

# Cost Proposal Narrative

RFP 22-68200

The Respondent should provide a brief narrative (not longer than two pages) in support of each Cost Proposal item. The narrative should be focused on clarifying how the proposed prices correspond directly to the Respondent's Technical Proposal. For example, evaluators will expect detailed explanation of Maintenance and Support to correspond to Maintenance and Support items if described in the Technical Proposal. Please compose and return this document in a PDF format, labeled as "Cost Proposal Narrative".

Deloitte & Touche LLP ("Our", "We") have outlined our price for the services required to meet the RFP requirements in the sections below:

## License Costs

Workiva offers a solution-based license (SBL) model. Each SBL includes the subscriptions charges for ongoing software maintenance and future upgrades / updates and support throughout the life of the contract. Solution Based Licenses includes:

1. Unlimited User licenses and data storage
2. Customer Success Manager (CSM),
3. Premium support based in the continental United States
4. Access to a variety of training and support resources.

The SBL enables the Department of Revenue (DOR) to expand and scale as needed, easily manage user access, and limit the need for internal IT support and resources.

**Customer Success Manager (CSM)** - The CSM is a single person dedicated to the DOR for the life of the contract. The CSM is the DOR's strategic partner, and helps the DOR identify opportunities, shares use case best practices, coordinates user training and adoption, and schedules recurring strategic meetings.

**Support Team** - In addition to the CSM, the DOR has access to Workiva's 24/7, world-class Support team, as well as the Success Center, which includes The Learning Hub (online courses), a Help site (hundreds of articles and video tutorials on the platform) and Community (where you can converse with other Workiva customers, ask questions, post answers, etc.). Lastly, Workiva hosts an annual user conference called Amplify. Amplify brings together thousands of users and provides training, professional development sessions, CPE credits.

**Hosting and Platform Maintenance** - Workiva manages all enhancements and optimizations as well as all upgrades and updates with no downtime or disruption to DOR. There are no additional costs for ongoing maintenance, upgrades or updates. Platform upgrades and updates are managed by Workiva and are released regularly (e.g., daily, weekly).

Workiva's pricing is sold on a per-unit basis. The number of units is determined by the size of agency, complexity, and number of audits performed and / or internal controls tested.

## Estimated Implementation Costs

The price of proposed implementation services is based on the estimated staffing required to deliver the services required in RFP.

During the contract negotiations phase, Deloitte will work with Indiana Department of Revenue (DOR) to review our assumptions, scope of work, and propose a revised timeline that provides best value to DOR while considering factors like system availability, scope and impact of any other major initiatives being undertaken by DOR that may have an impact on this project.

Deloitte & Touche LLP's price for implementation services is as follows: