

An administrative process with clear steps and evidence

Public agencies and entities | Brazil | Tailorable template | 19 October 2026 | Version 2.0 | English translation

We support Administration and Protocol teams in organizing incoming requests, routing and document review; Finance teams in checking data between systems; and one unit in applying controls to the use of AI.

We start with the work to be done, the systems already in use and the person who checks the result. The proposal selects a defined scope, delivers verifiable artifacts and leaves the decision about the next stage with your team.

Proposal identification

Recipient [Name of the agency or entity]

Unit and responsible person [Unit, name and position]

Process and systems [Candidate process and systems involved]

Reference [Proposal or administrative process number]

First step

- An initial scoping conversation, at no charge, lasting up to 30 minutes: describe the most recent episode, the task, volume, exceptions and who takes part in the decision.
- We check whether there is enough information to select a module. The paid diagnostic delivers maps, analysis and a recommendation; the initial conversation does not include these artifacts.
- Your team can proceed, resolve a dependency or close the evaluation. The diagnostic and pilot do not require the purchase of implementation or a monthly plan.

How to read this proposal

The following pages connect work situations to deliverables and acceptance evidence. The catalogue describes the six modules, third-party costs and delivery conditions. Select only what addresses the process described.

Prices are references in Brazilian reais (BRL), shown as R\$, for Brazil. This edition requires a confirmed recipient, scope, service-provider entity and terms before issuance. Sending the template does not start work or monthly fees.

Describe a process hello@dezotech.com · dezotech.com

Identify the work that needs to improve

Use the situations below to select a starting point. They do not assume that every organization has the same problem.

Team and context	Problem to confirm	Delivery to assess	What your team examines
Administration and Protocol	Incomplete submissions, scattered attachments or routing without a clear review step.	F if the current tool meets the need; P when document reading needs to be tested.	A demonstrated workflow with an input, exception and review; for a pilot, the sample evaluation report.
Finance and reconciliation routines	Records need to be re-entered or checked between two systems.	C, after confirming interfaces, the reference source and rules.	An acceptance-test batch, identified discrepancies and reruns without duplicates in the tested scenarios.
Governance for one unit	The team uses AI without defined owners, data criteria or an approval routine.	G, including the initial assessment and application of controls.	An inventory, named owners, one case moving through the workflow and an incident or change simulation.

Synthetic example of the process

An administrative request arrives with an attachment missing. The workflow records the submission, flags the outstanding item and routes the case to the responsible public employee. Resumption is recorded after checking. This example does not describe a real implementation or result.

Health and education: the scope may cover protocol, registration and administrative routing, subject to authorized data and responsibilities. It does not include clinical diagnosis, educational decisions, eligibility, benefits or other sector-specific decisions.

Next step

Identify one unit, its process owner and a technical contact. Confirm the procurement route before defining the object, measurement and certification of performance.

Automation prepares information and makes exceptions visible. Validation and consequential decisions remain with the designated responsible people.

Choose the stage according to the process uncertainty

Situation	Module to assess	Delivery that supports the decision
We do not yet know what to prioritize.	D · Diagnostic	Maps, risks, assumptions and a recommendation, including not to automate.
The existing tool already appears sufficient.	F · Existing tool	One configured, tested, documented and stabilized workflow.
Document reading needs to be assessed.	P · Document pilot	A sample in a test environment, human review, measured errors and consumption.
The pilot has been validated and activation has been approved.	I · Pilot production deployment	Transition, access, tests, activation and stabilization of the approved scope.
Two systems require re-entry or checking.	C · Integration and reconciliation	A deployed workflow, rules, discrepancies and demonstrated recovery.
One unit needs to organize its use of AI.	G · Governance	An inventory, owners and controls exercised in one case.

Evidence comes from the process and artifacts

Before delivery, we agree the test script: a valid input, an incomplete input, a repeated input and an access failure where relevant. Records show what happened, who reviewed it and how to resume. The sample and criteria are adjusted to the contracted module.

Independent stages and complete cost

- D can be omitted when equivalent information is already available. G includes its initial assessment. The same assessment work is not billed twice.
- P is testing; I is production. F and I are distinct paths for the same implementation. C already includes its own deployment and stabilization.
- The decision at the end of a stage may be to proceed, adjust or stop. Monthly support is optional and does not start automatically.
- The tailored total separates services, any support, licences, hosting and usage. Volume and dependencies must be identified before contracting.

The following pages preserve each module's limits and criteria. Illustrative scenarios do not expand scope or promise savings or accuracy.

