Fee Proposal

Estimating the monthly hours required for SaaS maintenance and support, as well as providing data feeds from APIs such as Google, Instagram, and Facebook is involved due to several factors. Firstly, the volume and complexity of data being processed. The fact that stability of the APIs can vary day-to-day and month-to-month, leading to fluctuating maintenance and support requirements. Additionally, unexpected technical issues can arise anytime, requiring immediate attention and increasing the hours necessary for maintenance and support. Considering the scope of the work and the intricacy of ITI Digital's services, the monthly hours have to be positioned as 24/7 services, content, and support.

When providing Software-as-a-Service (SaaS) that involves live data from API sources such as Google and Instagram, several tasks need to be performed on a daily/hourly basis. These tasks can be categorized into three main areas:

- **Software maintenance and enhancements**
  Software maintenance and enhancements involve ensuring that the software runs smoothly, fixing bugs or issues, and implementing new features or improvements.
- **Client communication**, training and supportClient communication, training, and support involve regular communicating with clients to discuss their needs and requirements, providing training sessions to help them understand how to use the software, and providing support to help them troubleshoot any issues they may encounter.
- **API data management** involves ensuring that the data transmitted through an API is secure, accurate, and accessible to authorized users in a timely and efficient manner. This includes monitoring and analyzing API usage, validating and sanitizing input data, managing authentication and authorization protocols, and implementing appropriate encryption and data protection measures. Effective API data management is essential for enabling seamless data exchange and integration between different systems and applications, and for unlocking the full potential of modern software and digital services.

	Initial Period (3 years): 5/1/2023-4/30/2026	**1st Renewal (1 year):** 5/1/2026-4/30/2027	**2nd Renewal (1 year):** 5/1/2027-4/30/2028
Number of estimated monthly hours to provide the service	720 hours subscription fees including support.and software maintenance fees as documented.	720 hours subscription fees including support.and software maintenance fees as documented.	720 hours subscription fees including support.and software maintenance fees as documented.
Estimated monthly charges not to exceed $	$ 2,567.00 = $92,412	$ 2,834 = $34,008	$ 2,834 = $34,008
Total Charge for the period of time	*$73,500. Paid in full incentive.	*$26,800 Paid in full incentive	*$30,000

* Variance to the specifications