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State of Utah Division of Purchasing

# NASPO VALUEPOINT MASTER AGREEMENT FOR CLOUD SOLUTION

CH16012

*Updated: April 5, 2024*

Deloitte Consulting LLP COST PROPOSAL

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## 1.0 Cost Proposal [RFP Section 9]

*Cost Proposals will be evaluated independently from the technical proposal. Offeror's cost proposal must include the items discussed in Section 9 of the RFP. Cost will be evaluated independently from the Mandatory Minimum Requirements, and the Technical responses. Inclusion of any cost or pricing data within the Detailed Technical Proposal will result in the proposal being judged as non-responsive for violation of UCA § 63G-6a-707(5). All costs incurred by an Offeror in the preparation and submission of a proposal, including any costs incurred during interviews, oral presentations, and/or product demonstrations are the responsibility of the Offeror and will not be reimbursed by the Lead State or NASPO ValuePoint.*

Given that technology products generally depreciate over time and go through typical product lifecycles, it is more favorable for Purchasing Entities to have the Master Agreement be based on minimum discounts off the Offeror's commercially published pricelists versus fixed pricing. In addition, Offerors will have the ability to update and refresh their respective price books, as long as the agreed-upon discounts are fixed. Minimum guaranteed contract discounts do not preclude an Offeror and/or its authorized resellers from providing deeper or additional, incremental discounts at their sole discretion.

Offeror must identify its cost proposal, Attachment G, as "Cost Proposal – CH16012 Cloud solutions". No specific format is required for an Offeror's price schedule; however, the Offeror must provide and list a discount from its pricing catalog. New discount levels may be offered for new services that become available during the term of the Master Agreement, as allowed by the Lead State.

Pricing catalogs should include the price structures of the cloud solutions models and deployment models that it intends to provide including the types of data it is able to hold under each model. Pricing must be all-inclusive of infrastructure and software costs and management of infrastructure, network, OS, and software.

The Lead State understands that each Offeror may have its own pricing models and schedules for the Services described in the RFP. It is the intent of the RFP to allow price schedules that are viewed in the traditional line item structure or price schedule that have pay-as-you-go characteristics.

An Offeror's price catalog should be clear and readable. Participating Entities, in reviewing an Offeror's Master Agreement, will take into account the discount offered by the Offeror along with the transparent, publicly available, up-to-date pricing and tools that will allow customers to evaluate their pricing.

Individual Participating Addendums will use the cost proposals pricing as a base and may negotiate an adjusted rate.

Offeror's price catalog should be broken into category for each service category. For example, if an Offeror provides a SaaS offering then its price catalog should be divided into education SaaS offerings, e-procurement SaaS offerings, information SaaS offering, etc.

Some Participating Entities may desire to use an Offeror for other related application modifications to optimize or deploy cloud solutions applications. Responses to the RFP must include hourly rates by job specialty for use by Participating Entities for these types of database/application administration, systems engineering & configuration services and consulting throughout the contract period. The hourly rates should be a fully burdened rate that includes labor, overhead, and any other costs related to the service. The specific rate (within a range) charged for each proposed contracted service would be the lowest rate shown unless justified in writing and approved by the Lead State. Any of these valued-added services must be included in your cost proposal, e.g., by an hourly rate.

In an effort to continually provide our customers with a simple process of provisioning cloud services, Deloitte has taken steps to reduce the complexity of price evaluations by offering a percentage (2%) discount off MSRP for Amazon Web Services (AWS)



services and products authorized under our APN agreements. Also, as monthly price reductions are implemented by AWS, we immediately pass on those savings to our end-clients.

Up-to-date MSRP pricing for Amazon Web services is found by at <http://aws.amazon.com/pricing/>.

The Maintenance and Support section of this cost schedule has been updated. AWS Business Support is provided to all customers at MSRP. Customers also have the option to choose Deloitte Standard, Premium or Managed Services.

## 1.1. Hosting (Compute & Networking)

### 1.1.1. Instance Types

The instances detailed following tables are available in a choice of instance types designed to handle various application and workload needs. MSRP Instance pricing depends on Instance type, pricing model (On-Demand, Reserved, or Spot), Region, designated or non-designated hardware, operating system, and, optionally, database or software inclusions. Note: In some cases, not all instance type availability may vary by Region or other option.

Type	Virtual CPUs	Elastic Compute Units	Memory (GiB)
<b>General Purpose – Current Generation</b>			
t2.micro	1	Variable	1
t2.small	1	Variable	2
t2.medium	2	Variable	4
m3.medium	1	3	3.75
m3.large	2	6.5	7.5
m3.xlarge	4	13	15
m3.2xlarge	8	26	30
m4.large	2		8
m4.xlarge	4		16
m4.2xlarge	8		32
m4.4xlarge	16		64
m4.10xlarge	40		160
<b>Compute Optimized – Current Generation</b>			
c3.large	2	7	3.75
c3.xlarge	4	14	7.5
c3.2xlarge	8	28	15
c3.4xlarge	16	55	30
c3.8xlarge	32	108	60
c4.large	2		3.75
c4.xlarge	4		7.5
Type	Virtual CPUs	Elastic Compute Units	Memory (GiB)
c4.2xlarge	8		15

c4.4xlarge	16		30
c4.8xlarge	36		60
Memory Optimized – Current Generation			
r3.large	2	6.5	15
r3.xlarge	4	13	30.5
r3.2xlarge	8	26	61
r3.4xlarge	16	52	122
r3.8xlarge	32	104	244
Storage Optimized – Current Generation			
i2.xlarge	4	14	30.5
i2.2xlarge	8	27	61
i2.4xlarge	16	53	122
i2.8xlarge	32	104	244
GPU Instances – Current Generation			
g2.2xlarge	8	26	15
g2.8xlarge	32		60
Dense Storage – Current Generation			
d2.xlarge	4		30.5
d2.2xlarge	8		61
d2.4xlarge	16		122
d2.8xlarge	36		244

### On Demand Instances

On-Demand Instances let you pay for compute capacity by the hour with no long-term commitments. This frees you from the costs and complexities of planning, purchasing, and maintaining hardware and transforms what are commonly large fixed costs into much smaller variable costs. Pricing is per instance-hour consumed for each instance, from the time an instance is launched until it is terminated. Each partial instance-hour consumed will be billed as a full hour.

Application Hosting	AWS EC2 Compute Resources 2.0 % off MSRP
Windows Usage	All Regions
Linux Usage	All Regions

Application Hosting	AWS EC2 Compute Resources 2.0 % off MSRP
Red Hat Enterprise Linux Usage	Public Cloud
SUSE Linux Enterprise Server Usage	Public Cloud

*\*All instances include RAM, CPU, and Operating System.*

#### 1.1.1.1. New Reserved Instance Model

There is now a single type of Reserved Instance and it has three payment options. All of the options continue to provide capacity assurance and discounts that are typically around 63% for a three year term when compared to On- Demand prices.

There are three payment options so that you can decide how you would like to pay for your Reserved Instance throughout the term (in descending order of effective discount):

- All Upfront - You pay for the entire Reserved Instance term (one or three years) with one upfront payment and get the best effective hourly price when compared to On-Demand.
- Partial Upfront - You pay for a portion of the Reserved Instance upfront, and then pay for the remainder over the course of the one or three year term. This option balances the RI payments between upfront and hourly.
- No Upfront - You pay nothing upfront but commit to pay for the Reserved Instance over the course of the Reserved Instance term, with discounts (typically about 30%) when compared to On-Demand. This option is offered with a one-year term.

Application Hosting	AWS EC2 Compute Resources 2.0 % off MSRP
Windows Usage	All Regions
Linux Usage	All Regions
Red Hat Enterprise Linux Usage	Public Cloud
SUSE Linux Enterprise Server Usage	Public Cloud

*\*All instances include RAM, CPU, and Operating System.*

#### 1.1.1.2. Dedicated Instances

Dedicated Instances are instances that run on hardware dedicated to a single customer. Dedicated Instances let you take full advantage of on-demand elastic provisioning, pay only for what you use, and utilize a private, isolated virtual network, all while ensuring that your compute instances will be isolated at the hardware level.

Hosting	AWS EC2 Compute Resources 2.0 % off MSRP
Windows Usage	All Regions
Linux Usage	All Regions
Red Hat Enterprise Linux Usage	Public Cloud
SUSE Linux Enterprise Server Usage	Public Cloud

*\*All instances include RAM, CPU, and Operating System.*



### 1.1.1.3. Spot Instances

Spot Instances enable you to bid for unused Amazon EC2 capacity. Instances are charged the Spot Price, which fluctuates depending on the supply of and demand for Instance capacity at the time of purchase.

Hosting	AWS EC2 Compute Resources 2.0 % off MSRP
Windows Usage	All Regions
Linux Usage	All Regions
SUSE Linux Enterprise Server Usage	Public Cloud

*\*All instances include RAM, CPU and Operating System.*

### 1.1.1.4. Instances with Database Hosting

EC2 Instances configured with Microsoft SQL Server Standard or Web are available.

Application and Database Hosting	AWS EC2 Compute Resources 2.0 % off MSRP
On Demand Instances	Availability
Windows with SQL Server Standard	All Regions
Windows with SQL Server Web	All Regions
Reserved Instances	Availability
Windows with SQL Server Standard	All Regions
Windows with SQL Server Web	All Regions

## 1.2. Amazon WorkSpace

Amazon WorkSpaces offers you an easy way to provide a fully managed, cloud-based desktop experience to your end-users. You don't have to worry about procuring or deploying hardware or installing complex software; Amazon WorkSpaces takes care of all the heavy lifting of managing hardware and software, and tasks such as patching and maintenance, enabling you to deliver a high quality desktop experience to your users.

AWS Workspace	AWS EC2 Compute Resources 2.0 % off MSRP
Workspace Bundles	Availability
Standard	Public Cloud
Standard Plus	Public Cloud
Performance	Public Cloud
Performance Plus	Public Cloud

### 1.3. Amazon WorkDocs

Amazon WorkDocs offers you an easy way to provide a fully managed, cloud-based document storage and sharing service for your employees. Amazon WorkDocs costs \$5 per month per user and includes 200 GB of storage for each user with no upfront fees or commitments. Amazon WorkDocs enables you to share and edit documents across your users fast and securely without the need of sending documents after each revision.

AWS WorkDocs	AWS EC2 Compute Resources 2.0 % off MSRP
WorkDocs Bundles	Availability
Standard	Public Cloud
Standard Plus	Public Cloud
Performance	Public Cloud
Performance Plus	Public Cloud

### 1.4. Amazon WorkMail (Preview)

Amazon WorkMail offers you a secure, managed business email, and calendar service with support for existing desktop and mobile email clients based out of the cloud. This highly sync-able email service allows for high functionality and administrative tools through the cloud. Amazon WorkMail can also be extremely fast and secure with integration with your existing corporate directory and control both the keys that encrypt all of the data.

AWS WorkMail	AWS EC2 Compute Resources 2.0 % off MSRP
WorkMail Bundles	Availability
Standard	Public Cloud
Standard Plus	Public Cloud
Performance	Public Cloud
Performance Plus	Public Cloud

## 1.5. GIS SaaS (Software as a Service)

GIS Software Only			
	Monthly	3 months	Annually
Esri ArcGIS for Server Enterprise Standard Up to 4 Cores (Windows and Linux)	\$2,300.00	\$ 6,000	\$ 12,000
Esri ArcGIS for Server Enterprise Advanced Up to 4 Cores (Windows and Linux)	\$4,700.00	\$ 12,000	\$ 24,000
Open Source			
Boundless Up to 4 Cores	\$ 999.00	N/A	\$8,000.00/\$16,000
Up to 4 Cores	\$ 999.00	N/A	\$8,000.00/\$16,000
Bring your own license (BYOL)			
Must select server/instance type from above.			

## 1.6. HHS Interactive SaaS

### 1.6.1. Product Description

HHS Interactive is an analytics product that enables executives, program managers, and operations staff with the ability to monitor and track key performance indicators (KPIs) across the Health and Human Services enterprise by providing KPIs consolidated into interactive dashboards.

Available HHS Interactive Dashboards. HHS Interactive contains multiple dashboards organized into Executive, Program and Operational categories, where the State has the ability to select how many dashboards it would like to implement and which dashboards from these categories as identified below that it would like to include.

HHS Interactive Categories	Available HHS Interactive Dashboards
Executive	<ul style="list-style-type: none"> <li>• Focus on Employment</li> <li>• Increase Access to High Quality Services</li> <li>• Modernize Program Integrity</li> <li>• Serve More People in the Community</li> <li>• Improve Customer Service</li> </ul>

Program	<ul style="list-style-type: none"> <li>• Chip</li> <li>• Child Care</li> <li>• Child Welfare</li> <li>• Developmental Programs</li> <li>• LIHEAP</li> <li>• Long-Term Services &amp; Supports</li> <li>• Managed Long-Term Services and Supports</li> <li>• Medicaid</li> <li>• Mental Health and Substance Abuse</li> <li>• SNAP</li> <li>• TANF</li> <li>• Child Support</li> </ul>
Operational	<ul style="list-style-type: none"> <li>• Applications</li> <li>• Call Center</li> <li>• Caseload</li> <li>• Office Visits</li> <li>• Work Inflow</li> <li>• Operational Performance</li> </ul>

Key Performance Indicators: The HHS Interactive dashboards visualize Key Performance Indicators (KPIs). Over 300 KPIs exist and are aligned based on their relevance across the available dashboards. For each selected dashboard the State has the ability to select relevant KPIs that will be implemented to be visualized.

### 1.6.2. HHS Interactive Software Licensing

The Licensed Software is available for a minimum of one year and has to be purchased in combination with one of the Implementation Services options. After the 1<sup>st</sup> year the subscription continues on a month-to-month basis. The monthly subscription fee includes core maintenance and support activities for one month for up to 15 dashboards and 5 data sources but doesn't include any additional implementation or configuration services.