Investment and project composition

Reference prices in Brazilian reais for remote delivery within the stated limits. Issuance to a named recipient confirms the object, volume, modules, contracted service-provider entity and total price. Unselected modules do not form part of the total.

Code and module	Estimated delivery	Price
D · Opportunity diagnostic	Up to 10 business days	R\$ 8.000,00
F · Implementation using an existing tool	Up to 15 business days + stabilization	R\$ 12.000,00
P · Custom document pilot	Up to 25 business days	R\$ 30.000,00
I · Pilot deployment to production	Up to 20 business days + stabilization	R\$ 20.000,00
C · Integration and reconciliation between systems	Up to 30 business days + stabilization	R\$ 24.000,00
G · AI governance for one unit	Up to 20 business days	R\$ 18.000,00

F, I and C include 10 additional business days of stabilization after activation. Delivery periods begin upon formal authorization and availability of prerequisites; waits for access, decisions and the contracting entity's acceptance testing pause the count, with a record of the interruption.

Optional recurring costs

Plan	Monthly allowance	Monthly fee
S1 · Essential support	1 workflow and up to 4 hours	R\$ 1.500,00
S2 · Assisted operation	Up to 2 workflows and 8 shared hours	R\$ 3.000,00
S3 · Governance follow-up	1 unit and up to 6 hours	R\$ 2.000,00

Synthetic composition example

A project with D + P + I totals **R\$ 58.000,00**. With 12 monthly S2 fees, it totals **R\$ 94.000,00**, plus licences, hosting and production usage. The 12 monthly fees begin after stabilization; this example does not equal 12 months counted from signature.

F is an implementation alternative using existing capabilities. I applies to production deployment of an approved custom pilot. We do not add F and I to charge for the same delivery. C already includes its own deployment; I is not charged additionally for the same workflow.

Service prices include delivery, technical management, meetings and service taxes considered under the classification used at issuance. Third-party licences, infrastructure and usage are estimated separately and contracted directly by the contracting entity, unless a different arrangement is expressly stated.

The diagnostic and pilot cost R\$ 38.000,00 when both are selected. There is no automatic discount, mandatory monthly fee or guarantee of contracting the next stage.

Diagnostic and implementation using an existing tool

Module D Opportunity diagnostic

R\$ 8.000,00 · Up to 10 business days. Up to three processes in one unit; a kickoff of up to 60 minutes, up to six interviews of 45 minutes and a presentation of up to 90 minutes. Analysis of up to 100 documents, available records, rules, data and interfaces.

- **Deliverables D1 to D5** Process maps; opportunity and risk matrix; baseline and economic scenarios; technical recommendation; executive presentation. PDF report, editable matrices and exportable workflows.
- **Acceptance** Presence of the five deliverables, coverage of the agreed processes, identified sources and assumptions, and one consolidated round of content corrections.
- **Decision outcome** The recommendation may be not to automate or to resolve dependencies before investing. A reasoned conclusion forms part of the delivery.

Module F Implementation using an existing tool

R\$ 12.000,00 · Up to 15 business days + 10 for stabilization. One workflow in a tool licensed by the agency, with up to one integration through a native connector or an already-supported API. Up to five users and ten configured rules or fields in total. One available acceptance-test environment and one production environment.

- **Deliverables F1 to F5** Workflow design; configuration and permissions; test and acceptance-test evidence; operating and exception-handling manual; assisted activation, stabilization record and up to two hours of training for five people.
- **Entry condition** Confirmation that existing capabilities and connectors meet the process need, with licences, access and an environment available. Human review may be a native step or a documented manual step.
- **Acceptance** The workflow runs the agreed scenarios, respects permissions, records results and routes exceptions. Documentation is delivered and applicable resumption or rollback is demonstrated.

F does not include custom code, model training, connector creation, a new portal or licence purchases. If fit is not confirmed before contracting, we propose a different scope or module. D is optional when sufficient information is already available.

For F, I and C, the authorized volume and load-test sample are recorded before contracting. Processing is not unlimited; volume expansion requires reassessment of capacity and usage.

Custom document pilot

Module P · R\$ 30.000,00 · Up to 25 business days. We test one administrative process in a controlled environment to decide whether quality, feasibility and benefit are sufficient for deployment.

