Azure monitoring, uptime review, and backup verification</li><li>• Licensing administration and usage oversight</li><li>• Minor portal adjustments and content updates</li><li>• Ticket triage, prioritization, and SLA adherence</li><li>• Monthly reporting and support trend analysis</li></ul> |

This model has been derived from our prior engagements with healthcare licensing boards and state credentialing systems. If support demands consistently exceed 30 hours/month, any additional hours will be billed at the approved hourly rate under Line Item 16 - with prior notification and agency approval.

### Dataverse Storage Assumption

The Microsoft Dynamics 365 Customer Service (GCC) license includes 10 GB of base Dataverse storage plus 250 MB per user license. With 15 licenses proposed, this provides 13.75 GB total base storage.

We have assumed that this storage will be sufficient for active use during implementation and early operations. Should additional Dataverse storage be required by WVBOM later due to growth in disciplinary records or uploaded documents, this will be procured under a formal change order and billed at Microsoft's prevailing rate. No excess Dataverse storage has been included in our base pricing to ensure budget efficiency.

### Licensing & Usage Assumptions

The following assumptions have been made for the purposes of licensing, pricing, and infrastructure sizing:

| Item                                   | Assumption                                                                                                                              |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| <b>Dynamics 365 Licenses</b>           | 17 total users, based on estimated staff roles (Licensing Analysts, Managers, IT, etc.)                                                 |
| <b>Power Pages Authenticated Users</b> | 4,500 MAU (Monthly Active Users), priced in 100-MAU capacity blocks (45 blocks/month)                                                   |
| <b>Power Pages Anonymous</b>           | 1 unit/month for 30,000 license lookups (based on 1,000/day)                                                                            |
| <b>Power BI Pro</b>                    | 10 licenses (managers, IT, reporting analysts)                                                                                          |
| <b>Azure Hosting</b>                   | 1 App Service S1, 1 SQL S3 DB, 300 GB Blob, 200 GB egress, 100 GB backup                                                                |
| <b>Azure AD B2C</b>                    | 4,500 MAU with 2,000 MFA/SMS events per month                                                                                           |
| <b>Support Labor</b>                   | 30 hours/month for Years 1–5 (included in Line Items 10–14)                                                                             |
| <b>Customization Services</b>          | Not included in base pricing. Optional changes post go-live will be billed per Line 16.                                                 |
| <b>Additional Licenses</b>             | Prices for optional licenses (Power Automate, Customer Voice, Marketing) are listed under Line Item 15 for future agency consideration. |

### Value-Driven Structuring

All implementation costs (Line Items 1–9) are calculated as lump-sum deliverables based on calibrated hours and skill-based labor rates. All post-deployment costs (Line Items 10–14) are structured as yearly recurring totals, inclusive of licensing, cloud hosting, and 30-hour/month support delivery.

Of this annual total, \$18,000 is allocated toward dedicated support and maintenance labor (30-hour monthly retainer), while the remainder reflects required Microsoft licensing for the assumed 17 internal WVBOM users and authenticated/anonymous external users as specified in our licensing assumptions. Our goal is to deliver maximum value through predictable cost, scalable cloud infrastructure, and responsive human-centered support. We are confident that WVBOM will benefit from both the technical integrity of our solution and the transparency of our pricing.

## Attachment A - Pricing Page

### CRFP BOM26\*01

| Item | Spec    | Description                                        | Vendor Description                                                                                                                                                                                                                                                                                                                                              | Unit of Measure | Unit Price | Quantity | Extended Cost |
|------|---------|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------------|----------|---------------|
| 1    | 4.2.2.1 | Database System - Development                      | Initial configuration of Microsoft Dataverse v<br><br>Deployment of configured Dataverse instance<br><br>Instructor-led training for internal WVBOM v<br><br>Buildout of digital document storage and re<br><br>Import of scanned records, audit documenta<br><br>Training for WVBOM staff on documentation<br><br>Custom Power Pages portal for applicants, li | Lump sum        | 0.00       | 1        | \$ 70,000.00  |
| 2    | 4.2.2.1 | Database System - Implementation                   |                                                                                                                                                                                                                                                                                                                                                                 | Lump sum        | 0.00       | 1        | \$ 50,000.00  |
| 3    | 4.2.2.1 | Database System - Training                         |                                                                                                                                                                                                                                                                                                                                                                 | Lump sum        | 0.00       | 1        | \$ 20,000.00  |
| 4    | 4.2.2.2 | Cloud Based Documentation Program - Development    |                                                                                                                                                                                                                                                                                                                                                                 | Lump sum        | 0.00       | 1        | \$ 50,000.00  |
| 5    | 4.2.2.2 | Cloud Based Documentation Program - Implementation |                                                                                                                                                                                                                                                                                                                                                                 | Lump sum        | 0.00       | 1        | \$ 40,000.00  |
| 6    | 4.2.2.2 | Cloud Based Documentation Program - Training       |                                                                                                                                                                                                                                                                                                                                                                 | Lump sum        | 0.00       | 1        | \$ 20,000.00  |
| 7    | 4.2.2.3 | Website Portal - Development                       |                                                                                                                                                                                                                                                                                                                                                                 | Lump sum        | 0.00       | 1        | \$ 65,000.00  |

Exhibit A Board of Medicine Database Project

|    |         |                                                                       |                                               |          |      |   |              |
|----|---------|-----------------------------------------------------------------------|-----------------------------------------------|----------|------|---|--------------|
| 8  | 4.2.2.3 | Website Portal - Implementation                                       | Portal deployment with authenticated and a    | Lump sum | 0.00 | 1 | \$ 50,000.00 |
| 9  | 4.2.2.3 | Website Portal - Training                                             | Training for portal administrators on conten  | Lump sum | 0.00 | 1 | \$ 30,000.00 |
| 10 | 4.2.2.5 | Year 1 Maintenance and Support/Warranty/Hosting/Required Enhancements | Year 1 platform hosting (Azure App Service,   | Year     | 0.00 | 1 | \$ 54,000.00 |
| 11 | 4.2.2.5 | Year 2 Maintenance and Support/Warranty/Hosting/Required Enhancements | Same as Year 1: annual licenses, hosting, ba  | Year     | 0.00 | 1 | \$ 54,000.00 |
| 12 | 4.2.2.5 | Year 3 Maintenance and Support/Warranty/Hosting/Required Enhancements | Ongoing maintenance including platform pa     | Year     | 0.00 | 1 | \$ 54,000.00 |
| 13 | 4.2.2.5 | Year 4 Maintenance and Support/Warranty/Hosting/Required Enhancements | Annual support package including Azure clo    | Year     | 0.00 | 1 | \$ 54,000.00 |
| 14 | 4.2.2.5 | Year 5 Maintenance and Support/Warranty/Hosting/Required Enhancements | Final year of contracted support: license cor | Year     | 0.00 | 1 | \$ 54,000.00 |

Unit prices are to be provided for the following two (2) items and will only be used to execute formal Change Orders during the life of the contract, if necessary. Estimates are included for bid evaluation only, there is no guarantee that any quantity of the item(s) will be purchased

|  |  |                          |                      |
|--|--|--------------------------|----------------------|
|  |  | <b>Total Bid Amount:</b> | <b>\$ 666,660.00</b> |
|--|--|--------------------------|----------------------|