



System Automation

Enabling Responsive Government

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COST PROPOSAL

Best and Final Offer

Response to RFP 5960 Z1

State of Nebraska Department of Banking and Finance

Commercial Off the Shelf (COTS)

Financial Licensing and Enforcement Software Solution

Prepared for:

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Proposal Date:
March 22, 2019

THANK YOU

FOR THE OPPORTUNITY

System Automation (SA) appreciates the opportunity to submit a best-and-final offer to the State of Nebraska Department of Banking and Finance (NDBF) for its Financial Licensing and Enforcement Software Solution. As is noted throughout our proposal, SA offers NDBF a proven and battle-tested licensing platform in MyLicense® that is currently being used to regulate banking and finance industries in Georgia, New Mexico, and Utah.

As we demonstrated during the oral presentation, SA understands that the banking and finance industry is unique, with a heavy reliance on integration with nationwide data sources. Leveraging the power of our import/export modules as well as the MyLicense API, NDBF will be able to accommodate its existing integration requirements.

The SA Team, all based within the continental United States, boasts more than 100 years of collective experience in licensing including a dedicated Customer Success Manager that knows banking. We aren't just technologists—we partner with our customers to understand their business and provide consultative support every step of the way.

For this BAFO, we have provided the following revised price proposal - which supersedes our previously submitted proposal. Changes in this version, as compared to our previous version, have been marked in red font text throughout as to easily see any differences that may exist.

Thank you for the opportunity. We look forward to beginning work, as discussed during orals, as early as May 1, 2019.



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FEE PROPOSAL

PRICE PROPOSAL SUMMARY

System Automation Corporation (SA) is pleased to present to the State of Nebraska our cost proposal for the Nebraska Department of Banking and Finance (NDBF) Financial Licensing and Enforcement System.

As described in SA’s technical proposal, we have carefully considered the requirements of the RFP and designed a cost proposal which ensures that NDBF receives the best value to the government possible.

Critical Success Factor	The SA Advantage
Financial and securities regulatory knowledge	NDBF will benefit from the finance domain knowledge of our Customer Success Manager, Jim Andrews, who has honed his extensive knowledge of Banking, Financial, and Securities regulations over a long career providing financial regulatory software.
Best-in-Class Professional Licensing Expertise	SA develops the software and delivers the implementation services. We do not rely on expensive third-party system integrators in the development or delivery of our projects. Our product team works hand in hand with our implementation team to deliver a complete solution. We are the partner for licensing and enforcement.
Simple Pricing Model	Unlike other cloud service providers, our pricing model is simple. We do not penalize customers who grow the number of users or licensees by increasing license or subscription fees. We offer NDBF security and peace of mind that it can grow its business and mission support without the uncertainty of “upcharges” as the number of users—external or internal—grows year-over-year.

With these critical success factors in mind, we present the following cost proposal table:

Item	Total Price
<p>Software License Fees</p> <ul style="list-style-type: none"> • MyLicense Office • MyLicense eGov • MyLicense Verification 	<p>\$ 323,715</p>
<p>One-Time Implementation Fee</p> <ul style="list-style-type: none"> • Project Planning and Administration/Project Plan • MyLicense Cloud Development Environment (Baseline Configuration) • System Administrator Training • MyLicense Configuration Support • 10 "2-week" Configuration Sprints • Template Development Support • Data Conversion • User Acceptance Testing • User Training • System Rollout and Operational Support 	<p>\$ 410,186</p>
<p>Annual Support and Maintenance</p> <ul style="list-style-type: none"> • Pre-go Live Configuration Support to NDBF Administrators • Helpdesk Support - access for up to 3 NDBF administrators • Software Maintenance - access to patch releases and major version upgrades • SA Support for one major software upgrade per year • Participation in SA's Annual User Group Conference • Ongoing Access to Online Product Documentation • Beneficiary of software escrow account 	<p>\$ 69,372 per year for 5 years + \$ 5,781 prorated for year 1*= \$ 352,641</p>