Licensed Software	Number of Production User Licenses	Data Volume	1st Year Subscription Price	Monthly Subscription Fee after Year 1
HHS Interactive	50	20 GB	\$336,000	\$33,000

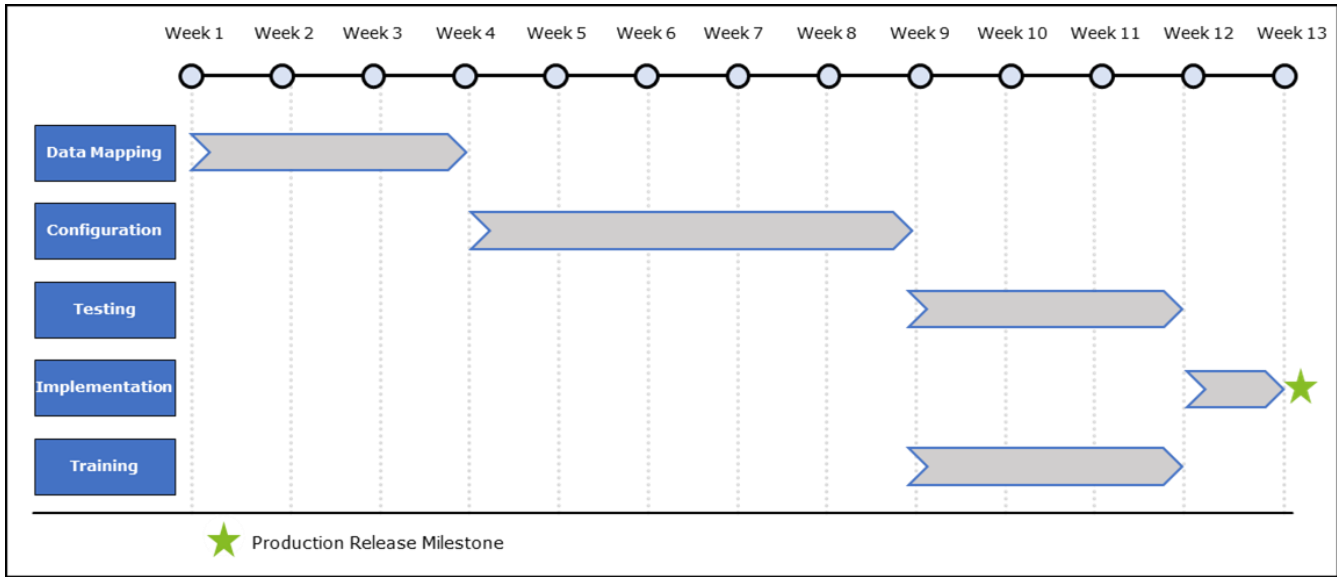
Variable Costs	Cost
Additional Per User Product License (less than 50 additional users)	\$60 each per month
Additional Per User Product License (50+ additional users)	\$55 each per month
Additional Data Volume	\$20 per 20 GB per month
Additional monthly subscription fee for implementations with more than 15 dashboard and/or 5 data sources	\$8,000

### 1.6.3. HHS Interactive Implementation Services

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At the beginning of the subscription Deloitte Consulting will provide implementation services to configure HHS Interactive. The scope of the implementation services is defined by the number of dashboards and key performance indicators. Deloitte Consulting will perform the following tasks to implement the selected dashboards and KPIs for the Licensed Software (“Services”), which are expected to take approximately 90 days:

- Data Mapping (weeks 1-4) - Deloitte Consulting will provide documentation on the standard data file input templates that are relevant to the dashboards that the State has selected. The State will review this information and map the data from their source systems to the data elements in HHS Interactive. Then Deloitte Consulting will conduct JAD sessions with the State. These sessions will be collaborative sessions in which Deloitte Consulting works with the State to create a design document that maps source system data elements to HHS Interactive. In addition, the State will define the logic required for the number of custom key performance indicators covered by this Order. The output of these meetings will be a design document mapping source system data elements to HHS Interactive and a system usability document that captures the desired logic for the custom key performance indicators.
- Configuration (weeks 5-9) - Data will be loaded into a pre-production HHS Interactive environment from the source systems so that the dashboards can be configured to the specific requirements of the State. The State will be responsible for addressing any data quality or inconsistency issues in the source files that are provided to Deloitte Consulting. In addition, during the configuration phase Deloitte Consulting will implement the custom key performance indicators.
- Testing (weeks 10-12) –The State will validate the HHS Interactive dashboards based on the data provided by the State. Deloitte Consulting and the State will work together to document testing scenarios. Both will test the application to see if data loaded into the application functions properly. Issues will be corrected before subsequent testing cycles.
- Implementation (weeks 10-12) - Deloitte Consulting will create an implementation plan for the day of go live. This will include the activities that are required and who will be performing each step. Deloitte Consulting will review this plan with the State.
- Training (weeks 10-12) - Deloitte Consulting will provide 1 in-person learning session that will last up to 3 hours and will accommodate up to 25 participants. In addition, Deloitte Consulting will conduct up to 4 webinars that will last up to 2 hours each and accommodate up to 30 participants per session. The in- person and webinar training sessions will take place prior to each sprint go live. The in-person session and webinars will cover the features of the Licensed Software and how to use the dashboards. Training will also include help documentation that explains the use of the Licensed Software.



Deloitte Consulting will perform the Services on a time and materials basis at the hourly rates set forth in the Agreement.

## 1.7. Support Beacon SaaS

### 1.7.2. Product Description

Support Beacon is a Child Support tool offered as Software as a Service (SaaS) that enhances existing Child Support systems by combining performance management with predictive analytics. Support Beacon enables all levels of a Child Support agency to more efficiently focus their work to improve outcomes to families. Support Beacon takes users from analysis to action by allowing staff to take the right action, at the right time, for the right result.

Support Beacon does this by consolidating data from existing systems to identify problem areas and prioritize casework. It uses predictive analytics to identify cases where action has the greatest potential for a successful outcome and presents summary data from multiple screens in a single modern view. Support Beacon tracks performance weekly across multiple metrics at the Case Worker, Supervisor, Office Director and State Director level. Support Beacon works in tandem with existing state child support systems to enhance, but not replace them. Support Beacon is centered on four common child support roles:

Support Beacon Role	Features
State Director	<ul style="list-style-type: none"> <li>Set Statewide goals</li> <li>Monitor and compare county or local office performance</li> <li>“What if” incentive analysis</li> <li>State to state comparisons</li> </ul>
County or Local Office Director	<ul style="list-style-type: none"> <li>Set office goals</li> <li>Monitor office, team and caseworker performance</li> <li>Compare County to County or Office to Office performance</li> <li>Caseworker comparisons</li> </ul>



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Supervisor	<ul style="list-style-type: none"><li>• Set filters for caseworkers to help prioritize casework</li><li>• Monitor caseworker performance</li><li>• Compare Caseworker performance</li></ul>
Case Worker	<ul style="list-style-type: none"><li>• Prioritize casework by identifying cases with high probability of success</li><li>• Filter and analyze Cases</li><li>• Monitor caseload performance and provide positive feedback</li></ul>

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### 1.7.2. Support Beacon Annual Subscription Fee

The price of Support Beacon is based upon the number of currently open cases in a Child Support Agency. Support Beacon is purchased on a subscription basis. The following activities are included as part of the subscription:

- Data Mapping - At the beginning of this Order, Licensee will provide all existing documentation on the relevant source system's Data Models and code of the existing system. Deloitte Consulting reviews this information and maps it to the ~400 data elements in Support Beacon. Deloitte Consulting then conducts up to five (5) JAD sessions of up to four (4) hours in length with Licensee. These JAD sessions are collaborative sessions in which Deloitte Consulting works with Licensee to create a design document that maps source system data elements to Support Beacon. The output of this meeting is a design document mapping source system data elements to Support Beacon. Licensee is responsible for extracting source system data, unless Licensee purchase the Source System Batch Jobs option to have Deloitte Consulting perform this work (described below). Deloitte Consulting is responsible for importing the agreed upon data elements into Support Beacon.
- Conversion - For a period of up to eight (8) weeks and no more than four (4) mock conversions, data will be extracted from Licensee's source system and sent to be loaded onto Support Beacon. Deloitte Consulting produces reports on the success of the data conversion and the exceptions which occurred. Deloitte Consulting and Licensee will work together to document testing scenarios. Both Deloitte Consulting and Licensee test the application to confirm data loaded into the application functions properly. Identified issues will be corrected before subsequent mock conversion runs.
- Implementation Plan - Deloitte Consulting creates an implementation plan for the day of go live. This plan includes a list of required activities, the responsible parties assigned to those activities, and a schedule for completion. Deloitte Consulting will review the implementation plan with Licensee to obtain agreement to the plan.
- Training - Deloitte Consulting provides up to five (5) webinars over six (6) weeks prior to go live. This webinar covers the features of the product for each role and how to use Support Beacon. Training also includes documentation that explains use of the product for future users.
- Onsite Operational Support - For a period of four (4) weeks after go live, Deloitte Consulting provides up to two (2) staff at an agreed upon site to respond to issues reported by users. Deloitte Consulting will document, triage and respond to issues as needed and agreed upon.
- Configuration - Licensee can provide Deloitte Consulting with a Licensee specific logo and Licensee specific terminology that Deloitte Consulting configures in the Licensee's instance of Support Beacon. For example,

they can customize what a IV-D Director is called (IVD Director, State Director, Director, etc.) along with many other terms and phrases used in the tool.

- *Off-site Operational Support* - After go live, Deloitte Consulting provides a help desk during normal business hours to address user issues. Issues affecting the availability of the system are responded to immediately. Issues that do not impact the availability of the system are documented, prioritized and addressed as part of quarterly maintenance releases.

Open Child Support Caseload	First Year License Fee	Annual Renewal License Fee
<b>Full Product</b>		
Less than 160,000	\$2,100,000	\$2,100,000
160,000 – 400,000	\$3,100,000	\$3,100,000
400,000+	\$4,000,000	\$4,000,000
<b>State Director Dashboard Only</b>		
Less than 160,000	\$225,000	\$225,000
160,000 – 400,000	\$350,000	\$350,000
400,000+	\$450,000	\$450,000

### 1.7.3. Support Beacon a la Carte Services

In addition to the product subscription, States have the option to procure the following additional services from Deloitte using the rate card in Section 1.17.

Features	Description
State Specific Predictive Model	The Support Beacon application contains a Nationwide predictive model for prioritizing cases. The accuracy of this predictive model can be improved by tailoring it for Licensee.
Data Clean Up	Deloitte Consulting provides resources on a time and materials basis to assist Licensee in correcting any defects that might be uncovered as part of the mock conversion process. This includes implementing data fixes and code fixes to the Licensee’s source system extracts to improve the data extracts to Support Beacon.

Features	Description
Source System Batch Jobs	Support Beacon requires that data be extracted from Licensee’s source system on a daily basis. This requires the creation of mainframe batch jobs (JCL) or ETLs (Informatica) that will extract this data. This service involves Deloitte Consulting developing this code for Licensee.
In Person Training	This service provides additional training session(s) on a time and materials basis at location(s) to be selected provided by Licensee. These sessions conducted on an in-person basis.

## 1.8. Mobile Beacon SaaS

### 1.8.1. Product Description

Mobile Beacon is a Child Support mobile solution offered as Software as a Service (SaaS). Mobile Beacon provides self-service functionality for mobile devices to the general public, custodial and non-custodial parents. Mobile Beacon is deployed as a mobile website and is accessed via a mobile device browser. Data synchronization between Mobile Beacon and the State licensee is done via nightly batch processing.

Read only functionality along with the infrastructure for the solution are included in the base features for Mobile Beacon. Additional features can be added to base features “a la carte” as described in the sections that follow.

#### Base Features

##### General

- Login and Login Help \*
- Child Support Office Locator
- Frequently Asked Questions
- State Specific Information
- Usage Tracking with Google Analytics

##### Global Features Customized by State

- Mobile Beacon Imagery
- Mobile Beacon Text and Terminology
- Mobile Beacon External Links
- State Specific Documentation and Information
- State Logo
- Child Support Office Location Details

##### Logged In Custodial/Non-Custodial Parent

- Member Specific Notifications
- Member Demographic Information
- Case Details
- Upcoming Scheduled Event Details
- Child Support Office Preference

\* If the State licensee has an existing self-service portal with user accounts, Mobile Beacon can integrate with the existing user accounts of the self-service portal. If the State licensee does not have an existing self-service portal, Mobile Beacon can be configured to support registration of new self-service portal accounts.

### 1.8.2. Mobile Beacon Annual Subscription Fee

Mobile Beacon is licensed on a subscription basis for use of and access to the application. In addition, the following one-time implementation activities are included as part of the first year’s subscription fee:

- Hosting – Deloitte Consulting will fully manage and host the Mobile Beacon application for the State via Amazon Web Services (AWS).

- **Installation** – Deloitte Consulting creates an implementation plan for the day of go live. This plan includes a list of required activities, the responsible parties assigned to those activities, and a schedule for completion. Deloitte Consulting will review the implementation plan with the State to obtain agreement to the plan. Deloitte Consulting also provides assistance to the State licensee to extract data from the State and set up the necessary nightly process to send the information to Mobile Beacon via batch jobs.
- **Configuration** – The State will provide Deloitte Consulting with a State specific logo, State specific terminology, and State specific application text that Deloitte Consulting configures in the State’s instance of Mobile Beacon. For example, they can customize the information on State specific screens, such as child support office locations and the State Child Support Handbook.
- **Data Mapping** – The State will provide all existing documentation on the relevant source system’s data models and code of the existing system. Deloitte Consulting reviews this information and maps it to the data elements in Mobile Beacon. Deloitte Consulting then conducts up to three (3) JAD sessions of up to four (4) hours in length with the State. These JAD sessions are collaborative sessions in which Deloitte Consulting works with the State to create a design document that maps source system data elements to Mobile Beacon. The output of these meetings is a design document mapping source system data elements to Mobile Beacon. The State is responsible for extracting source system data. Deloitte Consulting is responsible for importing the agreed upon data elements into Mobile Beacon.
- **Conversion** – For a period of up to four (4) weeks and no more than four (4) mock conversions, data will be extracted from the State’s source system and sent to be loaded into Mobile Beacon. Deloitte Consulting produces reports on the success of the data conversion and the exceptions which occurred. Deloitte Consulting and the State will work together to document testing scenarios. Both Deloitte Consulting and the State test the application to confirm data loaded into the application functions properly. Identified issues will be corrected before subsequent mock conversion runs.
- **Off-Site Operational Support** – After go live, Deloitte Consulting provides support of nightly batch processing. In the event that a failure of nightly batch processing occurs, Deloitte Consulting will work with the State (if required) to get the issue resolved.

First Year Fee	Annual Renewal Fee
\$800,000	\$250,000

### 1.8.3. Mobile Beacon a la Carte Services

In addition to the product subscription, States have the option to procure the following additional functionality from Deloitte Consulting using the rate card in Section 1.21– Professional and Consulting Services.

Feature	Description
Child Support Estimator	Ability for general users and logged in users to enter information in order to predict an estimate on the amount of child support that may be received or due once a child support case is created.

Form Request	Ability for general users and logged in users to enter demographic information to request physical child support forms to be mailed to them.
Mobile Beacon Account Updates	Ability for logged in users to update the e-mail address and password associated to their Mobile Beacon account.
Member Demographic Updates	Ability for logged in users to update their demographic information (date of birth, address, contact numbers, and employment) through Mobile Beacon.
Mobile App Deployment	Ability for a State to deploy Mobile Beacon as an App instead of a mobile website.
System Notifications	Ability for a State to add a System Notification to the homepage of Mobile Beacon.
Account Maintenance	Ability for a State to manage Mobile Beacon accounts, including enabling and disabling accounts, issuing temporary passwords, changing e-mail addresses, etc.
Text Messaging	Ability for a State to implement automated text messages to communicate with custodial and non-custodial parents regarding their child support case(s).
Mobile Payments	Ability for a State to integrate Mobile Beacon with a third party vendor to offer the ability for non-custodial parents to make child support payments through Mobile Beacon.
Custom Notifications	Ability for a State to add additional notifications that can be issued to logged in custodial or non-custodial parents that differ from the notifications already included in Mobile Beacon for missed payments, early intervention, missing demographic information, upcoming scheduled events, and bench warrants.

### 1.9. Database Services

Database Hosting in the cloud provides a number of database alternatives for developers. You can run fully managed relational and MySQL services or you can operate your own database in the cloud. Relational Database Service (RDS) is a web service that makes it easy to set up, operate, and scale a relational database in the cloud. It provides cost-efficient and resizable capacity while managing time-consuming database administration tasks, freeing you up to focus on your applications and business.

On-Demand DB Instances let you pay for compute capacity by the hour; your DB Instance runs with no long-term commitments. This frees you from the costs and complexities of planning, purchasing, and maintaining hardware and transforms what are commonly large fixed costs into much smaller variable costs.

With Reserved Instances, you can make a low, one-time, up-front payment for each DB Instance you wish to reserve for a 1 or 3 year term. In return, you receive a significant discount off the ongoing hourly usage rate for the DB Instance(s) you reserve. Amazon RDS provides three RDS Reserved Instance types (Light, Medium, and Heavy Utilization Reserved Instances) that give you the flexibility to choose the right pricing option depending on your usage requirements.

Amazon RDS for MariaDB gives you full access to all the capabilities of the MariaDB database engine. This means that the code, applications, and tools you already use today with your existing MariaDB databases can be used with your Amazon RDS MariaDB database. Amazon RDS automatically patches the database software and backs up your database, storing the backups for a retention period you define and enables point-in-time recovery. You benefit from the flexibility of being able to scale the compute resources or storage capacity associated with your Database Instance (DB Instance) via a single API call.

AWS Database Migration Service can migrate your data to and from all widely used commercial and open-source databases. The service supports homogenous migrations such as Oracle to Oracle, as well as heterogeneous migrations between different database platforms, such as Oracle to Amazon Aurora or Microsoft SQL Server to MySQL.