Parameter	Included limit
Process and input	1 process; 1 existing email or form channel.
Integrations and environment	Up to 2 integrations through an existing documented API or CSV; 1 test environment.
Sample	200 to 500 legible documents in Portuguese, in PDF, JPG or PNG.
Document structure	Up to 5 pages per document, 3 types and 10 fields per type.
Participation	Up to 5 acceptance-test users; up to 2 hours of training for 5 people.
Experimental usage	Up to R\$ 1.000,00 in AI and OCR included; excess requires prior authorization.

Deliverables and operation

- **P1 Test plan** Sample, human-reviewed reference data, critical fields, rules, metrics, operating limits and criteria defined before execution.
- **P2 Configured workflow** Receipt, classification and extraction within the approved scope; human review, an exception queue and execution records.
- **P3 Evaluation** Match by field and document type, critical errors, total human time including review, exceptions and observed usage.
- **P4 Handover** Exportable workflows, manuals, project-specific code where applicable and subject to agreed rights, training and a recommendation on continuation.

Acceptance and continuation decision

Acceptance checks completion of the plan, execution of the test, sample coverage and delivery of evidence. A technical result below target, correctly measured and documented, may conclude the pilot with a recommendation to adjust or stop. It does not require the purchase of deployment.

Targets for field matching, exception handling and total human time are jointly defined and validated before the test. They are not results already achieved or guarantees. Critical fields have their own criteria; an average must not hide material errors.

P does not include production operation. A new portal, large-scale data cleansing, a new legacy-system API and a graphical-interface robot require another scope. An equivalent diagnostic may replace D as a technical prerequisite.

Deployment and integration between systems

Module I Pilot deployment to production

R\$ 20.000,00 · Up to 20 business days + 10 for stabilization. One process approved in P or an equivalent pilot, using the same channel and up to two already-validated integrations. Includes one available production environment and one acceptance-test environment, up to ten users and four hours of training in two sessions.

- **Deliverables I1 to I5** Transition and rollback plan; production configuration and access; logs, alerts and usage parameters; evidence of functional tests, agreed load and recovery; manual, training, activation and stabilization report.
- **Operation** Safe reprocessing, exception queue, retry limit and routing to people. Backups and retention follow the environment's capabilities and rules approved by the agency.
- **Acceptance** Scenarios and load accepted, permissions checked, recovery or rollback demonstrated, and no known blocking failure attributable to the scope at completion.

Module C Integration and reconciliation between systems

R\$ 24.000,00 · Up to 30 business days + 10 for stabilization. One unidirectional workflow or reconciliation between two systems using existing documented APIs or CSV. Up to two interfaces, twenty mapped fields, ten rules and one scheduled execution routine. A sample of up to 5,000 records for acceptance testing; up to ten users.

- **Deliverables C1 to C5** Mapping and rules; configured integration or project-specific code; discrepancy queue, logs and reprocessing; test, duplicate and reconciliation evidence; deployment, manual, up to two hours of training and stabilization report.
- **Acceptance** Records match the agreed source; discrepancies are identified; rerunning the batch does not create duplicates in the tested scenarios; errors and recovery are demonstrated.
- **Limits** Writing to an official system requires authorization and acceptance testing. Bidirectional synchronization, historical migration, real-time operation, supplier changes and creation of an API or screen robot are outside this module.

For I and C, activation depends on test acceptance by the responsible person, an authorized window and a rollback plan. Lack of access or a supplier restriction requires recorded replanning. Changes to the pilot's rules, documents and integrations are not automatically included in I.

C already includes deployment and stabilization of its workflow. A separate pilot for C will only be proposed if additional uncertainty exists and a new scope is agreed.

AI governance for one unit

Module G · R\$ 18.000,00 · Up to 20 business days. We organize AI use in one unit so the team knows which tools it uses, who owns each use and how to approve, review and handle exceptions.

Included scope

- Up to ten use cases, five tools and six interviews of up to 45 minutes. The initial assessment is included; D is not required to repeat this work.
- Classification of uses, data and risks; definition of owners and review routines; operational testing of controls in one known use case.
- One training session of up to two hours for up to fifteen participants and one incident or tool-change simulation.

ID	Deliverable	Verification
G1	Inventory of uses and tools	Cases, purposes, data, suppliers, owners and gaps identified.
G2	Responsibility and risk matrix	An owner and planned treatment for each use within scope.
G3	Rules and approval workflow	Usage guidance, human-review criteria and decision records.
G4	Operating procedures	Incidents, changes, supplier evaluation and review calendar.
G5	Practical application and handover	One case moves through the workflow; simulation, adjustments, editable materials and training.