Item	Total Price
<p>MyLicense Application Programming Interface (API) – Perpetual Software License</p> <ul style="list-style-type: none"> • System Automation originally included the MyLicense API as an optional value-added service in our cost proposal. After consideration, we have decided to include a perpetual license to the MyLicense API in this BAFO cost proposal. • The MyLicense API will ensure that NEBF has access to this important integration technology - as the need arises – during our implementation or beyond. 	<p>Included at No Additional Cost (\$40,000 Value)</p>
<p>MyLicense Payment Processor Integration</p> <ul style="list-style-type: none"> • System Automation originally included the MyLicense Payment Processor Integration as an optional value-added service in our cost proposal. After consideration, we have decided to include integration with Nebraska’s preferred payment processor. • The Payment Processor Integration ensures that NDBF can accept payments for licenses and renewals without a change of payment processors. • It is still recommended that NDBF utilize one of SA’s already available payment processors to reduce Government testing and validation time requirements. 	<p>Included at No Additional Cost (\$18,000 Value)</p>
<p>Total Cost for Initial 6-year contract period</p>	<p>\$ 1,086,544</p>

* The first contract year will include a prorated amount for support and maintenance to cover the duration between go live and the end of year 1, assuming go live occurs within year 1. Year 1 is the 12-month period from the contract initiation date.

COST SHEET



Below we have provided the breakdown of costs as requested in Attachment C of the RFP.

**ATTACHMENT C
Option A
RFP Number 5960 Z1
Revised Cost Proposal Sheet
OCIO Hosted or Cloud Based Infrastructure as a Service (IaaS)**

Bidders shall provide their proposed costs below. The costs must be guaranteed for the initial six (6) year contract period. The contract has the option to be renewed for three (3) additional three (3) year periods, as mutually agreed upon by the State and the contractor. Please indicate pricing for all renewal periods for support and maintenance. At each renewal date the price cannot increase more than 5% for the entire renewal period. All increases shall be calculated against the previous renewal periods price.

Description	Initial Contract Period – Year One	Initial Contract Period – Year Two	Initial Contract Period – Year Three	Initial Contract Period – Year Four	Initial Contract Period – Year Five	Initial Contract Period – Year Six
Software License	\$ 323,715					
Installation of Test Environment	\$ 13,340					
Installation of Production System	\$ 13,340					
Configuration	\$ 264,060					
Data Conversion – Configuration and Testing	\$ 28,828					
Data Conversion – Final Data Conversion before Go-Live (included in Go Live Deliverable)	\$ 0					
Implementation and testing	\$ 42,440					
Go-Live and Operational Support	\$ 48,180					

Support and maintenance	\$ 5,781*	\$ 69,372	\$ 69,372	\$ 69,372	\$ 69,372	\$ 69,372
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* The first contract year, listed above, includes a prorated amount for support and maintenance to cover the duration between go live and the end of contract year 1 since our project schedule indicates go-live will occur within Year 1 (Year 1 being the 12-month period following the contract start date). If go live occurs earlier than this assumption, the Support and Maintenance Fees will need to be appropriately prorated according to our proposed \$69,372 annual Support and Maintenance fees.

Optional Renewal Periods

Description	First Optional Renewal Period – Year One	First Optional Renewal Period – Year Two	First Optional Renewal Period – Year Three
Support and Maintenance	\$ 71,453	\$ 71,453	\$ 71,453

Description	Second Optional Renewal Period – Year One	Second Optional Renewal Period – Year Two	Second Optional Renewal Period – Year Three
Support and Maintenance	\$ 73,597	\$ 73,597	\$ 73,597

Description	Third Optional Renewal Period – Year One	Third Optional Renewal Period – Year Two	Third Optional Renewal Period – Year Three
Support and Maintenance	\$ 75,805	\$ 75,805	\$ 75,805

Optional Costs:

***Note: this section is not applicable as we are proposing an on-premise solution.**

As part of the Best and Final Offer, System Automation has included pricing for optional hosting of the MyLicense platform in the MyLicense Cloud – our Cloud Based Infrastructure as a Service (IaaS). It is important to note that the SA technical and cost proposal continues to describe how the work will be performed and the optional hosting fees described below merely changes the location of the software from the OCIO Datacenter to the MyLicense Cloud (a Private Cloud Provided by Rackspace Government Solutions).

