

Cost Assumptions, Conditions, and Constraints

OVERVIEW

Tyler Indiana is pleased to provide competitive pricing for a program as vast as IN.gov. Our deep experience with providing IN.gov Program services provides us with a unique view on what it takes to effectively operate IN.gov reliably and securely. Due to changes in the RFP compared to current operations, the following assumptions, conditions, and constraints have been considered in our pricing.

STAFFING

1. Due to the impact of Addendum 3 removing all legacy applications from scope, Tyler Indiana has reduced the staffing levels required to complete the work under this RFP. This does not imply Tyler Indiana will be less effective at providing services, rather, it applies our assumption that the Baseline Services under this RFP do not include legacy applications, the addition of new custom applications, and custom application enhancements, including the existing applications listed in Exhibit 1 – Current Application Inventory vF.xlsx.
2. The RFP specifies the maximum number of websites and domains that must be completed as part of Baseline Services. Due to a baseline staffing minimum not being defined, Tyler Indiana assumes it has the right to modify the staffing plan and adjust baseline staffing up or down according to the work available. Tyler Indiana agrees that it must meet the demands of the State in an acceptable manner with an appropriate level of staff and will increase staffing as needed based on the demand of Baseline Services, so long as the demand does not exceed the limits specified in the RFP.

THIRD-PARTY PORTAL MANAGED APPLICATIONS

1. Tyler Indiana is committing to a substantial cost to provide the Third-Party Portal Managed Applications as a part of Baseline Services. In the event a third-party dramatically increases the cost of a service(s), Tyler Indiana assumes it can replace the third-party product with an alternative that is suitable to the State. In the event an alternative is not available, Tyler Indiana assumes the State will be willing to discuss the removal of the product or approve an increase in the Baseline Services amount to help offset the additional costs.
2. In the event that the State requests to increase licensing or usage of a Third-Party Portal Managed Application that results in a significant increase in the annual expense or incurs a large third-party implementation fee, Tyler Indiana assumes it has the ability to consult with the State on the increased costs and provide alternative products or solutions that can offer similar outcomes.
3. The RFP requires Tyler Indiana to agree to a minimum number of new Third-Party Portal Managed Applications each year. Tyler Indiana agrees to provide one new application annually with an annual cost not to exceed \$50,000.00. In the event Tyler Indiana is requested to procure a product in excess of \$50,000.00 in one-time and/or annual costs, Tyler Indiana assumes the State will increase Baseline Services to cover anything above that amount or allow Tyler Indiana to provide alternative products or services that can offer similar outcomes.

DOMAIN NAMES

1. Tyler Indiana is pleased to provide up to 200 new domain names annually under Baseline Services. Constraints to proving these domain names are (1) it does not include “Premium Domains” that are significantly more expensive than typical domain names and (2) it does not include purchasing domains from private entities who current own a domain. The maximum amount per year for a domain name cannot exceed \$30.00 per domain per year.