AWS Database Resources	
Relational Database Hosting (license Included)	2.0 % off MSRP
On-Demand Standard Deployment	
MySQL	All Regions
PostgreSQL	All Regions
Oracle	All Regions
SQL Server (Express, Web, Standard)	All Regions

*Under the "License Included" service model, you do not need separately purchased Microsoft SQL Server licenses. "License Included" pricing is inclusive of software, underlying hardware resources, and Amazon RDS management capabilities. Standard DB Instance deployed in a single Availability Zone.*

On-Demand Multi-AZ Deployment	
MySQL	All Regions
PostgreSQL	All Regions
Oracle	All Regions

*When you run your DB Instance as a Multi-AZ deployment for enhanced data durability and availability, Amazon RDS provisions and maintains a standby in a different Availability Zone for automatic failover in the event of a scheduled or unplanned outage.*

Reserved Standard Deployment	
Relational Database Hosting (license Included)	AWS Database Resources 2.0 % off MSRP
MySQL	All Regions
PostgreSQL	All Regions



Oracle	All Regions
SQL Server (Express, Web, Standard)	All Regions
Reserved Multi-AZ Deployment	
MySQL	All Regions
PostgreSQL	All Regions
Oracle	All Regions

*When you run your DB Instance as a Multi-AZ deployment for enhanced data durability and availability, Amazon RDS provisions and maintains a standby in a different Availability Zone for automatic failover in the event of a scheduled or unplanned outage.*

Amazon RDS for MariaDB	All Regions
AWS Database Migration Services	US East (N. Virginia Region)

### 1.10. DB Instances (Bring Your Own License (BYOL))

Microsoft’s [License Mobility](#) program (referred to henceforth as Bring Your Own License or "BYOL") allows customers who already own SQL Server licenses to run SQL Server deployments on Amazon RDS. This benefit is available to Microsoft Volume Licensing (VL) customers with SQL Server licenses (currently including Standard and Enterprise Editions) covered by active Microsoft Software Assurance (SA) contracts. The Microsoft License Mobility program is suited for customers who prefer to use existing SQL Server licenses or purchase new licenses directly from Microsoft or any other reseller. To run a DB Instance under the BYOL model, you must meet the eligibility requirements and follow the Sign Up process laid out [here](#). You must also have the appropriate SQL Server licenses with Software Assurance for the DB Instance class and SQL Server edition you wish to run, and must adhere to Microsoft’s [licensing policies](#).

Under the Bring Your Own License (“BYOL”) model, you can run Amazon RDS using your existing Oracle Database software licenses. You can also purchase Oracle Database licenses directly from Oracle and run them on Amazon RDS. To run a DB Instance under the BYOL model, you must have the appropriate Oracle Database license (with Software Update License & Support) for the DB Instance class and Oracle Database edition you wish to run. You must also follow Oracle's policies for licensing Oracle Database software in the cloud computing environment. DB Instances reside in the Amazon EC2 environment, and Oracle's licensing policy for Amazon EC2 is located [here](#).

### 1.11. Non-Relational Database

DynamoDB is a fast, fully managed NoSQL database service that makes it simple and cost-effective to store and retrieve any amount of data and serve any level of request traffic. All data items are stored on Solid State Drives (SSDs) and are replicated across 3 Availability Zones for high availability and durability.

Non-Relational Database Hosting	AWS EC2 Compute Resources 2.0 % off MSRP
Reserved Capacity	Availability
Index Data Store	All Regions
Reserve	All Regions

### 1.12. Storage

We offer multiple storage and backup service options including basic, archival, and reduced redundancy. Amazon’s Simple Storage Service (S3) is a simple web service that can be used to store and retrieve any amount of data, at any time, from anywhere on the web. S3 has 99.999999999% durability, and 99.99% availability. Reduced Redundancy is a storage option that enables customers to reduce their costs by storing non-critical, reproducible data at lower levels of redundancy than with standard S3. Reduced redundancy storage has 99.99% durability over a given year. Glacier provides an extremely low-cost storage service that provides secure and durable storage for data archiving and backup. Storage Gateway is a service connecting an on-premises software appliance with cloud-based storage to provide seamless and secure integration between an organization’s on-premises IT environment and cloud storage infrastructure.

Simple Storage Service	
On Demand, Prices Per GB - (Standard or Reduced Redundancy)	
All Region Availability	
First 1 TB	2% off MSRP
Next 49 TB	2% off MSRP
Next 450 TB	2% off MSRP
Next 500 TB	2% off MSRP
Next 4000 TB	2% off MSRP
Over 5000 TB	2% off MSRP

Simple Storage Service	
Fixed Price, 1 year term - (Standard or Reduced Redundancy)	
GovCloud Only	
25 TB average per month	2% off MSRP
50 TB average per month	2% off MSRP
500 TB average per month	2% off MSRP
1000TB average per month	2% off MSRP
5000TB average per month	2% off MSRP
Glacier Storage	
All Region Availability	
Glacier Storage per GB per month	2% off MSRP
UPLOAD and RETRIEVAL, per 1000 requests	2% off MSRP
LISTVAULTS, GETJOBOUTPUT, DELETE and all other Requests	No additional cost
Data Retrievals	No additional cost*

\* Glacier is designed with the expectation that retrievals are infrequent and unusual, and data will be stored for extended periods of time. You can retrieve up to 5% of your average monthly storage (pro-rated daily) for free each month. If you choose to retrieve more than this amount of data in a month, you are charged a retrieval fee starting at \$0.011 per gigabyte. In addition, there is a pro-rated charge of \$0.032 per gigabyte for items deleted prior to 90 days.

Storage Gateway

You are billed for the snapshots your gateway stores in Amazon S3. These snapshots are stored and billed as EBS snapshots.

Public Cloud Availability

Per activated gateway per month 2% off MSRP

1.13. Data Transfer

Data Transfer: Outbound, Inbound, Regional

All Region Availability Price Per GB

Outbound

First GB per month No additional cost

Data Transfer: Outbound, Inbound, Regional

Up to 10 TB/Month 2% off MSRP

Next 40 TB/Month 2% off MSRP

Next 100 TB/Month 2% off MSRP

Next 350 TB/Month 2% off MSRP

Inbound

Inbound GB/Month No additional cost

Regional

Regional data transfer in/out 2% off MSRP

1.14. All Other Cloud Services and Solutions

Compute Services	Cost Unit	Cost
EC2 Container Service (ECS)	Price per EC2 instances	2% off MSRP
AWS Lambda	Per 100 milliseconds	2% off MSRP
AWS Config	Price per configuration	2% off MSRP

AWS Mobile Hub		BETA
VPN/VPC Services		
Price Per VPN Connection Hour	Per Hour	2% off MSRP
Route 53		
Hosted Zones		
First 25 hosted zones	Price Per Hosted Zone Per Month	2% off MSRP
Additional zones	Price Per Hosted Zone Per Month	2% off MSRP
Standard Queries		
First 1 Billion queries per month	Per Million Queries per Month	2% off MSRP
Over 1 Billion queries per month	Per Million Queries per Month	2% off MSRP
Latency Based Routing Queries		
Compute Services	Cost Unit	Cost
First 1 Billion queries per month	Per Million Queries per Month	2% off MSRP
Over 1 Billion queries per month	Per Million Queries per Month	2% off MSRP
Monitoring Services		
Standard Monitoring	Price Per Month	No additional cost
Detailed Monitoring, Alerting, and Reporting	Price Per Month	2% off MSRP
Amazon CloudWatch Detailed Monitoring	Price per instance per month	2% off MSRP
Amazon CloudWatch Custom Metrics	Price per metric per month	2% off MSRP
Amazon CloudWatch Alarms/First 10 Alarms	Price per alarm per month	No additional cost
Amazon CloudWatch Alarms/After First 10 Alarms	Price per alarm per month	2% off MSRP
Amazon CloudWatch API Requests	Price per 1,000 Get, List, or Put requests	2% off MSRP
AWS CloudTrail		No additional cost
AWS Service Catalog	Price per Month	2% off MSRP

IAM		
IAM	Price Per User Per Month	No additional cost
Provisioning Software		
Provisioning Software	Fixed Price Per State Account Per Year	No additional cost
Elastic Storage		
Elastic Block Storage	Price per GB per month	2% off MSRP
Elastic File System	Price per storage used	2% off MSRP
Elastic Load Balancing		
Elastic Load Balancing	Price per Hour	2% off MSRP
Elastic Load Balancing Data Transfer		
Elastic Load Balancing	Price per GB	2% off MSRP
Snapshot Data Storage		
Compute Services		
	Cost Unit	Cost
Snapshot Data Storage	Price per GB per month	2% off MSRP
Auto Scaling		
Auto Scaling	Price per Hour	No additional cost
EBS I/O Requests		
I/O Requests	Price per 1 million	2% off MSRP
Elastic IP Addresses		
Elastic IP address associated (non-associated) with running instance	Price per Hour per month	2% off MSRP
Elastic IP address remap – first 100 remaps per month	Price per Month	No additional cost
Elastic IP address remap – additional remap per month over 100	Price per Month	2% off MSRP
S3 Requests		
PUT, COPY, POST, or LIST Requests	Per 1000 requests	2% off MSRP
GET and all other Requests	Per 10,000 requests	2% off MSRP
Import/Export Tool		

Storage Device	Per device	2% off MSRP
Data Loading Hour (Partial data-loading-hours are billed as full hours)	Price per Hour/Partial Hour	2% off MSRP
AWS Snowball (Up to 50 TB Snowball includes a high-speed, 10 Gbps network connection)		Call for Pricing
AWS Data Pipeline	Price per Month	2% off MSRP
<b>SNS Requests/Notifications</b>		
SNS API Requests first 100,000	Price per Month	No additional cost
SNS API Requests after first 100,000	Price per Month	2% off MSRP
SNS HTTP/HTTPS Notifications first 100,000	Price per Month	No additional cost
SNS HTTP/HTTPS Notifications after first 100,000	Price per Month	2% off MSRP
SNS Email/Email-JSON Notifications first 1000	Price per Month	No additional cost
<b>Compute Services</b>		
	<b>Cost Unit</b>	<b>Cost</b>
SNS Email/ Email-JSON Notifications after first 1000	Price per 100,000 per Month	2% off MSRP
SNS SMS Notifications first 100	Price per Month	No additional cost
SNS SMS Notifications after first 100	Price per 100 per Month	2% off MSRP
<b>SQS</b>		
Price per 10,000 SQS Requests	Price per Month	2% off MSRP
<b>Encryption Services</b>		
AWS CloudHSM	Once per instance then hourly	2% off MSRP
AWS Key Management Service	Price per month per key	2% off MSRP
<b>Machine Learning</b>		
Amazon Machine Learning	Price per hour for compute time	2% off MSRP
<b>Code Services</b>		
AWS CodeDeploy	Price per instance	2% off MSRP
AWS Code Pipeline	Price per instance	2% off MSRP
AWS Code Commit	Price per user	2% off MSRP



Standard rates for Amazon S3 and Amazon SNS usage appl

<b>Disaster Recovery/Migration Solutions (CloudEndure)</b>		
Product Description	Unit per Issue	Price
Enterprise Disaster Recovery	Price per instance	\$99.00 (Annual Fee)
Enterprise Migration	Price per instance	\$299.00

**Discovery (RISC Networks)**

Product Description	Unit per Issue
CloudScape (Standard)	Per Server/VM Monthly (0-500)
Enterprise Edition	Per Server/VM Monthly (501+)

**Cisco InterCloud Fabric (Business)**

Compute Services	Cost Unit	Cost
Cisco InterCloud Fabric (Business)	\$250 per VM (minimum – 2)	\$500.00

1.15. Infor SaaS Products

Infor understands and recognizes that each license opportunity is unique and extends prices based on the conditions of each individual opportunity. License pricing will be tailored and configured as a function of each individual opportunity.

Product Description	Unit Per Issue	Price
Landmark Technology Runtime Subscription	Employee	\$ -
	Amazon EC2 Compute Unit	\$ 449.63
Lawson System Foundation Subscription		
NetExpress App Runtime Subscription	Concurrent Users	\$ 719.40
Infor Notifications Subscription	Employee	\$ 1.44
Infor Process Automation Subscription	Employee	\$ 11.51
Infor Business Intelligence for Lawson - Subscription	CloudSuite Limited Use	\$ 503.58
Business Vault (Restricted Use) Subscription	CloudSuite Limited Use	\$ 1.44
BV Data Warehouse Designer Subscription (Restricted Use)	Employee	\$ 1.44
Infor Ming.le Enterprise Subscription	CloudSuite Limited Use	\$ 5.76

Infor ION PROCESS with Business Vault - Single Tenant - Subscription	CloudSuite Limited Use	\$ 7.19
Financial Procurement Subscription	Employee	\$ 30.21
Mobile Projects Subscription	Employee	\$ 1.44
Mobile Assets Subscription	Employee	\$ 1.44
Mobile Financials Subscription	Employee	\$ 1.44
Infor Lawson Project Accounting Subscription	Employee	\$ 5.76
Lawson P2P Connectors Subscription	Employee	\$ 1.44
Lawson ION Connector Subscription	Employee	\$ 1.44
Procurement Punchout Subscription	Employee	\$ 5.76
Mobile Inventory Subscription	Employee	\$ 1.44
<b>Product Description</b>	<b>Unit Per Issue</b>	<b>Price</b>
Mobile Requisitions Subscription	Employee	\$ 1.44
Procurement Card Self-Service Subscription	Employee	\$ 1.44
Requisition Center Subscription	Employee	\$ 21.58
Electronic Payment Connector Subscription	Employee	\$ 1.44
Smart Office Subscription	Employee	\$ 7.19
Addins For Microsoft Subscription	Employee	\$ 5.76
Implementation Accelerator for Public Sector ERP	Employee	\$ 1.44
Infor CloudSuite HCM Enterprise Product Suite Subscription	Employee	-
Landmark Technology Runtime Subscription 2	Employee	-
Infor Process Automation Subscription 2	Employee	8.19
ION Process iPaaS Platform - Multi-Tenant - Subscription	CloudSuite Limited Use	4,500.00
Infor Landmark Administrator Subscription	Employee	-
Infor Notifications Subscription 2	Employee	-
Addins For Microsoft Subscription 2	Employee	4.10
Infor Talent Manager Subscription	Employee	0.82
Global Human Resources Subscription	Employee	9.83
Talent Acquisition Subscription	Employee	9.01

Compensation Management Subscription	Employee	9.01
Goal Management Subscription	Employee	9.01
Performance Management Subscription	Employee	9.01
Succession Management Subscription	Employee	9.01
Development Planning Subscription	Employee	9.01
Infor Mobile Recruiter Subscription	Employee	0.74
Talent Mgmt Lang Pack US Eng (en-US) Subscription	Enterprise	696.15
Talent Mgmt Lang Pack UK Eng (en-GB) Subscription	Enterprise	696.15
Talent Mgmt Lang Pack French (fr) Subscription	Enterprise	696.15
<b>Product Description</b>	<b>Unit Per Issue</b>	<b>Price</b>
Talent Mgmt Lang Pack French Canadian (fr-CA) Subscription	Enterprise	696.15
Talent Mgmt Lang Pack German (de) Subscription	Enterprise	696.15
Talent Mgmt Lang Pack Spanish (es) Subscription	Enterprise	696.15
Talent Science Predictive Talent Analytics Assessment Subscription	Employee	46.80
Talent Science Advanced Reporting Subscription	Enterprise	-
Talent Science Standard Workflow Management Subscription	Enterprise	-
Talent Science Custom Performance Profiles Subscription	CloudSuite Limited Use	-
Talent Science Best Practice Profiles Subscription	CloudSuite Limited Use	-
Talent Science Strategic Leadership Insights Subscription	Employee	-
Single Sign On Subscription	Enterprise	1,170.00
Knowledgebase Subscription	Employee	8.19
Knowledgebase Benefit Decision Support Subscription	Employee	3.51
Case Management Subscription	Employee	7.02
Mobile HR Service Delivery Subscription	Employee	-
Knowledgebase/Case Management French (France) Translation Subscription	Enterprise	468.00
Knowledgebase/Case Management Canadian French Translation Subscription	Enterprise	468.00
Knowledgebase/Case Management German Translation Subscription	Enterprise	468.00

