

Cost Proposal Narrative

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".**

Fairfax Software Response:

Implementation/One-Time Costs

- Development of Deliverables (i.e. Project Management Plan, Implementation Schedule, System Documentation, Technical Manuals, Transition Plan)

The cost shown is for Fairfax Software development of Project Deliverables as well as Project Management throughout the implementation period of thirteen months (13). The Project Management includes performing analysis and design sessions with DOR culminating into the development of the Detail Design Document and is inclusive of the Project Management plan, Implementation Schedule based on the Detail Design Document, creation of System Documentation, Technical Manuals and a Transition Plan to the new system.

- Development and Delivery of Training Courses

The cost shown is for the development and delivery of operator and technical training courses onsite at DOR during the implementation period.

- Development of Training Materials

The cost shown is for the development of the training materials to be used during the training courses for both operator and technical training.

- Initial Hardware/Software

The cost shown is for adding Agissar's INFOPoll® API for Imaging Operations (includes barcode integration, scanner stats package, automated scanner touchpoint tracking and reconciliation).

Fairfax Software is providing our *Quick Modules 5.0* (Branch Release 7) software licenses at no cost to DOR. The below is the listing of software modules provided.

Quick Modules Licensed Software
Quick Modules Server 5.0 (Branch Release 7); includes Quick Modules Studio (QMS) developer license
Quick Workflow Monitor (including Agissar Tray Tracking and IBML Fusion Scanner monitoring (unlimited user license)
Quick Scan
Quick Input
Quick Enhance
Quick Capture
Quick Freeform
Quick Encryption
Quick Key (unlimited user license)
Quick Control (unlimited user license)
Quick Review (unlimited user license)
Quick Research (unlimited user license)
Quick Output
Quick Reports (unlimited user license)
Quick Purge
Quick Web (unlimited user license)
Quick Check 21 File Generator
Quick Check 21 Communicator
Quick Check 21 Deposit Monitor
Quick Check 21 Deposit Monitor Client (unlimited user license)

- Startup/Transition Activities

The costs shown is for Fairfax Software Professional Services for configuration, development and testing of the proposed system. Professional Services consists of costs associated with installation of the software, configuration of jobs/applications, QA testing, training and support during the implementation phase. As part of the Professional Services Fairfax Software will provide a team of assigned and dedicated staff consisting of a Project Manager, Business Analyst, System/Lead Engineer, QA Staff and Trainer.

Recurring CostsOngoing Application Support:

- Defect Resolution

Defect Resolution during Year One will be performed within Fairfax Software's Professional Services Group as the system implementation is rolled out and completed. During the implementation, the Fairfax Software Project Manager will monitor all defects and manage resolutions prior to DOR's final system acceptance. The costs for performing these tasks during the implementation is included within the Implementation/One-Time Costs.

Upon completion and sign off by DOR, Fairfax Software will transition the Defect Resolution effort to our Support Services Group, led by Robert Castello. As the Production Support Manager for the Project (with Ms. Beth Ritter as a secondary contact), Fairfax Software will perform resolution to any defects identified throughout the life of the contract. This effort is included as part of the costs shown for Ongoing Hardware/Software Support.

- Maintaining System Documentation (Flowcharts, Narratives, System Procedures, etc.)

Developing and maintaining System Documentation during Year One will be performed within Fairfax Software's Professional Services Group as the system implementation is rolled out and completed. As part of the implementation, System Documentation including the Detail Design will consist of flowcharts, narratives and system features that outline the functionality of the system. System procedures will be provided as part of the implementation within the Training materials which will be used for operator training. The costs for performing these tasks during the implementation is included within the Implementation/One-Time Costs.

Fairfax Software will maintain the system documentation throughout the contract period for any modifications made to the system. This effort is included as part of the costs shown for Ongoing Hardware/Software Support.

Ongoing Project Management:

- Deliverable Maintenance (Defect Log, Test Log, Change Log, Project Management Plan, Training Plan)
- Status/SLA Reporting

During the implementation period, Fairfax Software's Project Manager will monitor and provide weekly status reporting to track tasks, risks, defects/issues, decisioning, testing, change control, training and milestones. The costs for performing these tasks during the implementation is included within the Implementation/One-Time Costs.

Upon completion of the implementation period and sign off by DOR indicating completion of the system and ready for production use, Fairfax Software Support Services Group led by Mr. Robert Castello as

primary contact and Ms. Beth Ritter as secondary contact will continue to provide bi-weekly Status and SLA Reporting. This effort is included as part of the costs shown for Ongoing Hardware/Software Support.

Ongoing Training:

- Maintaining Training Manuals

Throughout the duration of the contract, Fairfax Software will maintain the training manuals created as part of the Implementation. Electronic copy of the training materials will be provided to DOR for use.

- Maintaining Training Courses

Throughout the duration of the contract, Fairfax Software will provide additional training courses to DOR on the operation and technical aspects of the system. Fairfax Software will maintain these training courses as developed as part of the Implementation of the system. These training courses may be filmed and stored as video for recurring use by DOR.

- Ongoing ITIL Knowledge Transfer/Transition

Throughout the Implementation as well as throughout the life of the contract, Fairfax Software will provide continuous Knowledge Transfer of the system. A Transition plan of moving to the new system from the existing system(s) will be developed and maintained by Fairfax Software.

Solution Maintenance and Operations:

- Ongoing Hardware/Software Support

The Hardware/Software Support for Year One is included as part of the One-time Implementation Costs. This support will be provided during the implementation for the *Quick* Modules 5.0 software as well as the added Agissar INFOPoll API for Imaging Operations.

Hardware/Software Support for Year Two through Five includes the Quick Modules 5.0 software as well as the added Agissar INFOPoll API for Imaging Operations, as well as Fairfax Software services for conducting form modifications related to legislative changes during the contract period.

Note: Fairfax Software is aware of IN DOR's contractual arrangement with Agissar Corporation and that it may be beneficial to move the annual maintenance cost for the Agissar INFOPoll API to the existing agreement by/between Agissar and IN DOR. If so, then a reduction in the annual fee for Year Two through Five shown in Attachment D – Cost Proposal Template will occur.

- Annual Software/License Fees

Fairfax Software is providing the *Quick* Modules 5.0 software licenses at no cost.