This optional service assumes the OCIO approves of Rackspace as an approved cloud provider. To date, our customers have all approved of Rackspace for this purpose as Rackspace Government Solutions is FedRAMP certified and NIST800-53 compliant. The FedRAMP Certified Rackspace SSP is available via request by Nebraska State Government personnel.

Description	Initial Contract Period – Year One	Initial Contract Period – Year Two	Initial Contract Period – Year Three	Initial Contract Period – Year Four	Initial Contract Period – Year Five	Initial Contract Period – Year Six
Hosting Fee	\$24,000*	\$48,000	\$48,000	\$48,000	\$48,000	\$48,000

* The first contract year, listed above, includes a prorated amount for hosting to cover the duration between deployment of the initial development environment and the end of contract year 1 since our project schedule indicates configuration will begin within Year 1 (Year 1 being the 12-month period following the contract start date). If deployment of the development environment occurs earlier than this assumption, the Hosting Fees will need to be appropriately prorated according to our proposed \$48,000 annual Hosting Fees.

Description	First Optional Renewal Period – Year One	First Optional Renewal Period – Year Two	First Optional Renewal Period – Year Three
Hosting Fee	\$50,400	\$50,400	\$50,400

Description	Second Optional Renewal Period – Year One	Second Optional Renewal Period – Year Two	Second Optional Renewal Period – Year Three
Hosting Fee	\$52,920	\$52,920	\$52,920

Description	Third Optional Renewal Period – Year One	Third Optional Renewal Period – Year Two	Third Optional Renewal Period – Year Three
Hosting Fee	\$55,566	\$55,566	\$55,566

Optional Costs:

Provide the hourly rate for additional consulting services for new time and materials for in scope projects. There is no guarantee regarding the number of hours that will be used.

The bidder must list each role/title and provide an hourly rate. These rates are fixed for the initial term of the contract. At renewal time, rates may increase by no more than 5% with supporting justification to justify increase.

Role/title	Hourly rate
Project Manager	\$245
Implementation Specialist	\$170
Software Engineer	\$265
Database Administrator	\$235

Actual travel expenses will be billed separately so the quoted rates must not include those expenses. Travel must be authorized before it occurs. Travel expense to be reimbursed will be as defined by the State's travel reimbursement policies. It is the contractor and subcontractor's responsibility to understand the State's policies regarding travel reimbursement.



IMPLEMENTATION FIXED PRICE DELIVERABLE SCHEDULE

Our unique implementation methodology enables self-sufficiency by engaging the NDBF's system administrators early in the implementation process through Administrator Training. Then, we work in partnership with the NDBF system administrators to implement the MyLicense product suite through joint configuration sprints (*see below). This approach provides the system administrators with the proper training to be able to independently administer the system after the implementation is complete. This approach provides the best value to the

Government and has been implemented successfully for various other agencies that have purchased our product.



Two-Week Configuration “Sprints”

System Automation's implementation specialists will work collaboratively with NDBF administrators to configure the MyLicense environment in sets of two-week configuration sprint sessions to get the system set up quickly and efficiently. Additional sprints may be ordered by NDBF at any time to accelerate the implementation and reduce the planned go-live date.

The following table summarizes our fixed price deliverables with ten sprints built into the initial project plan. The delivery and oversight of these deliverables will be the responsibility of Liz Wabik, PMP, a seasoned project manager, as the full-time direct point of contact for this engagement.