Knowledgebase/Case Management Spanish (Spain) Translation Subscription	Enterprise	468.00
Knowledgebase/Case Management Mexican Spanish Translation Subscription	Enterprise	468.00
Knowledgebase Non US Implementations Subscription	Employee	1.17
Learning Management Subscription	Employee	9.36
Learning Management Content Management Subscription	Employee	5.85
Learning Management Content Creation Developer License Subscription	Named Users	-
Learning Management Ad-Hoc Reporting Subscription	Employee	2.34
Learning Management Advanced Certification and Compliance Subscription	Employee	2.34
Learning Management Mobile Learning Subscription	Employee	1.17
<b>Product Description</b>	<b>Unit Per Issue</b>	<b>Price</b>
Learning Management: Inactive Users Subscription	Employee	1.17
Learning Management Language Pack: Portal Only English - UK (en-gb) Subscription	Enterprise	234.00
Learning Management Language Pack: French (fr) Subscription	Enterprise	234.00
Learning Management Language Pack: Portal Only French - Canada (fr-ca) Subscription	Enterprise	234.00
Learning Management Language Pack: German (de) Subscription	Enterprise	234.00
Learning Management Language Pack: Spanish (es-es) Subscription	Enterprise	234.00
Hansen 8 - Asset Management Bundle Subscription	Named Users	-
Hansen 8 - Asset Management for Facilities Subscription	Named Users	360.00
Hansen 8 - Asset Management for Transportation Subscription	Named Users	360.00
Hansen 8 - Asset Management for Utilities Subscription	Named Users	360.00
Hansen 8 - Configured Assets Subscription	Named Users	72.00
Hansen 8 - CDR Web Services Subscription	Named Users	72.00
Hansen 8 - Assets Web Services Subscription	Named Users	72.00
Hansen 8 - Billing Web Services Subscription	Named Users	72.00
Hansen 8 - Work Management Subscription	Named Users	72.00
Hansen 8 - Customer Service Subscription	Named Users	72.00

Hansen 8 - Open 311 API Subscription	Named Users	72.00
Hansen 8 - Microsoft Exchange Subscription	Named Users	72.00
Hansen 8 - Asset Valuation Subscription	Named Users	144.00
Hansen 8 - CDR Enhanced Bundle Subscription	Named Users	-
Hansen 8 - CDR Bundle Subscription	Named Users	882.00
Hansen 8 - Open 311 API Subscription 2	Named Users	75.60
Hansen 8 - Microsoft Exchange Subscription 2	Named Users	75.60
Hansen 8 - CDR Web Services Subscription 2	Named Users	75.60
Hansen 8 - Assets Web Services Subscription 2	Named Users	75.60
<b>Product Description</b>	<b>Unit Per Issue</b>	<b>Price</b>
Hansen 8 - Billing Web Services Subscription 2	Named Users	75.60
Hansen 8 - Customer Service Bundle Subscription	Named Users	-
Hansen 8 - Customer Service Subscription 2	Named Users	504.00
Hansen 8 - Call Center Subscription	Named Users	72.00
Hansen 8 - Open 311 API Subscription 3	Named Users	28.80
Hansen 8 - Microsoft Exchange Subscription 3	Named Users	28.80
Hansen 8 - CDR Web Services Subscription 3	Named Users	28.80
Hansen 8 - Assets Web Services Subscription 3	Named Users	28.80
Hansen 8 - Billing Web Services Subscription 3	Named Users	28.80
Hansen 8 - Life Cycle Analysis and Risk Bundle Subscription	Named Users	-
Hansen 8 - Life Cycle Analysis Subscription	Named Users	450.00
Hansen 8 - Risk Subscription	Named Users	450.00
Hansen 8 - Advanced Assets Bundle Subscription	Named Users	900.00
Hansen 8 - Asset Analysis Subscription	Named Users	450.00
Hansen 8 - Asset Management Tools Subscription	Named Users	450.00
Hansen Dynamic Portal for CDR Subscription	Population	-
Hansen Dynamic Portal for Permits Subscription	Population	0.12
Hansen Dynamic Portal for Licensing Subscription	Population	0.12

Hansen Dynamic Portal for Planning Subscription	Population	0.12
Hansen Dynamic Portal - Use Module Subscription	Population	0.12
Hansen Dynamic Portal for Customer Service - Responsive Design Subscription	Population	0.12
Hansen 8 - Utility Billing Bundle Subscription	Accounts	-
Hansen 8 - CIS Billing Subscription	Accounts	1.92
Hansen 8 - Open 311 API Subscription 4	Named Users	0.10
Hansen 8 - Microsoft Exchange Subscription 4	Named Users	0.10
Hansen 8 - CDR Web Services Subscription 4	Named Users	0.10
<b>Product Description</b>	<b>Unit Per Issue</b>	<b>Price</b>
Hansen 8 - Assets Web Services Subscription 4	Named Users	0.10
Hansen 8 - Billing Web Services Subscription 4	Named Users	0.10
Dynamic Portal for Customer Service - Responsive Design Subscription2	Population	0.30
Dynamic Portal for Utility Billing Responsive Design Subscription	Accounts	0.24
Infor Field Inspector Work Management Subscription	Named Users	300.00
Hansen - Water Meter Management Subscription	Named Users	450.00
Hansen 8 - Solid Waste Container Management Subscription	Named Users	450.00
Hansen 8 - CDR Billing Subscription	Annual Transactions	2.40
Hansen 8 - Work Management Subscription 2	Named Users	900.00
Hansen 8 Cashiering Subscription	Named Users	1,200.00
Infor Field Inspector CDR Subscription	Named Users	300.00
Infor CRM Enterprise Subscription	Named Users	780.00
Infor CRM Enterprise Subscription 2	Concurrent Users	1,200.00
Infor CRM Architect Subscription	Named Users	-
Infor CRM SaaS Storage Subscription	1.0GB	-
Crystal Reports Designer Subscription	Named Users	-
Infor CRM Enterprise Web Viewer Subscription	Named Users	240.00
Infor CRM Enterprise Mobile Only Subscription	Named Users	300.00

Infor CRM Enterprise Subscription 3	Named Users	600.00
Infor CRM Enterprise Subscription 4	Concurrent Users	900.00
Infor CRM Architect Subscription 2	Named Users	-
Infor CRM SaaS Storage Subscription 2	1.0GB	-
Crystal Reports Designer Subscription 2	Named Users	-
Infor CRM Enterprise Web Viewer Subscription 2	Named Users	180.00
Infor CRM Enterprise Mobile Only Subscription 2	Named Users	300.00
Infor CRM Professional Subscription	Named Users	420.00

Product Description	Unit Per Issue	Price
Infor CRM SaaS Storage Subscription 3	1.0GB	-
Crystal Reports Designer Subscription 3	Named Users	-
Infor CRM Sync for Exchange Subscription	Named Users	120.00
Infor CRM Sync for Gmail Subscription	Named Users	120.00
Infor CRM Cloud Bridge	Virtual Private Network	7,320.00
Infor CRM Managed Server Tier 1 Subscription	Server	1,560.00
Infor CRM Managed Server Tier 2 Subscription	Server	3,120.00
Infor CRM Managed Server Tier 3 Subscription	Server	4,680.00
Infor CRM SaaS Storage Subscription 4	1.0GB	30.00
Infor CRM Adv SpeedSearch Unltd Subscription	Enterprise	1,188.00
Infor CRM Offline Web Client Subscription	Named Users	240.00
Infor CRM Limited use Named user for Lead Capture Subscription	Named Users	420.00
Infor CRM Adv Analytics Standard Subscription	Named Users	180.00
Infor CRM Adv Analytics Pro Subscription	Named Users	720.00
Infor CRM Self Service Portal Limited Subscription	Concurrent Users	42.00
Infor CRM Staging: Secured Environment Subscription	Sandbox Instance Days	20.00
Infor CRM KS Corporate Edition Tier 1 Subscription	Server	2,760.00
Infor CRM KS Corporate Edition Tier 2 Subscription	Server	5,520.00
Infor CRM KS Corporate Edition Tier 3 Subscription	Server	8,280.00

Infor CRM KS Enterprise Edition Tier 1 Subscription	Server	3,120.00
Infor CRM KS Enterprise Edition Tier 2 Subscription	Server	6,240.00
Infor CRM KS Enterprise Edition Tier 3 Subscription	Server	9,360.00
Infor CRM KS Connector for Infor CRM Subscription	Application Connection	-
Infor CRM KS Connector for Email Server Subscription	Application Connection	-
Infor CRM Salesfusion Core Package Subscription	Sending Domains	5,700.00
Infor CRM Salesfusion Contacts Subscription	Email Contacts	-

Product Description	Unit Per Issue	Price
Infor CRM Salesfusion Performance Pack Subscription	Sending Domains	1,400.00
Infor CRM Salesfusion CRM Integration Fee Subscription	Enterprise	600.00
Infor CRM Salesfusion Contacts Subscription 2	Email Contacts	0.12
Infor CRM Salesfusion Dedicated IP Subscription	IP Address	3,000.00
Infor CRM Salesfusion Sandbox Subscription	Enterprise	1,200.00
Infor CRM Salesfusion Quick Start Service Subscription	Each	11,940.00
Infor CRM Salesfusion Onboarding Service	Each	995.00
Infor CRM Salesfusion Onboarding Service 2	Each	-
EMS Interaction Advisor Server Professional for the Cloud	CPU Cores	23,970.00
EMS Interaction Advisor Manager for the Cloud	Named Users	468.00
EMS Interaction Advisor for Salesforce	Named Users	300.00
Inforce for Salesforce	Named Users	360.00
Infor ION CONNECT for Inforce - Subscription	Named Users	120.00
Additional Contacts for LG Email Bundles	Million Units	2,000.00
SFDC Sales Cloud (Enterprise Edition)	Named Users	1,500.00
SFDC Service Cloud (Enterprise Edition)	Named Users	1,620.00
SFDC Mobile	Named Users	600.00
SFDC API Calls - 10,000 additional calls per day per license	API10K	300.00
SFDC Knowledge	Named Users	600.00



SFDC Service Cloud Portal	Named Users	6.75
SFDC Configuration-only Sandbox	Enterprise	156.00
SFDC Data Storage 500mb	0.5GB	900.00
SFDC File Storage 1G	1.0GB	120.00
SFDC File Storage 10G	10GB	960.00
SFDC Full Sandbox for testing	Enterprise	624.00
Talent Science Predictive Talent Analytics Assessment Subscription 2	Employee in Scope	51.00

Product Description	Unit Per Issue	Price
Talent Science Advanced Reporting Subscription 2	Enterprise	-
Talent Science Standard Workflow Management Subscription 2	Enterprise	-
Talent Science Custom Performance Profiles Subscription 2	Unique Profile	3,300.00
Talent Science Training Credits / Subscription	Training Credits	120.00
Talent Science Applicant Tracking System (ATS) Subscription	Enterprise	3,326.40
Talent Science Custom Workflow Management Subscription	Unique Workflow	-
Talent Science Career Portal Subscription	Web Portal	-
Talent Science Employment Application Subscription	Web Form	-
Talent Science ATS Requisition Management Subscription	Enterprise	4,104.00
Talent Science Custom Workflow Management Subscription 2	Unique Workflow	2,400.00
Talent Science Advanced Key Word Search Subscription	Enterprise	5,100.00
Talent Science Career Portal Subscription 2	Web Portal	1,200.00
Talent Science Employment Application Subscription 2	Web Form	2,400.00
Talent Science Custom Strategic Leadership Insights Job Template Subscription	Unique Template	1,500.00
Talent Science - Candidate Retention Subscription	Retention Years	12,000.00
Talent Science Candidate Data Export (CDX) Subscription	Scheduled Data Export/Import	5,000.00
Talent Science Business Edition Subscription	Employee	30.00
Talent Science ATS Requisition Management Subscription 2	Enterprise	18.00
Talent Science Advanced Key Word Search Subscription 2	Enterprise	12.00

Talent Science Integrations - ATS Healthcare Source Subscription	Enterprise	6,000.00
Talent Science Integrations - ATS HR Logix Subscription	Enterprise	6,000.00
Talent Science Integrations - ATS HR Smart Subscription	Enterprise	6,000.00
Talent Science Integrations - ATS ICIMS Subscription	Enterprise	6,000.00
Talent Science Integrations - ATS Jobpartners Subscription	Enterprise	6,000.00
Talent Science Integrations - ATS Kenexa Subscription	Enterprise	6,000.00

Product Description	Unit Per Issue	Price
Talent Science Integrations - ATS Kronos Subscription	Enterprise	6,000.00
Talent Science Integrations - ATS Oracle Subscription	Enterprise	9,600.00
Talent Science Integrations - ATS PC Recruiter Subscription	Enterprise	14,160.00
Talent Science Integrations - HRNX Setup Fee (1 time / customer)	Each	5,000.00
Talent Science Integrations - ATS PeopleFluent Subscription	Enterprise	6,000.00
Talent Science Integrations - ATS PeopleSoft Subscription	Enterprise	9,600.00
Talent Science Integrations - ATS Pereless Subscription	Enterprise	6,000.00
Talent Science Integrations - ATS Position Manager Subscription	Enterprise	6,000.00
Talent Science Integrations - ATS Silk Road Subscription	Enterprise	14,160.00
Talent Science Integrations - HRNX Setup Fee (1 time / customer) 2	Each	5,000.00
Talent Science Integrations - ATS SnapHire Subscription	Enterprise	6,000.00
Talent Science Integrations - ATS SuccessFactors Subscription	Enterprise	6,000.00
Talent Science Integrations - ATS Taleo Subscription	Enterprise	6,000.00
Talent Science Integrations - ATS TechnoMedia Subscription	Enterprise	6,000.00
Talent Science Integrations - ATS The Right Thing Subscription	Enterprise	6,000.00
Talent Science Integrations - ATS Ultimate Subscription	Enterprise	6,000.00
Talent Science Integrations - ATS Virtual Edge Subscription	Enterprise	6,000.00
Talent Science Integrations - Background Check ADP SASS Subscription	Enterprise	9,600.00
Talent Science Integrations - Background Check ESS (Deverus) Subscription	Enterprise	18,000.00
Talent Science Integrations - Background Check GIS Subscription	Enterprise	6,000.00

Talent Science Integrations - Background Check Group One Subscription	Enterprise	18,000.00
Talent Science Integrations - Background Check Hire Right Subscription	Enterprise	18,000.00
Talent Science Integrations - Background Check LexisNexis/Choice Point Subscription	Enterprise	6,000.00
Talent Science Integrations - Background Check Liberty Subscription	Enterprise	18,000.00
Talent Science Integrations - Background Check Moore (Deverus) Subscription	Enterprise	18,000.00

Product Description	Unit Per Issue	Price
Talent Science Integrations - Background Check Quest Subscription	Enterprise	26,160.00
Talent Science Integrations - Background Check Safer Places Subscription	Enterprise	6,000.00
Talent Science Integrations - Background Check Sterling Subscription	Enterprise	6,000.00
Talent Science Integrations - Background Check TalentWise Subscription	Enterprise	6,000.00
Talent Science Integrations - Background Check TransUnion Subscription	Enterprise	9,600.00
Talent Science Integrations - Background Check Vereda Subscription	Enterprise	18,000.00
Talent Science Integrations - Job Board CareerBuilder Subscription	Enterprise	6,000.00
Talent Science Integrations - Job Board Hcareers Subscription	Enterprise	9,600.00
Talent Science Integrations - Job Board Monster Subscription	Enterprise	6,000.00
Talent Science Integrations - New ATS Subscription	Enterprise	18,000.00
Talent Science Integrations - New Background Check Subscription	Enterprise	26,400.00
Talent Science Integrations - New Document Storage Subscription	Enterprise	26,400.00
Talent Science Integrations - New Job Board Subscription	Enterprise	18,000.00
Talent Science Integrations - New LMS Subscription	Enterprise	26,400.00
Talent Science Integrations - New Location Synchronization Subscription	Enterprise	9,600.00
Talent Science Integrations - New Onboarding Paperwork Subscription	Enterprise	26,400.00
Talent Science Integrations - New PeopleAnswers Format SSO Subscription	Enterprise	6,000.00

Talent Science Integrations - New Performance Management Subscription	Enterprise	26,400.00
Talent Science Integrations - New Rehire Eligibility Subscription	Enterprise	26,400.00
Talent Science Integrations - New Requisition Creation Subscription	Enterprise	26,400.00
Talent Science Integrations - New SAML SSO Subscription	Enterprise	18,000.00
Talent Science Integrations - New Skills Test Subscription	Enterprise	18,000.00
Talent Science Integrations - New User Synchronization Subscription	Enterprise	9,600.00
Talent Science Integrations - New Wage Verification Subscription	Enterprise	26,400.00
Talent Science Integrations - New Web Service HRIS Subscription	Enterprise	26,400.00
Talent Science Integrations - New WOTC Subscription	Enterprise	26,400.00

Product Description	Unit Per Issue	Price
Talent Science Integrations - Onboarding ExponentHR Subscription	Enterprise	6,000.00
Talent Science Integrations - Onboarding KMS Subscription	Enterprise	18,000.00
Talent Science Integrations - Onboarding Silk Road Red Carpet Subscription	Enterprise	9,600.00
Talent Science Integrations - Onboarding TalentWise Subscription	Enterprise	9,600.00
Talent Science Integrations - Onboarding TALX Subscription	Enterprise	9,600.00
Talent Science Integrations - Onboarding USVerify Subscription	Enterprise	9,600.00
Talent Science Integrations - Rehire Eligibility ExponentHR Subscription	Enterprise	6,000.00
Talent Science Integrations - Skill Testing Performance Associates Subscription	Enterprise	18,000.00
Talent Science Integrations - Skill Testing PreVisor Subscription	Enterprise	18,000.00
Talent Science Integrations - Web Service HRIS ADP Subscription	Enterprise	9,600.00
Talent Science Integrations - Web Service HRIS Workday Subscription	Enterprise	9,600.00
Talent Science Integrations - WOTC ADP Subscription	Enterprise	6,000.00
Talent Science Integrations - WOTC Ernst & Young Subscription	Enterprise	6,000.00
Talent Science Integrations - WOTC Maximus Subscription	Enterprise	6,000.00
Talent Science Integrations - WOTC TALX Subscription	Enterprise	6,000.00
Talent Science Integrations - WOTC TaxBreak Subscription	Enterprise	6,000.00

TalentWise e-Portal Custom Branding Subscription	Site	75.00
TalentWise e-Portal Custom Branding Subscription - One-time Setup	Site	1,000.00
TalentWise e-Portal Form Storage Subscription	Site	375.00
TalentWise e-Portal Form Storage Subscription - One-time Setup	Site	1,000.00
TalentWise e-Wage - CA Theft Prevention Act Subscription	Site	105.00
TalentWise e-Wage - CA Theft Prevention Act Subscription - One-time Setup	Site	250.00
TalentWise e-Wage - NY Theft Prevention Act Subscription	Site	105.00
TalentWise e-Wage - NY Theft Prevention Act Subscription - One-time Setup	Site	250.00
TalentWise e-Wage - PA Residency Act Subscription	Site	105.00
TalentWise e-Wage - PA Residency Act Subscription - One-time Setup	Site	250.00

Product Description	Unit Per Issue	Price
TalentWise Payroll Data Export Subscription	Site	375.00
TalentWise Payroll Data Export Subscription - One-time Setup	Site	300.00
TalentWise Standard Data Export Subscription	Site	300.00
TalentWise Standard Data Export Subscription - One-time Setup	Site	750.00
TalentWise New Hire Forms - Electronic Direct Deposit Subscription	Site	150.00
TalentWise New Hire Forms - Electronic Direct Deposit Subscription - One-time Setup	Site	500.00
TalentWise New Hire Forms - Emergency Contact Subscription	Site	150.00
TalentWise New Hire Forms - Emergency Contact Subscription - One-time Setup	Site	500.00
TalentWise New Hire Forms - New Employee EEO Subscription	Site	150.00
TalentWise New Hire Forms - New Employee EEO Subscription - One-time Setup	Site	500.00
TalentWise New Hire Forms - Pay Card Acknowledgement Subscription	Site	150.00
TalentWise New Hire Forms - Pay Card Acknowledgement Subscription - One-time Setup	Site	500.00
TalentWise New Hire Forms - Policy Acknowledgement Subscription	Site	150.00
TalentWise New Hire Forms - Policy Acknowledgement Subscription - One-time Setup	Site	500.00

TalentWise New Hire Forms - New Employee Summary Subscription	Site	150.00
TalentWise New Hire Forms - New Employee Summary Subscription - One-time Setup	Site	500.00
TalentWise New Hire Forms - Uniform Order and Policy Acknowledgement Subscription	Site	150.00
TalentWise New Hire Forms - Uniform Order and Policy Acknowledgement Subscription - One-time Setup	Site	500.00
TalentWise Wage Mangement (Federal I9 and W4) Subscription	Site	105.00
TalentWise Wage Mangement (Federal I9 and W4) Subscription - One-time Setup	Site	250.00
Infor CloudSuite Facilities Management Professional User	Named Users	-
Infor EAM Enterprise Edition Subscription	Named Users	195.00
Infor EAM Enterprise Edition Customer Service Request Subscription	Named Users	105.00
<b>Product Description</b>	<b>Unit Per Issue</b>	<b>Price</b>
Infor EAM Enterprise Edition Advanced Reporting Consumer Subscription	Named Users	105.00
Infor EAM Enterprise Edition Advanced Reporting Author Subscription	Named Users	105.00
Infor EAM Enterprise Edition Barcoding Subscription	Named Users	105.00
Infor EAM Enterprise Edition Databridge Subscription	Data Center	1,050.00
Infor EAM Enterprise Edition Mobile Subscription	Device	105.00
Infor EAM Enterprise Edition Requestor Subscription	Named Users	105.00
Infor EAM Alert Management Subscription	Data Center	1,050.00
Infor EAM Enterprise Edition Web Services Connector Subscription	Connector User	105.00
Infor EAM Enterprise Edition Web Services Toolkit Subscription	Data Center	1,050.00
Infor EAM Asset Sustainability	Data Center	1,050.00
Infor Ming.le Enterprise User Subscription (Cloud Edition)	Named Users	75.00
ION Process iPaaS Platform - Multi-Tenant - Subscription 2	CloudSuite Limited Use	75.00
Infor CloudSuite Facilities Management Casual User	Named Users	-
Infor EAM Enterprise Edition Customer Service Request Subscription 2	Named Users	6.00
Infor EAM Enterprise Edition Requestor Subscription 2	Named Users	6.00

Infor EAM Enterprise Edition Web Services Connector Subscription 2	Connector User	6.00
Infor EAM Enterprise Edition Web Services Toolkit Subscription 2	Data Center	60.00
Infor EAM Enterprise Edition Subscription 2	Named Users	1,498.00
Infor EAM Enterprise Edition Requestor Subscription 3	Named Users	84.00
Infor EAM Energy Performance Management Module Subscription	Data Center	20,916.00
Infor EAM Energy Performance Management Module Device Subscription	Device	288.00
Infor EAM Asset Sustainability 2	Data Center	13,944.00
Infor EAM Asset Sustainability Device	Device	288.00
Infor EAM Alert Management Subscription 2	Data Center	13,944.00
Infor Energy Performance Management Edition	Named Users	3,500.00
Infor EAM Enterprise Edition GIS Subscription	Data Center	13,944.00

Product Description	Unit Per Issue	Price
Infor EAM Enterprise Edition Web Services Toolkit Subscription 3	Data Center	13,944.00
Infor EAM Enterprise Edition Web Services Connector Subscription 3	Connector User	1,332.00
Infor EAM Enterprise Edition Advanced Reporting Consumer Subscription 2	Named Users	-
Infor EAM Enterprise Edition Advanced Reporting Author Subscription 2	Named Users	-
Infor EAM Enterprise Edition Calibration Subscription	Data Center	13,944.00
Infor EAM Enterprise Edition Electronic Record / Signature Subscription	Data Center	13,944.00
Infor EAM Enterprise Edition Fleet Management Subscription	Data Center	13,944.00
Infor EAM Enterprise Edition Databridge Subscription 2	Data Center	13,944.00
Infor EAM Enterprise Edition Databridge Subscription - Application Specific	Data Center	-
Infor EAM Enterprise Edition Mobile Subscription 2	Device	1,020.00
Infor EAM Enterprise Edition Barcoding Subscription 2	Named Users	288.00
Infor EAM Enterprise Edition Customer Service Request Subscription 3	Named Users	0.29
Infor EAM Enterprise Edition Advanced Maintenance Planning Subscription	Data Center	13,944.00

Infor EAM Enterprise Edition Advanced Maintenance Planning Subscription - Application Specific	Data Center	-
Infor EAM Enterprise Edition Reliability Planning and Analysis Subscription	Data Center	13,944.00
Implementation Accelerator for EAM Industrial Manufacturing - Subscription	Enterprise	3,914.16
Infor10 EAM Enterprise Sustainability – ENXSuite	Named Users	3,000.00
Infor EAM Asset Sustainability Edition Subscription	Named Users	1,308.00
Infor EAM Asset Sustainability Edition Metered Asset Subscription Device	Device	288.00
Infor EAM Asset Sustainability Edition Metered Asset Subscription	Data Center	8,400.00
Infor EAM Asset Sustainability Edition Requestor Subscription	Named Users	84.00
Infor EAM Asset Sustainability Edition GIS Subscription	Data Center	8,400.00
Infor EAM Asset Sustainability Edition Web Services Toolkit Subscription	Data Center	8,400.00
Infor EAM Asset Sustainability Edition Web Services Connector Subscription	Connector User	1,332.00
Infor EAM Asset Sustainability Edition Advanced Reporting Consumer Subscription	Named Users	-
<b>Product Description</b>	<b>Unit Per Issue</b>	<b>Price</b>
Infor EAM Asset Sustainability Edition Advanced Reporting Author Subscription	Named Users	-
Infor EAM Asset Sustainability Edition Calibration Subscription	Data Center	9,780.00
Infor EAM Asset Sustainability Edition Electronic Record / Signature Subscription	Data Center	6,960.00
Infor EAM Asset Sustainability Edition Fleet Management Subscription	Data Center	5,580.00
Infor EAM Asset Sustainability Edition Databridge Subscription	Data Center	9,780.00
Infor EAM Asset Sustainability Edition Databridge Subscription - Application Specific	Data Center	-
Infor EAM Asset Sustainability Edition Mobile Subscription	Device	1,020.00
Infor EAM Asset Sustainability Edition Barcoding Subscription	Named Users	288.00
Infor EAM Asset Sustainability Edition Customer Service Request Subscription	Named Users	0.29
Infor EAM Asset Sustainability Edition Advanced Maintenance Planning Subscription	Data Center	13,980.00
Infor EAM Asset Sustainability Edition Advanced Maintenance Planning Subscription - Application Spec	Data Center	-



Infor d/EPM Subscription	Named Users	3,600.00
Infor BI Subscription	Named Users	2,100.00
Infor BI Dashboards (app) Subscription	Named Users	240.00
Workforce Platform - Employee Transaction Manager Subscription	End User	4.56
Workforce Platform - Workmail/Form Builder/Workflow Editor	End User	6.00
Workforce Planning - Budget Management & Creation	End User	23.40
Workforce Relief Management Subscription	End User	12.00
Workforce Scheduling - Labor Forecasting & Schedule Optimization	End User	36.00
Workforce Task Management Subscription	Site	1,200.00
Workforce Scheduling - Schedule Bidding	End User	27.00
Workforce Scheduling - Labor Scheduler	End User	34.20
Workforce Scheduling - Shift Trading	End User	11.28
Workforce Time & Attendance - Time & Attendance Subscription	End User	45.00

Product Description	Unit Per Issue	Price
Workforce Absence - Attendance Management	End User	7.20
Workforce Language Pack - Chinese Simplified	End User	0.60
Workforce Language Pack - Chinese Traditional	End User	0.60
Workforce Language Pack - Czech	End User	0.60
Workforce Language Pack - Dutch	End User	0.60
Workforce Language Pack - Finnish	End User	0.60
Workforce Language Pack - French (Canadian)	End User	0.60
Workforce Language Pack - French (European)	End User	0.60
Workforce Language Pack - German	End User	0.60
Workforce Language Pack - Hungarian	End User	0.60
Workforce Language Pack - Italian	End User	0.60
Workforce Language Pack - Korean	End User	0.60
Workforce Language Pack - Polish	End User	0.60
Workforce Language Pack - Portuguese (Brazilian)	End User	0.60

Workforce Language Pack - Russian	End User	0.60
Workforce Language Pack - Spanish (European)	End User	0.60
Workforce Language Pack - Spanish (Latin American)	End User	0.60
Workforce Language Pack - Turkish	End User	0.60
EPAK Developer Seat - Workforce Subscription	EPAK Named User	60,000.00
EPAK Content - Workforce - Time and Attendance Subscription	EPAK Named User	0.60
EPAK Content - Workforce - Labor Forecasting Scheduling Optimization Subscription	EPAK Named User	0.60
EPAK Content - Workforce - Multi-view Scheduler Subscription	EPAK Named User	0.60
EPAK Content - Workforce - Real-time Self Scheduler Subscription	EPAK Named User	0.60
EPAK Content - Workforce - Employee Transaction Manager Subscription	EPAK Named User	0.60
Workforce Mobility - Mobile Shift Scheduler Subscription	Employee	12.00
<b>Product Description</b>	<b>Unit Per Issue</b>	<b>Price</b>
Infor ION PROCESS with Business Vault - Single Tenant - Subscription 2	Virtual Core	51,600.00
ION Process iPaaS Platform - Multi-Tenant - Subscription 3	Virtual Core	19,200.00
ION Process iPaaS Hybrid Connector - Multi-Tenant - Subscription	Location	6,000.00
Infor ION Connector for SAP - SaaS Single Tenant	Virtual Core	43,200.00
Infor ION Connector for Oracle EBS - SaaS Single Tenant	Virtual Core	43,200.00
Infor Ming.le Enterprise Subscription 2	Named Users	408.00
Infor Ming.le Enterprise User Subscription (Cloud Edition) 2	Named Users	108.00
Infor Ming.le Basic User Subscription (Cloud Edition)	Named Users	48.00
Infor Ming.le External User Subscription (Cloud Edition)	Named Users	18.00
Infor Document Management Subscription Single Tenant	Named Users	432.00
Infor Document Management - Document Capture Subscription Single Tenant	Annual Images	0.32
Expense Management Subscription for Expense Reports	Named Users	11,000.00
Expense Management Subscription for Payment Request	Documents	3,000.00
Expense Management Subscription for Payment Request 2	Named Users	11,000.00
Expense Management Subscription for Travel Plans	Named Users	5,500.00

Expense Management Subscription for Time Sheets	Named Users	5,500.00
Infor Reporting for Expense Management Subscription	Named Users	172.08
Infor Reporting - Consumer Subscription	Named Users	148.80
Infor Reporting - Analytics User Subscription	Named Users	82.80
Infor Reporting - Web Admin Subscription	Named Users	112.80
Infor Ming.le Basic User Subscription (Cloud Edition) 2	Named Users	120.00
SaaS Subscription - Cognos BI Consumer Pack with Author License	Cognos Pack X5	9,600.00

*\* SaaS Terms are Renewed at 6% uplifts \* Annual Pricing*

*\*Products with no line item pricing are administrative line items for provisioning license rights.*

### 1.16. Splunk

Offering	Description	Vendor Part Number	Price
Cloud	Splunk Cloud Subscription (Includes Support 1 year) - 5 GB/day	SE-S-CLD-5GB	\$7,997.98
Cloud	Splunk Cloud Subscription (Includes Support 1 year) - 10 GB/day	SE-S-CLD-10GB	\$13,626.20
Cloud	Splunk Cloud Subscription (Includes Support 1 year) - 20 GB/day	SE-S-CLD-20GB	\$23,697.73
Cloud	Splunk Cloud Subscription (Includes Support 1 year) - 50 GB/day	SE-S-CLD-50GB	\$49,370.28
Cloud	Splunk Cloud Subscription (Includes Support 1 year) - 100 GB/day	SE-S-CLD-100GB	\$78,992.44
Cloud	Splunk Cloud Subscription - Capacity Upgrade (Includes Support 1 year) - 5 to 10 GB/day	SEU-S-CLD-10GB	\$6,813.10
Cloud	Splunk Cloud Subscription - Capacity Upgrade (Includes Support 1 year) - 10 to 20 GB/day	SEU-S-CLD-20GB	\$11,848.87
Cloud	Splunk Cloud Subscription - Capacity Upgrade (Includes Support 1 year) - 50 to 100 GB/day	SEU-S-CLD-50GB	\$29,622.17
Cloud	Splunk Cloud Subscription - Capacity Upgrade (Includes Support 1 year) - 50 to 100 GB/day	SEU-S-CLD-100GB	\$39,496.22
Cloud	Splunk Cloud Subscription - Additional Data Storage - 500GB Increments	SE-S-STOR	\$592.44

Cloud	Splunk Cloud Subscription - Storage Capacity Upgrade - 500GB Increments	SEU-S-STOR	\$592.44
Cloud with Encryption	Splunk Cloud Subscription with Encryption at Rest (Includes Support 1 year) - 5 GB/day	SE-S-CLD-ENC-5GB	\$9,278.02
Cloud with Encryption	Splunk Cloud Subscription with Encryption at Rest (Includes Support 1 year) - 10 GB/day	SE-S-CLD-ENC-10GB	\$15,770.15
Cloud with Encryption	Splunk Cloud Subscription with Encryption at Rest (Includes Support 1 year) - 20 GB/day	SE-S-CLD-ENC-20GB	\$27,460.96
Cloud with Encryption	Splunk Cloud Subscription with Encryption at Rest (Includes Support 1 year) - 50 GB/day	SE-S-CLD-ENC-50GB	\$56,775.82
Cloud with Encryption	Splunk Cloud Subscription with Encryption at Rest (Includes Support 1 year) - 100 GB/day	SE-S-CLD-ENC-100GB	\$90,841.31
Cloud with Encryption	Splunk Cloud Subscription with Encryption at Rest - Capacity Upgrade (Includes Support) - 5 to 10 GB/day	SEU-S-CLD-ENC-10GB	\$7,885.08
Cloud with Encryption	Splunk Cloud Subscription with Encryption at Rest - Capacity Upgrade (Includes Support) - 10 to 20 GB/day	SEU-S-CLD-ENC-20GB	\$13,730.48
Cloud with Encryption	Splunk Cloud Subscription with Encryption at Rest - Capacity Upgrade (Includes Support) - 20 to 50 GB/day	SEU-S-CLD-ENC-50GB	\$34,326.20
Cloud with Encryption	Splunk Cloud Subscription with Encryption at Rest - Capacity Upgrade (Includes Support) - 50 to 100 GB/day	SEU-S-CLD-ENC-100GB	\$45,420.65
Cloud with Encryption	Splunk Cloud Subscription with Encryption at Rest - Additional Data Storage - 500GB Increments	SE-S-STOR-ENC	\$681.31
Cloud with Encryption	Splunk Cloud Subscription with Encryption at Rest - Storage Capacity Upgrade - 500GB Increments	SEU-S-STOR-ENC	\$681.31
Gov Cloud	Splunk Cloud in AWS GovCloud (US) Subscription (Includes Support 1 year) - 5 GB/day	SE-S-CLD-GOV-5GB	\$9,676.01
Gov Cloud	Splunk Cloud in AWS GovCloud (US) Subscription (Includes Support 1 year) - 10 GB/day	SE-S-CLD-GOV-10GB	\$16,466.62

Gov Cloud	Splunk Cloud in AWS GovCloud (US) Subscription (Includes Support 1 year) - 20 GB/day	SE-S-CLD-GOV-20GB	\$28,654.91
Gov Cloud	Splunk Cloud in AWS GovCloud (US) Subscription (Includes Support 1 year) - 50 GB/day	SE-S-CLD-GOV-50GB	\$59,244.33
Gov Cloud	Splunk Cloud in AWS GovCloud (US) Subscription (Includes Support 1 year) - 100 GB/day	SE-S-CLD-GOV-100GB	\$94,790.93
Gov Cloud	Splunk Cloud in AWS GovCloud (US) Subscription - Capacity Upgrade (Includes Support 1 year) - 5 to 10 GB/day	SEU-S-CLD-GOV-10GB	\$ 8,233.31
Gov Cloud	Splunk Cloud in AWS GovCloud (US) Subscription - Capacity Upgrade (Includes Support 1 year) - 10 to 20 GB/day	SEU-S-CLD-GOV-20GB	\$14,327.46
Gov Cloud	Splunk Cloud in AWS GovCloud (US) Subscription - Capacity Upgrade (Includes Support 1 year) - 20 to 50 GB/day	SEU-S-CLD-GOV-50GB	\$35,818.64
Gov Cloud	Splunk Cloud in AWS GovCloud (US) Subscription - Capacity Upgrade (Includes Support 1 year) - 50 to 100 GB/day	SEU-S-CLD-GOV-100GB	\$47,395.47
Gov Cloud	Splunk Cloud in AWS GovCloud (US) Subscription - Storage Capacity Upgrade - 500GB Increments	SEU-S-STOR-GOV	\$710.93
Gov Cloud	Splunk Cloud in AWS GovCloud (US) Subscription - Additional Data Storage - 500GB Increments	SE-S-STOR-GOV	\$710.93
Gov Cloud with Encryption	Splunk Cloud in AWS GovCloud (US) Subscription with Encryption at Rest - 5 GB/day	SE-S-CLD-GOV-ENC-5GB	\$11,118.70
Gov Cloud with Encryption	Splunk Cloud in AWS GovCloud (US) Subscription with Encryption at Rest - 10 GB/day	SE-S-CLD-GOV-ENC-10GB	\$18,954.03
Gov Cloud with Encryption	Splunk Cloud in AWS GovCloud (US) Subscription with Encryption at Rest - 20 GB/day	SE-S-CLD-GOV-ENC-20GB	\$32,933.25
Gov Cloud with Encryption	Splunk Cloud in AWS GovCloud (US) Subscription with Encryption at Rest - 50 GB/day	SE-S-CLD-GOV-ENC-50GB	\$68,130.98
Gov Cloud with Encryption	Splunk Cloud in AWS GovCloud (US) Subscription with Encryption at Rest - 100 GB/day	SE-S-CLD-GOV-ENC-100GB	\$108,614.61

Gov Cloud with Encryption	Splunk Cloud in AWS GovCloud (US) Subscription with Encryption at Rest - Capacity Upgrade (Includes Support 1 year) - 5 to 10 GB/day	SEU-S-CLD-GOV-ENC-10GB	\$9,477.02
Gov Cloud with Encryption	Splunk Cloud in AWS GovCloud (US) Subscription with Encryption at Rest - Capacity Upgrade (Includes Support 1 year) - 10 to 20 GB/day	SEU-S-CLD-GOV-ENC-20GB	\$16,466.62
Gov Cloud with Encryption	Splunk Cloud in AWS GovCloud (US) Subscription with Encryption at Rest - Capacity Upgrade (Includes Support 1 year) - 20 to 50 GB/day	SEU-S-CLD-GOV-ENC-50GB	\$41,191.44
Gov Cloud with Encryption	Splunk Cloud in AWS GovCloud (US) Subscription with Encryption at Rest - Additional Data Storage - 500GB Increments	SE-S-STOR-GOV-ENC	\$809.67
Gov Cloud with Encryption	Splunk Cloud in AWS GovCloud (US) Subscription with Encryption at Rest - Storage Capacity Upgrade - 500GB Increments	SEU-S-STOR-GOV-ENC	\$809.67

### 1.17. OpenGov SaaS Products

Contract Length	Rev Type		SKU	Tier Name	Prod Name	Product Category	MSRP
	Tier	RR					
1Y	U20	RR	OG-OGC-U20-RR-1Y	Under \$20 Million	The OpenGov Cloud	SaaS	\$56,506.00
1Y	B2040 M	RR	OG-OGC-B2040M-RR-1Y	Between \$20-40 Million	The OpenGov Cloud	SaaS	\$68,654.00
1Y	B4060 M	RR	OG-OGC-B4060M-RR-1Y	Between \$40-60 Million	The OpenGov Cloud	SaaS	\$76,748.00
1Y	B6080 M	RR	OG-OGC-B6080M-RR-1Y	Between \$60-80 Million	The OpenGov Cloud	SaaS	\$94,548.00
1Y	B8010 OM	RR	OG-OGC-B80100M-RR-1Y	Between \$80-100 Million	The OpenGov Cloud	SaaS	\$110,744.00
1Y	B1002 00M	RR	OG-OGC-B100200M-RR-1Y	Between \$100-200 Million	The OpenGov Cloud	SaaS	\$145,993.00
1Y	B2003 00M	RR	OG-OGC-B200300M-RR-1Y	Between \$200-300 Million	The OpenGov Cloud	SaaS	\$195,511.00
1Y	B3004 00M	RR	OG-OGC-B300400M-RR-1Y	Between \$300-400 Million	The OpenGov Cloud	SaaS	\$270,267.00

			B300400M-RR-1Y				
1Y	B4005 00M	RR	OG-OGC- B400500M-RR- 1Y	Between \$400- 500 Million	The OpenGov Cloud	SaaS	\$305,280.00
1Y	B5007 50M	RR	OG-OGC- B500750M-RR- 1Y	Between \$500- 750 Million	The OpenGov Cloud	SaaS	\$424,306.00
1Y	B7501 B	RR	OG-OGC- B7501B-RR-1Y	Between \$750- 1 Billion	The OpenGov Cloud	SaaS	\$536,799.00
1Y	B13B	RR	OG-OGC-B13B- RR-1Y	Between \$1-3 Billion	The OpenGov Cloud	SaaS	\$708,603.00
1Y	B35B	RR	OG-OGC-B35B- RR-1Y	Between \$3-5 Billion	The OpenGov Cloud	SaaS	\$862,657.00
1Y	B510B	RR	OG-OGC-B510B- RR-1Y	Between \$5-10 Billion	The OpenGov Cloud	SaaS	\$1,264,239.00
1Y	B1020 B	RR	OG-OGC- B1020B- RR-1Y	Between \$10- 20 Billion	The OpenGov Cloud	SaaS	\$1,862,287.00
1Y	B2030 B	RR	OG-OGC- B2030B- RR-1Y	Between \$20- 30 Billion	The OpenGov Cloud	SaaS	\$2,144,708.00
1Y	B3040 B	RR	OG-OGC-B3040B- RR-1Y	Between \$30- 40 Billion	The OpenGov Cloud	SaaS	\$2,657,677.00
1Y	B4050 B	RR	OG-OGC-B4050B- RR-1Y	Between \$40- 50 Billion	The OpenGov Cloud	SaaS	\$3,134,000.00
1Y	O50B	RR	OG-OGC-O50B-RR- 1Y	Over \$50 Billion	The OpenGov Cloud	SaaS	\$3,681,344.00
3Y	U20	RR	OG-OGC-U20-RR- 3Y	Under \$20 Million	The OpenGov Cloud	SaaS	\$50,855.00
3Y	B2040 M	RR	OG-OGC-B2040M- RR-3Y	Between \$20- 40 Million	The OpenGov Cloud	SaaS	\$61,789.00
3Y	B4060 M	RR	OG-OGC-B4060M- RR-3Y	Between \$40- 60 Million	The OpenGov Cloud	SaaS	\$69,073.00
3Y	B6080 M	RR	OG-OGC-B6080M- RR-3Y	Between \$60- 80 Million	The OpenGov Cloud	SaaS	\$85,093.00
3Y	B8010 OM	RR	OG-OGC- B80100M-RR-3Y	Between \$80- 100 Million	The OpenGov Cloud	SaaS	\$99,670.00
3Y	B1002 OOM	RR	OG-OGC- B100200M-RR-3Y	Between \$100- 200 Million	The OpenGov Cloud	SaaS	\$131,394.00
3Y	B2003 OOM	RR	OG-OGC- B200300M-RR-3Y	Between \$200- 300 Million	The OpenGov Cloud	SaaS	\$175,960.00
3Y	B3004 OOM	RR	OG-OGC- B300400M-RR-3Y	Between \$300- 400 Million	The OpenGov Cloud	SaaS	\$243,240.00
	B4005		OG-OGC-	Between \$400-			

3Y	00M	RR	B400500M-RR-3Y	500 Million	The OpenGov Cloud	SaaS	\$274,752.00
3Y	B5007 50M	RR	OG-OGC- B500750M-RR-3Y	Between \$500- 750 Million	The OpenGov Cloud	SaaS	\$381,875.00
3Y	B7501 B	RR	OG-OGC-B7501B- RR-3Y	Between \$750- 1 Billion	The OpenGov Cloud	SaaS	\$483,119.00
3Y	B13B	RR	OG-OGC-B13B-RR- 3Y	Between \$1-3 Billion	The OpenGov Cloud	SaaS	\$637,743.00
3Y	B35B	RR	OG-OGC-B35B-RR- 3Y	Between \$3-5 Billion	The OpenGov Cloud	SaaS	\$776,391.00
3Y	B510B	RR	OG-OGC-B510B- RR-3Y	Between \$5-10 Billion	The OpenGov Cloud	SaaS	\$1,137,815.00
3Y	B1020 B	RR	OG-OGC-B1020B- RR-3Y	Between \$10- 20 Billion	The OpenGov Cloud	SaaS	\$1,676,058.00
3Y	B2030 B	RR	OG-OGC-B2030B- RR-3Y	Between \$20- 30 Billion	The OpenGov Cloud	SaaS	\$1,930,237.00
3Y	B3040 B	RR	OG-OGC-B3040B- RR-3Y	Between \$30- 40 Billion	The OpenGov Cloud	SaaS	\$2,391,909.00
3Y	B4050 B	RR	OG-OGC-B4050B- RR-3Y	Between \$40- 50 Billion	The OpenGov Cloud	SaaS	\$2,820,600.00
3Y	O50B	RR	OG-OGC-O50B-RR- 3Y	Over \$50 Billion	The OpenGov Cloud	SaaS	\$3,313,210.00
5Y	U20	RR	OG-OGC-U20-RR- 5Y	Under \$20 Million	The OpenGov Cloud	SaaS	\$43,227.00
5Y	B2040 M	RR	OG-OGC-B2040M- RR-5Y	Between \$20- 40 Million	The OpenGov Cloud	SaaS	\$52,521.00
5Y	B4060 M	RR	OG-OGC-B4060M- RR-5Y	Between \$40- 60 Million	The OpenGov Cloud	SaaS	\$58,712.00
5Y	B6080 M	RR	OG-OGC-B6080M- RR-5Y	Between \$60- 80 Million	The OpenGov Cloud	SaaS	\$72,329.00
5Y	B8010 0M	RR	OG-OGC- B80100M- RR-5Y	Between \$80- 100 Million	The OpenGov Cloud	SaaS	\$84,720.00
5Y	B1002 00M	RR	OG-OGC- B100200M-RR-5Y	Between \$100- 200 Million	The OpenGov Cloud	SaaS	\$111,685.00
5Y	B2003 00M	RR	OG-OGC- B200300M-RR-5Y	Between \$200- 300 Million	The OpenGov Cloud	SaaS	\$149,566.00
5Y	B3004 00M	RR	OG-OGC- B300400M-RR-5Y	Between \$300- 400 Million	The OpenGov Cloud	SaaS	\$206,754.00
5Y	B4005 00M	RR	OG-OGC- B400500M-RR-5Y	Between \$400- 500 Million	The OpenGov Cloud	SaaS	\$233,539.00
5Y	B5007 50M	RR	OG-OGC- B500750M-RR-5Y	Between \$500- 750 Million	The OpenGov Cloud	SaaS	\$324,594.00
5Y	B7501 B	RR	OG-OGC-B7501B- RR-5Y	Between \$750- 1 Billion	The OpenGov Cloud	SaaS	\$410,651.00