Acceptance criteria

The unit validates the inventory within the contracted scope, assigns owners and runs the workflow in one case. The exercise demonstrates how to record an exception and route an incident. We deliver evidence, outstanding items and one consolidated round of adjustments.

Acceptance assesses whether the team can execute the controls, beyond the existence of documents. We measure inventory coverage by sample, cases with an owner and assessment, outstanding items and execution of the exercise.

Continuation and limits

S3 can support the inventory and reviews after G. The module does not include a legal opinion, certification, independent audit, technical monitoring of the whole organization or deployment of an enterprise governance platform. Institutional responsibilities remain with the agency.

Practical governance application in G is distinct from automation deployment in F, I or C. Controls required for the contracted automation do not require purchase of the full G module.

Support and monthly follow-up

Plans are optional. S1 and S2 cover deployed and accepted workflows with documentation and access available. A third-party solution requires an entry assessment and any remediation, quoted separately. S3 supports one unit with initial governance already organized.

Plan	Coverage and deliverables	Monthly fee
S1 Essential	1 workflow; up to 4 hours. Monthly review of records, failures and usage; corrections within the allowance and a brief report.	R\$ 1.500,00
S2 Assisted operation	Up to 2 workflows; 8 shared hours. Alert triage on business days, exception analysis, minor adjustments, a report and a monthly meeting of up to 45 minutes.	R\$ 3.000,00
S3 Governance	1 unit; up to 6 hours. Inventory updates, up to 2 uses or changes per month within the allowance, outstanding items, a report and a meeting of up to 45 minutes.	R\$ 2.000,00

Service window and limits

- **Window** Monday to Friday, 9h to 18h, Brasília time, excluding national holidays. Requests use the support channel defined at contracting; hello@dezotech.com receives requests until that channel is defined.
- **Initial response** Within up to nine service hours from receipt or the opening of the next service window. The response confirms triage, ownership and the next action; it does not mean resolution.
- **Resolution** Triage records priority, dependencies, contingency action and an estimate. There is no single guaranteed resolution period or commitment to third-party platform availability.
- **Allowance** Hours include analysis, meetings, reporting, corrections and adjustments. Measured in 15-minute blocks; unused hours do not carry over. Failures in our delivery covered by warranty do not consume the allowance.
- **Excess** R\$ 350,00 per hour, subject to prior authorization. At 75% of the allowance, we report usage and prioritization. With no balance remaining, we escalate to the responsible person; additional work requires contractual coverage.

S2 includes daily checks of automated alerts within the window and allowance, without continuous surveillance. The agency retains service and human review of process requests. On-call service, 24x7, new workflows, integrations and material changes require a different service design.

S1 or S2 begins after stabilization, without overlapping charges for the same support. S3 begins after acceptance of G. The same workflow does not receive S1 and S2 simultaneously. S3 can coexist when its object is distinct.

For the public sector, the allowance represents reserved monthly capacity and the recurring duties described in the plan. The report records delivery, requests, hours and balance; measurement and any remuneration for additional hours follow the contract.

Acceptance, responsibilities and data protection

Validation and warranty

Provisional receipt, technical assessment, correction of nonconformities and final receipt follow the responsible people, periods and criteria in the contracting instrument. Silence by the agency does not constitute acceptance. The schedule reserves a specific acceptance-testing period in addition to delivery.

We propose a corrective warranty of 60 calendar days after final acceptance of F, I or C for reproducible defects attributable to the delivery. Corrections do not consume the monthly allowance. Requested changes, data outside agreed conditions and third-party changes are assessed separately. Stabilization and warranty are distinct from support.

Delivery responsibilities

- **Dezotech** Execute the selected modules, document decisions, restrict access, assess results, communicate impediments and deliver the specified artifacts and guidance.
- **Contracting entity** Appoint a process owner and technical contact; provide rules, authorized data, licences and environments; review results; participate in tests and retain human decisions and process operation.
- **Existing suppliers** Access to APIs, connectors, environments and usage limits must be confirmed. Authorizations and external costs are dependencies recorded before delivery.

Data, security and exit

Before accessing data, we agree purpose, categories, processing instructions, party roles, access profiles, providers and processing locations, retention and incident channel. We use minimized data and credentials controlled by the contracting entity. Data will not be used to train models without specific authorization.

The contract records AI and hosting providers and, where applicable, international-transfer conditions. Incidents will be communicated to the contracting entity without undue delay after awareness, under the contractual period; the decision and obligation to notify authorities and data subjects follow the applicable responsibility and legal classification.