System Automation’s Proposed Deliverable Billing Schedule:

Deliverable Ref Number	Task Name	Description	Price
1	Project Plan, including Change Management Plan and Comprehensive System Documentation	SA will develop a detailed project work plan for this project. The Project Plan itself will include the following components and deliverables: <ul style="list-style-type: none"> • Project Work Plan • Progress Reporting Methodology 	\$ 29,630

Deliverable Ref Number	Task Name	Description	Price
2	Create Production Environment	SA will deploy the baseline configuration to the (to be) production environment for the following MyLicense products: <ul style="list-style-type: none"> • MyLicense Office • MyLicense eGov • MyLicense Verification • MyLicense Document Imaging 	\$ 13,340
3	Systems Administrator Training (MyLicense Office)	SA will provide System Administrator training for MyLicense. Training will be instructor lead, classroom style training and include a combination of presentation, demonstration, and configuration exercises. An on-site training day typically consists of morning and afternoon sessions (8:30 AM – 12:00 PM and 1:00 PM – 4:00 PM).	\$ 34,400
4	Business Requirements Analysis	SA and the Agency will review the existing applications (both initial and renewal) and use that as a guideline to determine how to optimally configure MyLicense. SA will provide guidance and will apply its knowledge based upon similar projects and license types.	\$ 22,000
5	Iterative Configuration (10 Sprints)	SA will provide one Implementation Specialist to the project to conduct a total of ten 2-week configurations sprints (to be used for configuration activities across all MyLicense modules).	\$16,705 x 10 sprints (billed separately) = \$ 167,050

Deliverable Ref Number	Task Name	Description	Price
6	Systems Administrator Training (eGov & Verification)	SA will provide System Administrator training for MyLicense eGov & Verification. Training will be instructor lead, classroom style training and include a combination of presentation, demonstration, and configuration exercises. An on-site training day typically consists of morning and afternoon sessions (8:30 AM – 12:00 PM and 1:00 PM – 4:00 PM).	\$ 10,980
7	Data Conversion	SA has defined a standard and consistent methodology that allows data to be converted from the current Agency system(s) to MyLicense. The approach to data conversion is defined in detail in the Data Conversion Process document attached to this proposal and includes the following steps: <ul style="list-style-type: none"> • Mapping – Joint task with Agency and SA • Data Extraction & Formatting – Agency Task • Conversion – SA Task • Review – Joint Task with Agency and SA 	\$ 28,828
8	User Acceptance Testing	SA will work with the Agency to perform controlled acceptance testing. All items that will be tested will be included in an acceptance test plan. The test plan will include specific test cases to cover edits, constraints, and licensing restrictions for the license types configured in the system.	\$ 26,910

Deliverable Ref Number	Task Name	Description	Price
9	Create Test Environment	<p>Following the User Acceptance Testing, SA will create the Test environment based upon a copy of the hosted production environment. A test environment will be created for the following MyLicense products:</p> <ul style="list-style-type: none">• MyLicense Office• MyLicense Document Handling• MyLicense eGov• MyLicense Verification	\$ 13,340
10	End User Training	<p>SA will provide User Training as identified within this project. The training will consist of complete and thorough classroom style instruction. The training curriculum will be a combination of lecture, discussion, and hands-on system use.</p>	\$ 15,530
11	System Rollout and Initial Operational Support	<p>At the successful completion of acceptance testing and training, the system will be prepared and deployed to production. Our project plan includes several days of onsite support during this critical period and our implementation team remains available for operational support functions for 2 weeks after system rollout.</p>	\$32,120

Deliverable Ref Number	Task Name	Description	Price
12	Go Live (Project Handoff)	After the production system has been made available to users, SA's implementation support personnel are available to provide immediate feedback regarding any potential minor disruptions in service or software issues.	\$16,060
13	Continuing Support and Updates	Continuous	Continuous



OPTIONAL VALUE-ADD SERVICES

As described in SA's Technical Proposal, we offer several value-add services that could be leveraged by NDBF to accelerate its adoption of the MyLicense product. Please note these services are optional services to be purchased as add-ons to the regular implementation project deliverables noted above.