5Y	B13B	RR	OG-OGC-B13B-RR-5Y	Between \$1-3 Billion	The OpenGov Cloud	SaaS	\$542,082.00
5Y	B35B	RR	OG-OGC-B35B-RR-5Y	Between \$3-5 Billion	The OpenGov Cloud	SaaS	\$659,932.00
5Y	B510B	RR	OG-OGC-B510B-RR-5Y	Between \$5-10 Billion	The OpenGov Cloud	SaaS	\$967,143.00
5Y	B1020B	RR	OG-OGC-B1020B-RR-5Y	Between \$10-20 Billion	The OpenGov Cloud	SaaS	\$1,424,649.00
5Y	B2030B	RR	OG-OGC-B2030B-RR-5Y	Between \$20-30 Billion	The OpenGov Cloud	SaaS	\$1,640,701.00
5Y	B3040B	RR	OG-OGC-B3040B-RR-5Y	Between \$30-40 Billion	The OpenGov Cloud	SaaS	\$2,033,123.00
5Y	B4050B	RR	OG-OGC-B4050B-RR-5Y	Between \$40-50 Billion	The OpenGov Cloud	SaaS	\$2,397,510.00
5Y	O50B	RR	OG-OGC-O50B-RR-5Y	Over \$50 Billion	The OpenGov Cloud	SaaS	\$2,816,229.00
1Y	U20	RR	OG-BP-U20-RR-1Y	Under \$20 Million	Budgeting and Planning	SaaS	\$19,333.00
1Y	B2040M	RR	OG-BP-B2040M-RR-1Y	Between \$20-40 Million	Budgeting and Planning	SaaS	\$23,467.00
1Y	B4060M	RR	OG-BP-B4060M-RR-1Y	Between \$40-60 Million	Budgeting and Planning	SaaS	\$26,153.00
1Y	B6080M	RR	OG-BP-B6080M-RR-1Y	Between \$60-80 Million	Budgeting and Planning	SaaS	\$34,396.00
1Y	B8010OM	RR	OG-BP-B80100M-RR-1Y	Between \$80-100 Million	Budgeting and Planning	SaaS	\$38,151.00
1Y	B100200M	RR	OG-BP-B100200M-RR-1Y	Between \$100-200 Million	Budgeting and Planning	SaaS	\$51,368.00
1Y	B200300M	RR	OG-BP-B200300M-RR-1Y	Between \$200-300 Million	Budgeting and Planning	SaaS	\$78,102.00
1Y	B300400M	RR	OG-BP-B300400M-RR-1Y	Between \$300-400 Million	Budgeting and Planning	SaaS	\$106,098.00
1Y	B400500M	RR	OG-BP-B400500M-RR-1Y	Between \$400-500 Million	Budgeting and Planning	SaaS	\$137,778.00
1Y	B500750M	RR	OG-BP-B500750M-RR-1Y	Between \$500-750 Million	Budgeting and Planning	SaaS	\$216,556.00
1Y	B7501B	RR	OG-BP-B7501B-RR-1Y	Between \$750-1 Billion	Budgeting and Planning	SaaS	\$280,956.00
1Y	B13B	RR	OG-BP-B13B-RR-1Y	Between \$1-3 Billion	Budgeting and Planning	SaaS	\$318,133.00
1Y	B35B	RR	OG-BP-B35B-RR-1Y	Between \$3-5 Billion	Budgeting and Planning	SaaS	\$381,000.00
1Y	B510B	RR	OG-BP-B510B-RR-1Y	Between \$5-10 Billion	Budgeting and Planning	SaaS	\$522,444.00
	B1020		OG-BP-B1020B-RR-	Between \$10-			

1Y	B	RR	1Y	20 Billion	Budgeting and Planning	SaaS	\$691,111.00
1Y	B2030	RR	OG-BP-B2030B-RR-1Y	Between \$20-30 Billion	Budgeting and Planning	SaaS	\$808,667.00
1Y	B3040	RR	OG-BP-B3040B-RR-1Y	Between \$30-40 Billion	Budgeting and Planning	SaaS	\$991,389.00
1Y	B4050	RR	OG-BP-B4050B-RR-1Y	Between \$40-50 Billion	Budgeting and Planning	SaaS	\$1,174,111.00
1Y	O50B	RR	OG-BP-O50B-RR-1Y	Over \$50 Billion	Budgeting and Planning	SaaS	\$1,393,378.00
3Y	U20	RR	OG-BP-U20-RR-3Y	Under \$20 Million	Budgeting and Planning	SaaS	\$17,400.00
3Y	B2040	RR	OG-BP-B2040M-RR-3Y	Between \$20-40 Million	Budgeting and Planning	SaaS	\$21,120.00
3Y	B4060	RR	OG-BP-B4060M-RR-3Y	Between \$40-60 Million	Budgeting and Planning	SaaS	\$23,538.00
3Y	B6080	RR	OG-BP-B6080M-RR-3Y	Between \$60-80 Million	Budgeting and Planning	SaaS	\$30,956.00
3Y	B8010	RR	OG-BP-B80100M-RR-3Y	Between \$80-100 Million	Budgeting and Planning	SaaS	\$34,336.00
3Y	B1002	RR	OG-BP-B100200M-RR-3Y	Between \$100-200 Million	Budgeting and Planning	SaaS	\$46,231.00
3Y	B2003	RR	OG-BP-B200300M-RR-3Y	Between \$200-300 Million	Budgeting and Planning	SaaS	\$70,292.00
3Y	B3004	RR	OG-BP-B300400M-RR-3Y	Between \$300-400 Million	Budgeting and Planning	SaaS	\$95,488.00
3Y	B4005	RR	OG-BP-B400500M-RR-3Y	Between \$400-500 Million	Budgeting and Planning	SaaS	\$124,000.00
3Y	B5007	RR	OG-BP-B500750M-RR-3Y	Between \$500-750 Million	Budgeting and Planning	SaaS	\$194,900.00
3Y	B7501	RR	OG-BP-B7501B-RR-3Y	Between \$750-1 Billion	Budgeting and Planning	SaaS	\$252,860.00
3Y	B13B	RR	OG-BP-B13B-RR-3Y	Between \$1-3 Billion	Budgeting and Planning	SaaS	\$286,320.00
3Y	B35B	RR	OG-BP-B35B-RR-3Y	Between \$3-5 Billion	Budgeting and Planning	SaaS	\$342,900.00
3Y	B510B	RR	OG-BP-B510B-RR-3Y	Between \$5-10 Billion	Budgeting and Planning	SaaS	\$470,200.00
3Y	B1020	RR	OG-BP-B1020B-RR-3Y	Between \$10-20 Billion	Budgeting and Planning	SaaS	\$622,000.00
3Y	B2030	RR	OG-BP-B2030B-RR-3Y	Between \$20-30 Billion	Budgeting and Planning	SaaS	\$727,800.00
3Y	B3040	RR	OG-BP-B3040B-RR-3Y	Between \$30-40 Billion	Budgeting and Planning	SaaS	\$892,250.00
3Y	B4050	RR	OG-BP-B4050B-RR-3Y	Between \$40-50 Billion	Budgeting and Planning	SaaS	\$1,056,700.00

3Y	O50B	RR	OG-BP-O50B-RR-3Y	Over \$50 Billion	Budgeting and Planning	SaaS	\$1,254,040.00
5Y	U20	RR	OG-BP-U20-RR-5Y	Under \$20 Million	Budgeting and Planning	SaaS	\$14,790.00
5Y	B2040 M	RR	OG-BP-B2040M-RR-5Y	Between \$20-40 Million	Budgeting and Planning	SaaS	\$17,952.00
5Y	B4060 M	RR	OG-BP-B4060M-RR-5Y	Between \$40-60 Million	Budgeting and Planning	SaaS	\$20,007.00
5Y	B6080 M	RR	OG-BP-B6080M-RR-5Y	Between \$60-80 Million	Budgeting and Planning	SaaS	\$26,313.00
5Y	B8010 0M	RR	OG-BP-B80100M-RR-5Y	Between \$80-100 Million	Budgeting and Planning	SaaS	\$29,186.00
5Y	B1002 00M	RR	OG-BP-B100200M-RR-5Y	Between \$100-200 Million	Budgeting and Planning	SaaS	\$39,296.00
5Y	B2003 00M	RR	OG-BP-B200300M-RR-5Y	Between \$200-300 Million	Budgeting and Planning	SaaS	\$59,748.00
5Y	B3004 00M	RR	OG-BP-B300400M-RR-5Y	Between \$300-400 Million	Budgeting and Planning	SaaS	\$81,165.00
5Y	B4005 00M	RR	OG-BP-B400500M-RR-5Y	Between \$400-500 Million	Budgeting and Planning	SaaS	\$105,400.00
5Y	B5007 50M	RR	OG-BP-B500750M-RR-5Y	Between \$500-750 Million	Budgeting and Planning	SaaS	\$165,665.00
5Y	B7501 B	RR	OG-BP-B7501B-RR-5Y	Between \$750-1 Billion	Budgeting and Planning	SaaS	\$214,931.00
5Y	B13B	RR	OG-BP-B13B-RR-5Y	Between \$1-3 Billion	Budgeting and Planning	SaaS	\$243,372.00
5Y	B35B	RR	OG-BP-B35B-RR-5Y	Between \$3-5 Billion	Budgeting and Planning	SaaS	\$291,465.00
5Y	B510B	RR	OG-BP-B510B-RR-5Y	Between \$5-10 Billion	Budgeting and Planning	SaaS	\$399,670.00
5Y	B1020 B	RR	OG-BP-B1020B-RR-5Y	Between \$10-20 Billion	Budgeting and Planning	SaaS	\$528,700.00
5Y	B2030 B	RR	OG-BP-B2030B-RR-5Y	Between \$20-30 Billion	Budgeting and Planning	SaaS	\$618,630.00
5Y	B3040 B	RR	OG-BP-B3040B-RR-5Y	Between \$30-40 Billion	Budgeting and Planning	SaaS	\$758,413.00
5Y	B4050 B	RR	OG-BP-B4050B-RR-5Y	Between \$40-50 Billion	Budgeting and Planning	SaaS	\$898,195.00
5Y	O50B	RR	OG-BP-O50B-RR-5Y	Over \$50 Billion	Budgeting and Planning	SaaS	\$1,065,934.00
1Y	U20	RR	OG-BPBB-U20-RR-1Y	Under \$20 Million	Budgeting and Planning – Budget Builder	SaaS	\$15,156.00
1Y	B2040 M	RR	OG-BPBB-B2040M-RR-1Y	Between \$20-40 Million	Budgeting and Planning – Budget Builder	SaaS	\$19,702.00

1Y	B4060 M	RR	OG-BPBB-B4060M- RR-1Y	Between \$40- 60 Million	Budgeting and Planning – Budget Builder	SaaS	\$22,658.00
1Y	B6080 M	RR	OG-BPBB-B6080M- RR-1Y	Between \$60- 80 Million	Budgeting and Planning – Budget Builder	SaaS	\$25,613.00
1Y	B8010 OM	RR	OG-BPBB- B80100M-RR-1Y	Between \$80- 100 Million	Budgeting and Planning – Budget Builder	SaaS	\$29,744.00
1Y	B1002 OOM	RR	OG-BPBB- B100200M-RR-1Y	Between \$100- 200 Million	Budgeting and Planning – Budget Builder	SaaS	\$38,171.00
1Y	B2003 OOM	RR	OG-BPBB- B200300M-RR-1Y	Between \$200- 300 Million	Budgeting and Planning – Budget Builder	SaaS	\$61,468.00
1Y	B3004 OOM	RR	OG-BPBB- B300400M-RR-1Y	Between \$300- 400 Million	Budgeting and Planning – Budget Builder	SaaS	\$86,152.00
1Y	B4005 OOM	RR	OG-BPBB- B400500M-RR-1Y	Between \$400- 500 Million	Budgeting and Planning – Budget Builder	SaaS	\$121,000.00
1Y	B5007 50M	RR	OG-BPBB- B500750M-RR-1Y	Between \$500- 750 Million	Budgeting and Planning – Budget Builder	SaaS	\$177,100.00
1Y	B7501 B	RR	OG-BPBB-B7501B- RR-1Y	Between \$750- 1 Billion	Budgeting and Planning – Budget Builder	SaaS	\$247,940.00
1Y	B13B	RR	OG-BPBB-B13B- RR-1Y	Between \$1-3 Billion	Budgeting and Planning – Budget Builder	SaaS	\$276,613.00
1Y	B35B	RR	OG-BPBB-B35B- RR-1Y	Between \$3-5 Billion	Budgeting and Planning – Budget Builder	SaaS	\$345,767.00
1Y	B510B	RR	OG-BPBB-B510B- RR-1Y	Between \$5-10 Billion	Budgeting and Planning – Budget Builder	SaaS	\$489,133.00
1Y	B1020 B	RR	OG-BPBB-B1020B- RR-1Y	Between \$10- 20 Billion	Budgeting and Planning – Budget Builder	SaaS	\$674,667.00
1Y	B2030 B	RR	OG-BPBB-B2030B- RR-1Y	Between \$20- 30 Billion	Budgeting and Planning – Budget Builder	SaaS	\$803,978.00
1Y	B3040 B	RR	OG-BPBB-B3040B- RR-1Y	Between \$30- 40 Billion	Budgeting and Planning – Budget Builder	SaaS	\$1,004,972.00
1Y	B4050 B	RR	OG-BPBB-B4050B- RR-1Y	Between \$40- 50 Billion	Budgeting and Planning – Budget Builder	SaaS	\$1,205,967.00
1Y	O50B	RR	OG-BPBB-O50B- RR-1Y	Over \$50 Billion	Budgeting and Planning – Budget Builder	SaaS	\$1,447,160.00
3Y	U20	RR	OG-BPBB-U20- RR-3Y	Under \$20 Million	Budgeting and Planning – Budget Builder	SaaS	\$13,640.00
3Y	B2040 M	RR	OG-BPBB- B2040M- RR-3Y	Between \$20- 40 Million	Budgeting and Planning – Budget Builder	SaaS	\$17,732.00
3Y	B4060 M	RR	OG-BPBB- B4060M- RR-3Y	Between \$40- 60 Million	Budgeting and Planning – Budget Builder	SaaS	\$20,392.00
3Y	B6080 M	RR	OG-BPBB- B6080M- RR-3Y	Between \$60- 80 Million	Budgeting and Planning – Budget Builder	SaaS	\$23,052.00

