

Section 9: Pricing

Deloitte is pleased to present our pricing based on the template provided within this RFP. We understand that choosing the right partner has a large impact on the success of future projects, long term system viability and return on investment. Deloitte brings an unmatched and full spectrum of talent and experience in partnering with state agencies to successfully implement licensing solutions and provide ongoing maintenance and operations support.

Pricing – Occupational Licensing

The table below presents the system and value-add products pricing for an occupational licensing use case (e.g., funeral directors) with a standard occupational license type. Additional information for these items can be found below the pricing table and in **Section 10 Offer of Value-Added Products and/or Services**.

EXHIBIT 2 - Occupational Licensing				
SW1182 Licensing - State of Oklahoma				
System	Unit of Measure	List Unit Price	Percent off List	Oklahoma Price
Software	See "Software" section below for a detailed Software Bill of Materials represented by this price	To be finalized with Software Vendor at Purchase Order Level	To be finalized with Software Vendor at Purchase Order Level	\$76,267.82
Maintenance	Maintenance and Support team over a 4-week period	\$114,960.80	2.00%	\$112,706.67
Hosting	N/A - included in software price	N/A - included in software price	N/A - included in software price	N/A - included in software price
Migration	Data migration team over a 4-week period	\$64,306.27	2.00%	\$63,045.37
Training	Training materials team over a 4-week period	\$63,208.39	2.00%	\$61,969.01
Professional Services	Cross-functional scrum team over a 4-week sprint	\$202,850.09	2.00%	\$198,872.64
Extra Storage	N/A - included in software price	N/A - included in software price	N/A - included in software price	N/A - included in software price

Figure 12. Exhibit 2 Pricing for Occupational Licensing Use Case.

Software

The table below represents the various Salesforce software licenses that would support an occupational licensing use case. The number of licenses and logins are an initial estimate that would be refined for the actual requirements for a given occupational licensing system.

Salesforce License	Quoted Price	Quantity	Total Price
Public Sector Foundation Unlimited Edition (Restricted Use)	\$1,408.00	40 licenses	\$56,320.00

Salesforce License	Quoted Price	Quantity	Total Price
Customer Community for Public Sector – Logins	\$1.92	1,700 monthly Customer Portal logins	\$3,264.00
Salesforce Shield	\$10,725.12	1 enterprise license	\$10,725.12
Government Cloud Plus	\$5,958.70	1 enterprise license	\$5,958.70

Figure 13. Software Licensing for Occupational Licensing Use Case.

- Salesforce is a Software as a Service (SaaS) product and accounts for hosting, storage, organization, and data center needs through its license costs. If there is a specific need to exceed certain limits (e.g., number of transactions) or storage, pricing can be obtained from Salesforce.
- The sample software licensing costs presented in this section are reflective of the perceived functionality needed for a representative licensing agency with a standard occupational or business license type configured.
- Existing Salesforce assets procured by the state, including licenses and environments, could be used or extended for a given licensing system. This would potentially provide cost savings over procuring standalone Salesforce environments.
- Our understanding is that OMES or the purchasing agency under this statewide contract will procure all third-party software/SaaS licenses and will enter into separate purchase and license agreements with any other software vendor(s) related to the commodity third-party components that are part of the solution.

Maintenance

- The sample maintenance price covered in the pricing table covers Tier 2 and Tier 3 break-fix support for any issues encountered in the production environment after going live. This includes defects with the Salesforce application, MuleSoft integrations, or converted legacy data. All defects will be prioritized by the business and assigned a targeted production release to address the issue.
- Maintenance also includes the support for product releases by vendors, including the seasonal Salesforce releases that provide enhanced or additional features. Deloitte's Maintenance team will be responsible for tracking the releases, assessing the release notes for potential impacts, testing the release in a test environment, and deploying the release to the production environment once testing is completed.
- Our understanding is that maintenance agreements will be entered into between Deloitte and purchasing agencies at the purchase order level. These agreements will cover the extent of implementation warranty vs. maintenance and operations coverage.
- If Tier 1 help desk services (e.g., call center support, support email inbox management) are required by a purchasing agency, additional support services can be added on to the base maintenance.