The pricing for the optional value-add services is provided in the table below.

BAFO Clarification: If there are any questions by NDBF about which value-added services should or should not be planned for, System Automation encourages NDBF to reach out to us for additional clarification. Our technical and cost proposal includes everything that should be required for NDBF to go live in accordance with the requirements described in the RFP, without requiring the addition of value-added services.

Optional Value-Add Services	Description	Value Proposition	Price
System Administration Certification	A SA certification for additional System Administrators that can provide peace of mind to NDBF that the State has qualified Administrators of the solution.	NDBF Senior Management can have confidence in the competence of system administrators whether trained by NDBF or others.	\$1,500 per certification

Optional Value-Add Services	Description	Value Proposition	Price
Additional System Administration Training	This training is to provide, at NDBF's request, 10 additional days of system administrator training to system admins beyond what is included in the Project Schedule attached to the proposal.	If NDBF needs support to train incoming system administrators within tight deadlines, SA is available to provide this surge support.	\$19,500 per 10-day on-site training session
Additional On-site Assistance	This service is to provide, at NDBF's request, additional onsite consultation beyond what is included in the sample Project Schedule attached to the proposal.	If NDBF needs additional on-site support beyond the included in the sample implementation schedule, SA is available to provide this on-site support.	\$2,450 per day on-site
Additional End User Training	This training is to provide, at NDBF's request, 4 days of training to end users beyond what is included in the sample Project Schedule attached to the proposal.	If NDBF needs additional support beyond the train the trainer end user training included in the sample implementation schedule, SA is available to provide this surge support.	\$9,750 per 4-day on-site training session
Annual Upgrades	SA makes major and minor software updates available to all SA customers for free. These upgrades may be installed by qualified system administrators.	For this additional fee, SA will install the upgraded software into the NDBF MyLicense environment so long as NDBF provides personnel to test the deployed upgrade.	\$9,800 per upgrade installation

Optional Value-Add Services	Description	Value Proposition	Price
Ongoing SA Provided System Administration	SA can provide System Administration resources with deep licensing program expertise to perform the system administration of the MyLicense Suite.	SA has seen clients receive great ROI on this optional service when it makes sense for the state and SA to co-administer the system in a collaborative method. Additionally, some clients choose this service if a state administrator leaves state employment and the state is shorthanded.	\$6,000 additional per month for 1-10 license types \$9,100 additional per month for 11-35 license types \$12,100 additional per month for 36-50 license types
MyLicense Report Training	MyLicense Reporting training will enhance your report writer's knowledge base and provide them with skills to design, create, and implement a MyLicense report. <ul style="list-style-type: none"> • Report Servers • Report Designer • Input Controls • Publishing Reports • Ad Hoc Reporting 	NDBF system administrators and report builders will have the requisite knowledge needed to make the most of the available report feature and functionality.	\$8,000 per 4-day training session
MyLicense Document Handling Training	This training will bring your staff up-to-speed with MyLicense Document Handling's robust feature set. <ul style="list-style-type: none"> • Repository Management • Repository Maintenance • Document Management 	NDBF system administrators will have the requisite knowledge needed to make the most of the available document handling feature and functionality.	\$8,000 per 4-day training session

