enQuesta 6

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Pricing Information

Presented to:

Summary pricing for the solution as described in the proposal is below. Detailed pricing for each section is available on the following pages, to provide the County with insight into the solution and project details. At the end, we've included a 10-year Total Cost of Ownership, to provide insight into the long-term value you'll get with enQuesta.

Important points to note regarding our pricing are:

➢ enQuesta license includes a significant new customer discount.
➢ S&S will not charge annual maintenance or hosting costs until Go-Live. This contrasts with other vendors who may require these to be paid upon signing.
➢ Travel for the project is optional, as S&S has completed several successful, fully remote projects. If onsite resources are desired, S&S will be onsite. Our per-trip estimated costs are in the detail pricing.

SUMMARY PRICING

Summary pricing provides a quick glance at the costs of each component of the software, implementation and long-term support. The "Total" below represents the license and implementation costs, as recurring costs are delayed until Go-Live.

	One-Time	Annual
enQuesta License	$392,106	
enQuesta Elevate Implementation	$1,298,700	
Capricorn Customer Self-Service		$43,800
enQuesta Cloud		$75,000
enQuesta Maintenance		$169,527
S&S Travel	Optional	
TOTAL	**$1,690,806**	

ENQUESTA LICENSE

The enQuesta license includes licenses for the enQuesta software, all required middleware, the Red Hat Enterprise Linux OS and the Oracle Database. These licenses are for life, as the County will never have to re-license any purchased module during an upgrade. The license below includes a significant new customer discount. The license is calculated through an internal formula based upon the number of active accounts, number of users and number of services.

	One-Time
enQuesta License	$678,106
New Customer Discount	-$286,000
TOTAL	**$392,106**

ENQUESTA ELEVATE IMPLEMENTATION

The below costs assume a 12-month implementation project, followed by three (3) months of Post Go-Live support by the project team. This implementation schedule assumes the use of enQuesta best practices and workflows wherever possible. Training is in a train-the-trainer scenario. Full end-user training by S&S is available for an additional 250 hours. Included interfaces are listed in the proposal, and assume our standard interfaces are utilized. All implementation tasks will utilize our new customer rate of $150 per hour.

	Hours	Total
Project Management	1,160	$174,000
General Implementation	3,091	$463,650
Conversion from CentralSquare	580	$87,000
Cognos Setup and Training	110	$16,500
Interface Development and Testing	910	$136,500
enQuesta Training	280	$42,000
Simulation (1 Month)	680	$102,000
Go-Live (1 Month)	800	$120,000
Post Go-Live (3 Months)	1,047	$157,050
TOTAL	**8,658**	**$1,298,700**

CAPRICORN CUSTOMER SELF-SERVICE

The Capricorn Customer Self-Service solution has only an annual cost for its operation, based upon the number of active accounts at the utility. Costs for the installation and configuration are included in the enQuesta implementation costs above. The annual fee will begin upon Go-Live.

	Annual
Capricorn Annual SaaS Fee	$43,800
TOTAL	**$43,800**

ENQUESTA CLOUD

enQuesta Cloud includes hosting of the solution infrastructure and Managed Services for the solution as defined in the response. This fee will become applicable upon Go-Live.

	Annual
Annual Cloud Fee	$75,000
TOTAL	**$75,000**

ENQUESTA MAINTENANCE

enQuesta maintenance covers the ongoing annual support for the application and technology. This is defined within the RFP response, and our standard annual maintenance contract is included in Exhibit B. Annual maintenance costs will begin upon Go-Live.

	Annual
enQuesta Annual Maintenance	$169,527
TOTAL	**$169,527**

S&S TRAVEL

S&S is making travel optional for this project, as we have had success with both onsite and remote implementations. If the County desires onsite resources, we can be fully available for as many trips as needed. For a utility of the County's size, between 40 and 60 trips are normally sufficient for a full onsite experience, but we can accommodate any number of trips based upon the County's needs. A per-trip cost estimate is provided below. Travel costs are billed as incurred for the actual amounts.

A trip is one resource for one week. Costs include airfare, hotel, car rental, parking, tolls, per diem, and any other reasonable travel expenses.

	Per-Trip
S&S Resource Travel Estimate, Per-Trip	$2,500
TOTAL	**$2,500**

10-YEAR TOTAL COST OF OWNERSHIP

Below are the total annual costs for the complete solution as described in the response. Year 1 includes the software license and implementation costs. Years 2 through 10 include the annual fees for Capricorn, enQuesta maintenance and enQuesta Cloud.

The annual fees increase each year based upon the increased costs of doing business. The annual increase is estimated here to be 5%.

	One-Time
Year 1 – enQuesta License and Implementation	$1,690,806
Year 2 – Annual fees begin upon Go-Live	$288,327
Year 3	$302,742
Year 4	$317,880
Year 5	$333,774
Year 6	$350,463
Year 7	$367,986
Year 8	$386,385
Year 9	$405,704
Year 10	$425,990
TOTAL	**$4,870,057**