Hosting

- Hosting costs are included in Software costs for Salesforce licensing.

Migration

- The sample migration price presented in the pricing table above includes the skillsets needed to analyze, extract, transform, and load data from legacy data sources to the Salesforce application.
- Data cleansing and deduplication would be undertaken by the agency due to the sensitive nature of the data and to mitigate the risk of data incidents with legacy databases.
- Deloitte's data migration specialists are skilled with a variety of ETL tools, including Informatica, Microsoft SSIS, Talend, and Integrate.io. If an agency has a specific ETL tool they would prefer, the Deloitte team will assess the tool to confirm that it has the capabilities needed to meet the data conversation needs.

Training

- The sample training price presented in the pricing table provides skillsets to help design and develop system training materials for internal and external users, in addition to supporting a set number of train-the-trainer sessions with agency trainers.
- Based on experience, different state agencies will have different requirements for the degree of training materials support, train-the-trainer support, and end user straining support. We can determine the appropriate level of support, based on need and budget, at the time of negotiating individual work orders.

Professional Services

- The sample professional services price presented in the pricing table include a cross-functional scrum team with business analysts, Salesforce developers, data and integration specialists, and QA testers.
- The scrum team is priced in a 4-week "sprint" increment, although that can be modified depending on the preferred cadence of a purchasing agency. Based on the initial assessment of purchasing agency scope, the number of sprints will be estimated upfront to provide a total price.
- Scrum teams can be run in parallel to increase throughput and speed up delivery timeframes.
- If specific skillsets are needed outside of what we have included in a base scrum team, we will work with purchasing agency to determine what types of resources are needed and at what price.

Extra Storage

- Salesforce is a SaaS product and accounts for hosting, storage, organization, and data center needs through licensing costs. If additional storage is needed, options are available through Salesforce or other 3rd party cloud storage providers that can be integrated with Salesforce.

Section 10: Offer of Value-Added Products and/or Services

In addition to the software and services we have proposed in **Section 9 – Pricing**, Deloitte has provided the following value-added products and services in the table below for consideration by OMES and other agencies. Additional information on each offering can be found in the sections below.

EXHIBIT 2 – Value-Added Products and Services				
SW1182 Licensing - State of Oklahoma				
Value-Add Products	Unit of Measure	List Unit Price	Percent off List	Oklahoma Price
Cybersecurity Advisory	Advisory team over a 4-week period	\$46,418.86	2.00%	\$45,508.68
Advanced UI/UX Design	Design team over a 4-week period	\$47,959.52	2.00%	\$47,019.14
Mulesoft	2 production cores, 4 pre-production cores	To be finalized with Software Vendor at Purchase Order Level	To be finalized with Software Vendor at Purchase Order Level	\$185,105.35
Tableau Cloud – Creator	1 license	To be finalized with Software Vendor at Purchase Order Level	To be finalized with Software Vendor at Purchase Order Level	\$806.40
Tableau Cloud - Viewer	1 license	To be finalized with Software Vendor at Purchase Order Level	To be finalized with Software Vendor at Purchase Order Level	\$172.80

Figure 14. Value-Added Products and Services.

Cybersecurity Advisory

Compliance and security are paramount to systems integration projects, securing data and assets, maintaining compliance with regulations and establishing processes for a potential crisis. Deloitte is a leader in providing risk and cybersecurity assessments, consulting services and audits to the public sector including federal, state, and local enterprises for more than 16 years. With 21,000 Risk Management and Security professionals, our practice is considered a leader in cybersecurity and risk consulting by many market analysts. 60% of our practitioners carry at least one certification, and in the US our firm serves 35 of the 50 states.