At exit, we deliver project artifacts and exportable data in the agreed formats. We delete or return operational copies according to instructions, retention policy and applicable legal duties, with a record of execution. Migration to a new platform and training another supplier require a separate scope. The instrument defines the code and documentation usage or assignment rights required for the object. Pre-existing and third-party components will be identified with their licences and restrictions.

The proposal does not include automated decisions on rights, benefits or sanctions, or legal approval of documents. AI prepares information within agreed rules; responsible people validate consequential actions.

Conditions for public agencies and entities

The proposal presents modules and reference prices for technical and commercial assessment. Contracting depends on the agency's planning, applicable regime, procurement instrument, budget appropriation, identification of the legal entity to be contracted and proof of required conditions.

Object, measurement and payment

We do not require an advance payment. We propose invoicing after execution and certification of performance for each milestone's deliverables. Payment periods, withholdings, fiscal documentation, disallowed amounts and receipt follow the contracting instrument. The upfront-payment conditions of private-sector proposals do not apply.

Module	Completed and evidenced milestone	Suggested distribution
D	Maps and initial assessment; then analysis, recommendation and presentation.	40% / 60%
F and C	Accepted design; solution acceptance-tested; production and stabilization completed.	20% / 50% / 30%
P	Test plan; demonstrated execution; report and handover.	30% / 40% / 30%
I	Configuration and tests; activation; stabilization and handover.	30% / 40% / 30%
G	Inventory and risks; controls; exercise and handover.	30% / 40% / 30%
S1 to S3	Contracted monthly capacity and obligations, delivery report and certification of performance.	Monthly

Participation and continuation rules

The technical diagnostic does not include preparing an ETP (Preliminary Technical Study), terms of reference, basic or detailed design, conducting procurement or selecting the supplier. Any later participation by Dezotech depends on analysis of disqualifications, the regime and the procedure. No subsequent purchase is guaranteed and there is no obligation to retain the supplier.

Modules organize technical deliverables and do not suggest splitting expenditure or qualifying for direct procurement. The entity determines grouping, sequence and procurement method according to its needs and applicable rules. State-owned enterprises require assessment of their own regime and regulations.

Excess hours, price adjustments, volume changes and new modules depend on provision and authorization in the applicable instrument. The reference of R\$ 350,00/h does not authorize additional execution by itself. A price offer does not prove registration, eligibility or availability of a performance certificate.

References for adapting the instrument: Law 14.133/2021; Law 13.303/2016 where applicable; Law 13.709/2018 for data protection. Official sources and issuance details are on the final page.

Scope selection and formalization

Complete only the relevant modules. All others are excluded from the object. Fields in brackets must be completed before issuance to the recipient.

Select	Module or plan	Quantity or period	Subtotal
[Yes/No]	D · Diagnostic	[1 project]	[R\$]
[Yes/No]	F · Existing tool	[1 project]	[R\$]
[Yes/No]	P · Document pilot	[1 project]	[R\$]
[Yes/No]	I · Pilot production deployment	[1 project]	[R\$]
[Yes/No]	C · Integration and reconciliation	[1 project]	[R\$]
[Yes/No]	G · Governance	[1 unit]	[R\$]
[Yes/No]	S1 S2 or S3 · Monthly plan	[plan and months]	[R\$]

Total project services [R\$]

Monthly plan and coverage start [plan, amount and start event]

Third parties and estimated usage [supplier, amount, unit and limit]

Production volume and load sample [documents or records per period]

Issue date and validity [issue date] and 30 calendar days from issuance, unless the instrument requires otherwise.

Formalization details

Contracting entity [legal name, CNPJ, address and representative]

Service provider [legal name, tax identification, address and representative of the entity actually contracted]

Technical and acceptance contacts [names, positions and contacts]

Start and activation window [confirmed dates and prerequisites]

The conditions on this page support completion of the tailored proposal and do not replace expenditure authorization, a tender notice, contract, equivalent instrument or certification of performance.

Corporate identification, fiscal issuance, powers of representation and applicable eligibility conditions must be evidenced before formalization. This edition does not provide a Brazilian CNPJ or unproven certifications, clients or results.

Contact and references

Request process scoping or a scope adjustment at hello@dezotech.com. Institutional information at dezotech.com.

Official references consulted on 19/10/2026: [Law 14.133/2021](#); [Law 13.303/2016](#); [Law 13.709/2018](#).