Optional Value-Add Services	Description	Value Proposition	Price
<p>Additional Two-Week Configuration Sprints</p>	<p>Two-week configuration iterations to remotely setup new license types for initial applications and renewals. Iterations may also include imports/exports configuration, fee rule set up, expiration configuration, renewal configuration, etc.</p>	<p>In the event that NDBF has tight deadlines to meet, SA is available to quickly configure large amounts of functionality in collaboration with NDBF administrators.</p>	<p>\$16,705 per 2-week iteration with one implementation specialist</p>
<p>Template Creation</p> <p>BAFO Clarification: SA has proposed 10 configuration sprints which may be used for template creation.</p>	<p>Templates are used for email correspondence and document formation that are created by MyLicense Office upon user action. This value-added service includes SA creating and testing 10 custom templates. Reports requirements must be analyzed by SA before development to ensure they fit within the assumed complexity.</p>	<p>SA is available to accelerate the template development timeline which reduces reliance on NDBF staff and reduces the overall learning curve.</p> <p>BAFO Clarification: Additional template creation may only be necessary if NDBF requests additional template creation beyond the scope of the RFP at a future date.</p>	<p>\$15,000 per 10 templates</p>
<p>Custom Report Creation</p> <p>BAFO Clarification: MyLicense comes with 100+ reports “out of the box” and the creation of additional reports may not be needed at all.</p>	<p>SA is available to develop reports for future access from the MyLicense reporting interface. Reports requirements must be analyzed by SA before development to ensure they fit within the assumed complexity.</p>	<p>Report creation, while not complex, takes effort and NDBF resources may have situations that their time is best used in other areas.</p> <p>BAFO Clarification: Additional custom report creation may only be necessary if NDBF requests additional report creation beyond the scope of the RFP at a future date.</p>	<p>\$26,000 per 5 reports</p>

Optional Value-Add Services	Description	Value Proposition	Price
<p>Import and Export Development</p> <p>BAFO Clarification: SA has proposed 10 configuration sprints which may be used for import/export development.</p>	<p>SA is available to develop the necessary code and configuration needed to produce imports and exports. These interfaces can be used to move information from other systems into or out of another agency system. Import/export requirements must be analyzed by SA before development to ensure they fit within the assumed complexity.</p>	<p>Although NDBF administrators will be fully trained in imports/exports, SA could quickly develop import and export interfaces.</p> <p>BAFO Clarification: Additional import/export development may only be necessary if NDBF requests additional interfaces beyond the scope of the RFP at a future date.</p>	<p>\$8,600 per single import or single export</p>
<p>Payment Processor Integration</p>	<p>SA currently supports 12 different payment processors. If NDBF's preferred payment processor does not align with the integration service developed by SA for one of its 12 payment processors, or one of SA's existing payment processor integrations cannot be used, SA can integrate with the state's payment processor as a value-added service.</p>	<p>NDBF and Treasury will be able to utilize the State's preferred payment processor.</p>	<p>\$18,000</p> <p>As part of the BAFO, SA has included a payment processor integration for use by NDBF.</p>
<p>MyLicense API License</p>	<p>The MyLicense Platform can be deployed with an optional add-on to support real-time integration supporting a variety of different uses cases for external system integrations.</p>	<p>NDBF will be able to integrate directly with external vendors, State one-stop initiatives, and other state systems in real time to query and update information in the MyLicense Platform.</p>	<p>\$40,000</p> <p>As part of the BAFO, SA has included a perpetual license to the MyLicense API for use by NDBF at no additional cost.</p>

Optional Value-Add Services	Description	Value Proposition	Price
MyLicense Gadget Inspections Application	The MyLicense Gadget application combines years of industry knowledge with the best possible modern user experience for completing inspections while in the field.	Inspectors achieve faster results while completing inspections, enabling higher rates of compliance for the Board and better overall performance output from the Inspection team.	Subscription Fee based on number of Inspection Types.
System Automation's BoardForce	The BoardForce application streamlines board activities by coordinating meeting agendas, documentation, and integration with the MyLicense Platform for tracking compliance and activities of the board.	Board members get access to a centralized application that enables NDBF to coordinate notifications, agenda topics, most recently filed complaints, and many more board related materials.	Subscription Fee based on number of board members.
CE Broker Integration	<p>CE Broker is a no cost solution to the State for tracking and managing CE requirements that allows licensees to purchase premium accounts for added benefits to enhance their services for reporting CE.</p> <p>The MyLicense Platform supports integrating directly with CE Broker to further enable to board to track, report, and display to licensees their compliance status with CE Broker when submitting their renewals.</p>	When our customers become CE Broker customers, they're able to leverage the no-cost solution provided to the State to help with driving towards 100% CE compliance for the Board. We help this process by enabling a control in MyLicense eGov that prevents submission of renewal applications until this status is satisfied.	\$12,500