Deloitte’s Privacy and Data Management team can assist in the procurement, implementation, migration of data, and maintenance of licenses by providing specific support in assurance of compliance with state regulations regarding privacy and data management. With each new procurement and implementation of a technology, Deloitte will provide advisory services and

an evaluation of privacy compliance risks associated with how data will be used, stored, accessed, and shared internally and externally. This requires a strong understanding of the privacy regulations and guidelines each state must abide to and often requires the completion of Privacy Impact Assessments (PIAs) and Data Collection Notices. More and more states are adopting data privacy laws that will greatly impact how each of these technologies can be used and could require the ability to comply with practices such as the right to access, the right to correct, the right to delete, and other data subject privacy rights. Our team can support the evaluation of how impactful privacy rules and regulations will be on new technology procurements and implementations, as well as support the delivery of required assessments and analysis.

Advanced User Experience (UX) / User Interface (UI) Design

Deloitte's GovConnect LPI solution already includes a modern user experience and user interface that builds off years of experience implementing similar solutions for licensing and permitting agencies. While this baseline design meets most what state agencies require, we often find that some agencies have complex use cases or a desire to further customize the look and feel of their applications for their various end users.

At Deloitte, we have a Digital Studio offering that focuses solely on the research and design of UX and UI for various technology use cases, including those in licensing and permitting. We have 8 Digital Studios in the United States, with additional satellite studios located in other major US cities. Centered around our studios, we bring designers who have the experience working within the Salesforce technical environment to design applications that best meet the unique needs of a given agency. The UX and UI designers we can bring to state agencies would be responsible for conducting research with stakeholders, developing wireframes, creating visual designs, and coordinating with the development team to confirm technical feasibility and that the end product matches the original design. Our Advanced UX/UI Design offering enhances the Human-Centered Design approach we take to every digital transformation project, creating meaningful user experiences for agency stakeholders.

MuleSoft

From our experience implementing licensing solutions, we recognize that many state licensing agencies require integrations to other internal or external systems. These integrations are critical to supporting business processes. As an example, an integration with a FBI database can be used to routinely screen license applicants at the time of application, and on an ongoing basis once they are actively licensed. Salesforce as a platform has an integration platform, MuleSoft, which centralizes the creation, modification, and ongoing management of integrations between the Salesforce licensing system and other data and systems.

By being natively integrated with the Salesforce platform, MuleSoft opens up powerful tools for agencies to create reusable integrations for other applications. Security, governance, and compliance tools are all built into the MuleSoft platform to allow for IT to centrally manage and monitor these integrations.

As a part of this solicitation, we have assumed a baseline number of production and pre-production environment "cores" which are how MuleSoft calculates the processing power of

interfaces in each instance. Additionally, we have priced in the MuleSoft Anypoint Platinum Edition to provide secure Government Cloud hosting, high availability, and enhanced system support by MuleSoft. We understand that Oklahoma is a current customer of MuleSoft and may already have existing instances and licenses to accommodate the needs of a given licensing application; additional capacity can be purchased off your current master agreement. The pricing we have provided reflects your current pricing as a customer of MuleSoft.

Tableau

Many licensing and regulatory agencies are moving towards a modern solution to relating and storing their agency data. However, challenges exist in being able to surface that information in meaningful ways through reports and dashboards. While Salesforce provides out of the box reporting and dashboards that can meet some operational reporting needs, complex reporting and data analytics requires a dedicated tool. Salesforce natively offers Tableau as a data analytics and visualization tool, integrated with the Salesforce platform.

Tableau provides several key capabilities that help make sense out of data sets for analytical purposes, including intuitive tools in the hands of end users to create visualizations that allow others to explore data in an interactive manner. When managing data sets, Tableau can draw from Salesforce data and external data sources to aggregate information and provide a more complete picture.

As a part of this solicitation, we have proposed Tableau Cloud for "Creators" and "Viewers". Creators will be able to leverage Tableau tools to analyze data, create visualizations, and set up governance and permission models to control what information users have access to. Viewers will have the ability to view and interact with visualizations and dashboards they are granted access to; viewers also can subscribe to dashboards and get periodic or data-driven alerts.