

Appendix I – Pricing & Assumptions

The tender requests Pilot pricing and provides two methodologies (Option 1 and Option 2) for the Full Production environment. This appendix outlines our pricing structure, assumptions and consumption reporting model. All prices are in **AUD** and inclusive of GST. Detailed cost breakdowns will be provided in the commercial response.

Pilot pricing

The Pilot Phase lasts **12 months** and includes one credential type and up to 50 users during the restricted stage, expanding during the preview stage. We propose a fixed Pilot fee covering setup, implementation, cloud infrastructure, operational overheads and support. Optional modules (e.g., biometrics) are excluded. Training and onboarding are included at no additional cost.

Item	Quantity / Unit	Cost (inc GST)	Notes
Setup, implementation & integration	Once	\$120,000	Covers environment provisioning, SDK development, integration support.
Platform infrastructure & hosting	12 months	\$20,000 / month	Includes AKS/ACA, PostgreSQL, Key Vault, storage and monitoring in AU regions.
Operational overheads & support	12 months	\$10,000 / month	Tier 0/1 chatbot support, incident management, patching, reporting.
Licensing & maintenance	12 months	\$5,000 / month	Covers software licences, code repositories and third-party libraries.
Training & onboarding	Included	–	Training materials, sessions for DGov and issuers; knowledge-base setup.
Sub-total (Pilot)	–	\$360,000	Total for 12 months.

These figures are indicative; final Pilot pricing will be determined after detailed scoping and may adjust based on credential complexity and user numbers.

Option 1 – Consumption-based pricing (Full Production)

Option 1 aligns costs with actual usage, as recommended in the pricing schedule. A base fee covers platform maintenance and support; variable charges apply per credential event and per active wallet. Thresholds provide volume discounts.

Component	Unit	Base/ Rate	Notes
Base platform fee	Per month	\$25,000	Includes infrastructure for a medium deployment (up to 500,000 transactions per year).
Credential issuance	Per credential	\$0.20	Charged when a new credential is issued. First 10,000 credentials per month included.
Credential presentation & verification	Per transaction	\$0.05	Applies when a verifier submits a presentation for validation. First 50,000 per month included.
Credential revocation/update	Per event	\$0.10	Applies when a credential is updated or revoked.
Active wallets (MAU)	Per active wallet per month	\$0.50	Calculated on unique wallet IDs seen in a calendar month. Discounts apply above 100k MAU.
Support tier upgrade	Per month	+\$5,000	Adds 24/7 Tier 2 support and faster SLA response times.
Optional biometrics module	Per credential	\$0.30	Includes biometric matching (1:1 and liveness detection) for credentials, if adopted.

Consumption thresholds & burst handling

- Charges are calculated monthly. Unused inclusive units do not roll over.
- Volume tiers: 0–100k issuance events (\$0.20), 100k–500k (\$0.15), >500k (\$0.10).
- Burst traffic (e.g., mass issuance due to an emergency) is accommodated via autoscaling; consumption above 20 % of forecast in a month triggers surge pricing at 125 % of the standard rate.

Option 2 – Fixed-fee pricing (Full Production)

Option 2 provides a predictable cost for a defined scope and credential volume. It is suited to a time-boxed deployment with capped transaction counts.

Scope & volume	Term	Fixed price (inc GST)	Inclusions
Small deployment	12 months	\$550,000	Up to 100,000 credentials, 500,000 transactions; includes base infrastructure, operations, standard support and training for two agencies.
Medium deployment	12 months	\$900,000	Up to 500,000 credentials, 2 million transactions; includes multi-tenant support for up to five agencies, enhanced analytics and quarterly penetration testing.

Scope & volume	Term	Fixed price (inc GST)	Inclusions
Large deployment	12 months	\$1,500,000	1 million+ credentials, 5 million transactions; includes dedicated infrastructure clusters, high availability across regions and priority support.

Additional agency onboarding or credential types incur a one-time fee of \$50,000 per tenant for setup, PKI provisioning and training. Optional biometrics modules can be added at \$0.25 per credential per year. Ad hoc development services are billed at \$1,500 per day.

Assumptions

- Data and workloads remain within Australian regions; hosting costs are based on Azure public pricing for AU regions and include 20 % contingency.
- Transaction volumes follow the small/medium/large scenarios defined in the pricing schedule.
- Credential schema complexity is moderate (typical mDL-like credential). Highly complex credentials may require additional development.
- DGov manages the root CA; our pricing includes management of issuer CAs and document signing certificates.
- ServiceWA development partner is responsible for front-end integration; our team supports back-end and SDK integration.
- Biometrics capabilities are out of scope for the Pilot but priced as an optional module for future phases.

Consumption reporting

Transparency is critical. We provide a consumption dashboard that reports usage metrics per tenant: number of credentials issued, verified and revoked; active wallets; storage usage; API errors and latency; support tickets. Reports can be exported in CSV or via an API for integration with DGov systems. Billing statements reconcile consumption with pricing tiers and include supporting evidence from the audit logs.

This appendix details our pricing approach and assumptions, ensuring DGov can evaluate costs under different deployment scenarios and select the model that best aligns with its budget and strategic objectives.