Optional Value-Add Services	Description	Value Proposition	Price
<p>MyLicense Cloud Migration</p>	<p>SA will host the MyLicense application in the MyLicense Cloud data center for use by Agency staff. SA will also provision and configure all required infrastructure (servers, storage, memory, etc.) to support the hosted MyLicense environment.</p> <p>BAFO Clarification: SA has included the hosting fees in the optional services section. Service fees needed to migrate from on-premise to cloud will still need to be proposed to NDBF if NDBF decides to migrate from on-premise to the cloud.</p>	<p>The MyLicense Cloud will provide NDBF with the following benefits:</p> <ul style="list-style-type: none"> - Federal Risk and Authorization Management Program (FedRAMP)-certified managed services - Ongoing operating system patching and security compliance - NIST 800-53 compliant data center security controls - Redundant architecture with built-in disaster recovery procedures 	<p>If NDBF decides to go with a cloud-based implementation, SA can work with the agency to draft a new plan and price accordingly.</p>



A FedRAMP-certified hosting environment offers state agencies the ability to harness the power of the cloud to realize cost savings and efficiencies while maintaining peace of mind that its application is hosted in a secure, enterprise-class data center. SA is proud to offer the MyLicense Cloud Solution as an optional add-on to this proposal.

Migrating the fully configured NDBF MyLicense Instance later will allow an appropriate amount of time needed to ensure all the required OCIO requirements are met for hosting NDBF in the MyLicense Cloud environment.



COST ASSUMPTIONS

The following assumptions apply to SA's cost proposal for the NDBF Financial Licensing and Enforcement System:

1. SA will provision an instance of the MyLicense software that contains a representative configuration of the product which will be configured by trained NDBF system administrators to meet the agency's detailed requirements. The baseline configuration deployed by SA will include:
 - a. Up to fifty license types that correspond to the license types regulated by NDBF; the license types will be provided by NDBF prior to deployment of the baseline configuration
 - b. Baseline MyLicense Office and eGov user interface configuration
 - c. Five sample user-defined objects that correspond to NDBF data requirements
 - d. Three sample calculated fee rules to be used for fee generation (e.g., renewal fees, late fees, etc.)
 - e. Five sample document templates to be used for printing and emailing
 - f. A baseline Enforcement configuration to be used in support of the agency's complaint intake and processing requirements
 - g. A baseline role-based security schema, with an associated document that can be edited to generate new security setup
 - h. Eight baseline MyLicense eGov validation rules that NDBF can apply to existing eGov processes, or use as a basis for creating additional rules
 - i. A baseline Verification instance containing a single view for all sample license types
2. The amount of support and maintenance invoiced by SA will be prorated based on when go live occurs within that contract year. Our project plan assumes a ten-and-a-half-month implementation with the annual support fee commencing in month 12 of year one of the contract. If the project completes sooner than anticipated, and go live occurs before month 11, then the annual support and maintenance fee would commence sooner, on the first month following go live.
3. To help facilitate meeting the scheduled milestones and the go-live date, SA and NDBF will work together to categorize issues discovered during testing and UAT stages of the project. UAT issues will be catalogued and prioritized into one of the following categories:
 - a. Critical (Level 1) - The identified item affects critical functionality or critical data. It does not have a workaround.
 - b. High (Level 2) - The identified item affects major functionality or major data. It has a workaround but is not obvious and is difficult to perform.

