

Cost Proposal Narrative

Initial Diploma:

DS distributes one (1) initial official digital or physical Indiana official HSE diploma to newly certified HSE constituents. Initial documents are free of charge and distributed within 48 hours of the academic record holder's request. Typically, requests are fulfilled on the same date as the request.

All costs associated with the initial diploma are defrayed by the sale of replacement documents. Replacement document sales allow DiplomaSender to offer Initial Diploma at a Total Cost of \$0.00

Initial Transcript:

DS distributes one (1) initial official digital or physical Indiana official HSE transcript to newly certified HSE constituents. Initial documents are free of charge and distributed within 48 hours of the academic record holder's request. Typically, requests are fulfilled on the same date as the request.

All costs associated with the initial transcript are defrayed by the sale of replacement documents. Replacement document sales allow DiplomaSender to offer Initial Transcript at a Total Cost of \$0.00

Replacement Diploma:

DS distributes replacements of the official Indiana HSE diplomas. Replacements are distributed digitally via email or paper via US Postal Service. The agreed upon fee for replacement document requests is paid directly by the academic record holder or an authorized agency.

Total cost of \$45,000 proportionally defrays DiplomaSender expenses, both direct and indirect, associated with the scope of services provided by DiplomaSender to Indiana constituents. Expenses include wages, benefits, technology, facility, consumables, legal, and accounting.

Replacement Transcript:

DS distributes replacements of the official Indiana HSE transcript. Replacements are distributed digitally via email or paper via US Postal Service. The agreed upon fee for replacement document requests is paid directly by the academic record holder or an authorized agency.

Total cost of \$105,000 proportionally defrays DiplomaSender expenses, both direct and indirect, associated with the scope of services provided by DiplomaSender to Indiana constituents. Expenses include wages, benefits, technology, facility, consumables, legal, and accounting.

Letter of Certification/Verification:

DS distributes letters of Certification/Verification when official documents are not required or diploma and transcript details would be inappropriate. Replacements are distributed digitally via email or paper via US Postal Service. The agreed upon fee for replacement document requests is paid directly by the academic record holder or an authorized agency.

Total cost of \$63,000 proportionally defrays DiplomaSender expenses, both direct and indirect, associated with the scope of services provided by DiplomaSender to Indiana constituents. Expenses include wages, benefits, technology, facility, consumables, legal, and accounting.

Customer Assistance:

DS provides routine customer assistance at no cost to the customer. Additionally through our unified communications system DS will provide transparent access to customer service metrics. Phone conversations, chat history, email content, and DS notes are detailed in the Touch Points layer of the test taker's account. All communications with or about the person and their academic record as well as edits, updates, orders, and history are merged into the Touch Points. Touch Points unify communications with transaction history creating transparency. This is managed through our administrative portal accessible to the jurisdiction administrator.

All costs associated with Customer Assistance are defrayed by the sale of replacement documents. Replacement document sales allow DiplomaSender to offer Customer Assistance at a Total Cost of \$0.00

Cost to Search and Retrieve information from physical records:

Low confidence matching of PII to digitally accessible records triggers human review leading to fulfillment of the request or escalation to archive researching of physical records. A request for a record that requires research will result in a deliverable document. The resulting document is accessed for a fee. There may be instances where the deliverable document is a notice of no record available.

All costs associated with the Search and Retrieval of Information from physical records are defrayed by the sale of replacement documents. Replacement document sales allow DiplomaSender to offer Search and Retrieval of Information from physical records at a Total Cost of \$0.00