- c. Minor (Level 3) - The identified item affects minor functionality or non-critical data. It has an easy workaround.
- d. Low (Level 4) - The identified item does not affect functionality or data. It does not necessitate a workaround. It does not impact productivity or efficiency.

SA and NDBF will collaboratively address Level 1 and Level 2 categorized items during the UAT in preparation for go-live. Items categorized as Level 3 or Level 4 will be addressed in a future release received post production implementation and will not be tied to acceptance of the project.

4. SA will travel on-site for those activities that are identified in the resource column of the Project Plan attached to the Technical Proposal and as agreed to during the project planning phase. Any task not designated as on-site is assumed to be done from a SA office or virtually over Zoom virtual meeting software. Additional on-site days can be purchased as an optional value-added service.
5. System Automation will deliver (email) each deliverable to the NDBF management team upon that deliverable's completion. We will invoice for each deliverable following acceptance by NDBF or after 5 business days of no feedback, whichever is less.
6. We believe that our solution, with its out of the box functionality and design, will meet NDBF's needs for the registration and licensing management system, according to our responses to the requirements in Attachment B from the RFP (Attachment 7 in our Proposal). Should NDBF desire any specific customizations outside of the project plan deliverables above, SA will work with the agency to price the customization and create a change order to that effect.
7. Imports that are described in the RFP will be configured using the MyLicense Import/Export module during the sprints (provided they are scoped into the sprints during our requirements session with NDBF) by SA and/or NDBF staff. Based on our understanding of the interface requirements, the Import/Export module will satisfy them. However, if requirements change, the MyLicense API may be required, which this has not been proposed in the price proposal and will require an optional add-on value-added service, if required.
8. Software License Fees will be billed upon contract execution.
9. ~~SA currently supports 12 payment processors for its customer community across the country. If NDBF elects to use a payment processor that has not been previously integrated with MyLicense, SA will provide NDBF with a quote.~~ **BAFO Clarification: SA has included the integration of a payment processor with this BAFO.**
10. SA will be importing data into the MyLicense Database as part of our data migration plan. We assume no other imports to other host storage servers will be needed and any additional effort required by SA will be priced separately.
11. The project plan submitted with this RFP will serve as the project plan for this engagement. If the state wants to make significant changes to that plan, a change order will be required to pay for additional time expended for this effort.
12. System Administrator training and end user training will be performed together as shown in the project plan attached to this RFP.

13. SA's data migration plan is attached to this RFP. We have not scoped document migration as part of that plan (only data using SA's data migration templates). If the state requires document migration, SA can provide that service at a price to be agreed upon between SA and the agency.
14. We assume that the on-premise environment will be fully provided by NDBF including all software and hardware required, as per our proposal.
15. Our assumed definition of current features is those features generally available in the MyLicense Product at the planned time of NDBF go-live. For example, the Hyland Integration is planned to be generally available in the MyLicense Platform by April, 2020, and has been referred to accordingly in our technical proposal.
16. We plan to bill according to the System Automation's Proposed Deliverable Billing Schedule, above, as each deliverable is completed, delivered, and approved by NDBF.
17. We assume that the deliverables in the cost sheet are not in chronological order and instead will be billed in the order that the deliverables appear in our project plan, or as they are completed, whichever is sooner. So, for example, although it is listed first in the cost sheet, the final data conversion is not expected to happen before the implementation and testing deliverable.
18. We assume that support and maintenance will be billed annually at the start of the maintenance period. If NDBF prefers to be billed on a monthly basis, we can accommodate that, as well.



SUMMARY

In summary, we believe that our MyLicense product suite is the right solution for the NDBF. Our team possesses strong domain knowledge and a thorough understanding of the RFP requirements. Our product is the nation's most configurable licensing system that integrates with NDBF's mission-critical interfaces. We present all of this to you at a reasonable and sustainable price thus creating the best value for the government. We look forward to partnering with the NDBF on this opportunity.