3Y	B8010 OM	RR	OG-BPBB- B80100M-RR-3Y	Between \$80- 100 Million	Budgeting and Planning – Budget Builder	SaaS	\$26,770.00
3Y	B1002 OOM	RR	OG-BPBB- B100200M-RR-3Y	Between \$100- 200 Million	Budgeting and Planning – Budget Builder	SaaS	\$34,354.00
3Y	B2003 OOM	RR	OG-BPBB- B200300M-RR-3Y	Between \$200- 300 Million	Budgeting and Planning – Budget Builder	SaaS	\$55,321.00
3Y	B3004 OOM	RR	OG-BPBB- B300400M-RR-3Y	Between \$300- 400 Million	Budgeting and Planning – Budget Builder	SaaS	\$77,537.00
3Y	B4005 OOM	RR	OG-BPBB- B400500M-RR-3Y	Between \$400- 500 Million	Budgeting and Planning – Budget Builder	SaaS	\$108,900.00
3Y	B5007 50M	RR	OG-BPBB- B500750M-RR-3Y	Between \$500- 750 Million	Budgeting and Planning – Budget Builder	SaaS	\$159,390.00
3Y	B7501 B	RR	OG-BPBB- B7501B- RR-3Y	Between \$750- 1 Billion	Budgeting and Planning – Budget Builder	SaaS	\$223,146.00
3Y	B13B	RR	OG-BPBB-B13B- RR-3Y	Between \$1-3 Billion	Budgeting and Planning – Budget Builder	SaaS	\$248,952.00
3Y	B35B	RR	OG-BPBB-B35B- RR-3Y	Between \$3-5 Billion	Budgeting and Planning – Budget Builder	SaaS	\$311,190.00
3Y	B510B	RR	OG-BPBB-B510B- RR-3Y	Between \$5-10 Billion	Budgeting and Planning – Budget Builder	SaaS	\$440,220.00
3Y	B1020 B	RR	OG-BPBB- B1020B- RR-3Y	Between \$10- 20 Billion	Budgeting and Planning – Budget Builder	SaaS	\$ 607,200.00
3Y	B2030 B	RR	OG-BPBB- B2030B- RR-3Y	Between \$20- 30 Billion	Budgeting and Planning – Budget Builder	SaaS	\$723,580.00
3Y	B3040 B	RR	OG-BPBB- B3040B- RR-3Y	Between \$30- 40 Billion	Budgeting and Planning – Budget Builder	SaaS	\$904,475.00
3Y	B4050 B	RR	OG-BPBB- B4050B- RR-3Y	Between \$40- 50 Billion	Budgeting and Planning – Budget Builder	SaaS	\$1,085,370.00
3Y	O50B	RR	OG-BPBB-O50B- RR-3Y	Over \$50 Billion	Budgeting and Planning – Budget Builder	SaaS	\$1,302,444.00
5Y	U20	RR	OG-BPBB-U20- RR-5Y	Under \$20 Million	Budgeting and Planning – Budget Builder	SaaS	\$11,594.00
5Y	B2040 M	RR	OG-BPBB- B2040M- RR-5Y	Between \$20- 40 Million	Budgeting and Planning – Budget Builder	SaaS	\$15,072.00
5Y	B4060 M	RR	OG-BPBB- B4060M- RR-5Y	Between \$40- 60 Million	Budgeting and Planning – Budget Builder	SaaS	\$17,333.00
5Y	B6080 M	RR	OG-BPBB- B6080M- RR-5Y	Between \$60- 80 Million	Budgeting and Planning – Budget Builder	SaaS	\$19,594.00

5Y	B8010 0M	RR	OG-BPBB- B80100M-RR-5Y	Between \$80- 100 Million	Budgeting and Planning – Budget Builder	SaaS	\$22,755.00
5Y	B1002 00M	RR	OG-BPBB- B100200M-RR-5Y	Between \$100- 200 Million	Budgeting and Planning – Budget Builder	SaaS	\$29,201.00
5Y	B2003 00M	RR	OG-BPBB- B200300M-RR-5Y	Between \$200- 300 Million	Budgeting and Planning – Budget Builder	SaaS	\$47,023.00
5Y	B3004 00M	RR	OG-BPBB- B300400M-RR-5Y	Between \$300- 400 Million	Budgeting and Planning – Budget Builder	SaaS	\$65,906.00
5Y	B4005 00M	RR	OG-BPBB- B400500M-RR-5Y	Between \$400- 500 Million	Budgeting and Planning – Budget Builder	SaaS	\$92,565.00
5Y	B5007 50M	RR	OG-BPBB- B500750M-RR-5Y	Between \$500- 750 Million	Budgeting and Planning – Budget Builder	SaaS	\$135,482.00
5Y	B7501 B	RR	OG-BPBB- B7501B-RR-5Y	Between \$750- 1 Billion	Budgeting and Planning – Budget Builder	SaaS	\$189,674.00
5Y	B13B	RR	OG-BPBB-B13B- RR-5Y	Between \$1-3 Billion	Budgeting and Planning – Budget Builder	SaaS	\$211,609.00
5Y	B35B	RR	OG-BPBB-B35B- RR-5Y	Between \$3-5 Billion	Budgeting and Planning – Budget Builder	SaaS	\$264,512.00
5Y	B510B	RR	OG-BPBB-B510B- RR-5Y	Between \$5-10 Billion	Budgeting and Planning – Budget Builder	SaaS	\$374,187.00
5Y	B1020 B	RR	OG-BPBB- B1020B- RR-5Y	Between \$10- 20 Billion	Budgeting and Planning – Budget Builder	SaaS	\$516,120.00
5Y	B2030 B	RR	OG-BPBB- B2030B- RR-5Y	Between \$20- 30 Billion	Budgeting and Planning – Budget Builder	SaaS	\$615,043.00
5Y	B3040 B	RR	OG-BPBB- B3040B- RR-5Y	Between \$30- 40 Billion	Budgeting and Planning – Budget Builder	SaaS	\$768,804.00
5Y	B4050 B	RR	OG-BPBB- B4050B- RR-5Y	Between \$40- 50 Billion	Budgeting and Planning – Budget Builder	SaaS	\$922,565.00
5Y	O50B	RR	OG-BPBB-O50B- RR- 5Y	Over \$50 Billion	Budgeting and Planning – Budget Builder	SaaS	\$1,107,077.00
1Y	U20	RR	OG-BPBK-U20- RR- 1Y	Under \$20 Million	Budgeting and Planning – Budget Book	SaaS	\$6,111.00
1Y	B2040 M	RR	OG-BPBK- B2040M- RR-1Y	Between \$20- 40 Million	Budgeting and Planning – Budget Book	SaaS	\$6,111.00
1Y	B4060 M	RR	OG-BPBK- B4060M- RR-1Y	Between \$40- 60 Million	Budgeting and Planning – Budget Book	SaaS	\$6,111.00



1Y	B6080 M	RR	OG-BPBK- B6080M- RR-1Y	Between \$60- 80 Million	Budgeting and Planning – Budget Book	SaaS	\$12,222.00
1Y	B8010 0M	RR	OG-BPBK- B80100M-RR-1Y	Between \$80- 100 Million	Budgeting and Planning – Budget Book	SaaS	\$12,222.00
1Y	B1002 00M	RR	OG-BPBK- B100200M-RR-1Y	Between \$100- 200 Million	Budgeting and Planning – Budget Book	SaaS	\$18,333.00
1Y	B2003 00M	RR	OG-BPBK- B200300M-RR-1Y	Between \$200- 300 Million	Budgeting and Planning – Budget Book	SaaS	\$24,444.00
1Y	B3004 00M	RR	OG-BPBK- B300400M-RR-1Y	Between \$300- 400 Million	Budgeting and Planning – Budget Book	SaaS	\$30,556.00
1Y	B4005 00M	RR	OG-BPBK- B400500M-RR-1Y	Between \$400- 500 Million	Budgeting and Planning – Budget Book	SaaS	\$30,556.00
1Y	B5007 50M	RR	OG-BPBK- B500750M-RR-1Y	Between \$500- 750 Million	Budgeting and Planning – Budget Book	SaaS	\$61,111.00
1Y	B7501 B	RR	OG-BPBK- B7501B- RR-1Y	Between \$750- 1 Billion	Budgeting and Planning – Budget Book	SaaS	\$61,111.00
1Y	B13B	RR	OG-BPBK-B13B- RR-1Y	Between \$1-3 Billion	Budgeting and Planning – Budget Book	SaaS	\$73,333.00
1Y	B35B	RR	OG-BPBK-B35B- RR-1Y	Between \$3-5 Billion	Budgeting and Planning – Budget Book	SaaS	\$73,333.00
1Y	B510B	RR	OG-BPBK-B510B- RR-1Y	Between \$5-10 Billion	Budgeting and Planning – Budget Book	SaaS	\$85,556.00
1Y	B1020 B	RR	OG-BPBK- B1020B- RR-1Y	Between \$10- 20 Billion	Budgeting and Planning – Budget Book	SaaS	\$85,556.00
1Y	B2030 B	RR	OG-BPBK- B2030B- RR-1Y	Between \$20- 30 Billion	Budgeting and Planning – Budget Book	SaaS	\$85,556.00
1Y	B3040 B	RR	OG-BPBK- B3040B- RR-1Y	Between \$30- 40 Billion	Budgeting and Planning – Budget Book	SaaS	\$85,556.00
1Y	B4050 B	RR	OG-BPBK- B4050B- RR-1Y	Between \$40- 50 Billion	Budgeting and Planning – Budget Book	SaaS	\$85,556.00
1Y	O50B	RR	OG-BPBK-O50B- RR-1Y	Over \$50 Billion	Budgeting and Planning – Budget Book	SaaS	\$85,556.00
3Y	U20	RR	OG-BPBK-U20- RR-3Y	Under \$20 Million	Budgeting and Planning – Budget Book	SaaS	\$5,500.00
3Y	B2040 M	RR	OG-BPBK- B2040M- RR-3Y	Between \$20- 40 Million	Budgeting and Planning – Budget Book	SaaS	\$5,500.00
3Y	B4060 M	RR	OG-BPBK- B4060M-	Between \$40- 60 Million	Budgeting and Planning – Budget Book	SaaS	\$5,500.00

RR-3Y						
3Y	B6080 M	RR	OG-BPBK- B6080M- RR-3Y	Between \$60- 80 Million	Budgeting and Planning – Budget Book	SaaS \$11,000.00
3Y	B8010 0M	RR	OG-BPBK- B80100M-RR-3Y	Between \$80- 100 Million	Budgeting and Planning – Budget Book	SaaS \$11,000.00
3Y	B1002 00M	RR	OG-BPBK- B100200M-RR-3Y	Between \$100- 200 Million	Budgeting and Planning – Budget Book	SaaS \$16,500.00
3Y	B2003 00M	RR	OG-BPBK- B200300M-RR-3Y	Between \$200- 300 Million	Budgeting and Planning – Budget Book	SaaS \$22,000.00
3Y	B3004 00M	RR	OG-BPBK- B300400M-RR-3Y	Between \$300- 400 Million	Budgeting and Planning – Budget Book	SaaS \$27,500.00
3Y	B4005 00M	RR	OG-BPBK- B400500M-RR-3Y	Between \$400- 500 Million	Budgeting and Planning – Budget Book	SaaS \$27,500.00
3Y	B5007 50M	RR	OG-BPBK- B500750M-RR-3Y	Between \$500- 750 Million	Budgeting and Planning – Budget Book	SaaS \$55,000.00
3Y	B7501 B	RR	OG-BPBK- B7501B- RR-3Y	Between \$750- 1 Billion	Budgeting and Planning – Budget Book	SaaS \$55,000.00
3Y	B13B	RR	OG-BPBK-B13B- RR- 3Y	Between \$1-3 Billion	Budgeting and Planning – Budget Book	SaaS \$66,000.00
3Y	B35B	RR	OG-BPBK-B35B- RR-3Y	Between \$3-5 Billion	Budgeting and Planning – Budget Book	SaaS \$66,000.00
3Y	B510B	RR	OG-BPBK-B510B- RR-3Y	Between \$5-10 Billion	Budgeting and Planning – Budget Book	SaaS \$77,000.00
3Y	B1020 B	RR	OG-BPBK- B1020B- RR-3Y	Between \$10- 20 Billion	Budgeting and Planning – Budget Book	SaaS \$77,000.00
3Y	B2030 B	RR	OG-BPBK- B2030B- RR-3Y	Between \$20- 30 Billion	Budgeting and Planning – Budget Book	SaaS \$77,000.00
3Y	B3040 B	RR	OG-BPBK- B3040B- RR-3Y	Between \$30- 40 Billion	Budgeting and Planning – Budget Book	SaaS \$77,000.00
3Y	B4050 B	RR	OG-BPBK- B4050B- RR-3Y	Between \$40- 50 Billion	Budgeting and Planning - Budget Book	SaaS \$77,000.00
3Y	O50B	RR	OG-BPBK-O50B- RR-3Y	Over \$50 Billion	Budgeting and Planning - Budget Book	SaaS \$77,000.00
5Y	U20	RR	OG-BPBK-U20- RR-5Y	Under \$20 Million	Budgeting and Planning – Budget Book	SaaS \$4,675.00
5Y	B2040 M	RR	OG-BPBK- B2040M- RR-5Y	Between \$20- 40 Million	Budgeting and Planning – Budget Book	SaaS \$4,675.00



5Y	B4060 M	RR	OG-BPBK- B4060M- RR-5Y	Between \$40- 60 Million	Budgeting and Planning – Budget Book	SaaS	\$4,675.00
5Y	B6080 M	RR	OG-BPBK- B6080M- RR-5Y	Between \$60- 80 Million	Budgeting and Planning – Budget Book	SaaS	\$9,350.00
5Y	B8010 OM	RR	OG-BPBK- B80100M-RR-5Y	Between \$80- 100 Million	Budgeting and Planning – Budget Book	SaaS	\$9,350.00
5Y	B1002 00M	RR	OG-BPBK- B100200M-RR-5Y	Between \$100- 200 Million	Budgeting and Planning – Budget Book	SaaS	\$14,025.00
5Y	B2003 00M	RR	OG-BPBK- B200300M-RR-5Y	Between \$200- 300 Million	Budgeting and Planning – Budget Book	SaaS	\$18,700.00
5Y	B3004 00M	RR	OG-BPBK- B300400M-RR-5Y	Between \$300- 400 Million	Budgeting and Planning – Budget Book	SaaS	\$23,375.00
5Y	B4005 00M	RR	OG-BPBK- B400500M-RR-5Y	Between \$400- 500 Million	Budgeting and Planning – Budget Book	SaaS	\$23,375.00
5Y	B5007 50M	RR	OG-BPBK- B500750M-RR-5Y	Between \$500- 750 Million	Budgeting and Planning – Budget Book	SaaS	\$46,750.00
5Y	B7501 B	RR	OG-BPBK- B7501B- RR-5Y	Between \$750- 1 Billion	Budgeting and Planning – Budget Book	SaaS	\$46,750.00
5Y	B13B	RR	OG-BPBK-B13B- RR-5Y	Between \$1-3 Billion	Budgeting and Planning – Budget Book	SaaS	\$56,100.00
5Y	B35B	RR	OG-BPBK-B35B- RR-5Y	Between \$3-5 Billion	Budgeting and Planning – Budget Book	SaaS	\$56,100.00
5Y	B510B	RR	OG-BPBK-B510B- RR-5Y	Between \$5-10 Billion	Budgeting and Planning – Budget Book	SaaS	\$65,450.00
5Y	B1020 B	RR	OG-BPBK- B1020B-RR-5Y	Between \$10- 20 Billion	Budgeting and Planning – Budget Book	SaaS	\$65,450.00
5Y	B2030 B	RR	OG-BPBK- B2030B-RR-5Y	Between \$20- 30 Billion	Budgeting and Planning – Budget Book	SaaS	\$65,450.00
5Y	B3040 B	RR	OG-BPBK- B3040B-RR-5Y	Between \$30- 40 Billion	Budgeting and Planning – Budget Book	SaaS	\$65,450.00
5Y	B4050 B	RR	OG-BPBK- B4050B-RR-5Y	Between \$40- 50 Billion	Budgeting and Planning – Budget Book	SaaS	\$65,450.00
5Y	O50B	RR	OG-BPBK-O50B- RR-5Y	Over \$50 Billion	Budgeting and Planning – Budget Book	SaaS	\$65,450.00
1Y	U20	RR	OG-BPPCF-U20- RR-1Y	Under \$20 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$3,444.00
1Y	B2040 M	RR	OG-BPPCF- B2040M-RR-1Y	Between \$20- 40 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$4,478.00
1Y	B4060 M	RR	OG-BPPCF- B4060M-RR-1Y	Between \$40- 60 Million	Budgeting and Planning - Personnel	SaaS	\$5,150.00

Cost Forecasting BETA							
1Y	B6080 M	RR	OG-BPPCF- B6080M-RR-1Y	Between \$60- 80 Million	Budgeting and Planning - Personnel	SaaS	\$5,821.00
Cost Forecasting BETA							
1Y	B8010 0M	RR	OG-BPPCF- B80100M-RR-1Y	Between \$80- 100 Million	Budgeting and Planning - Personnel	SaaS	\$6,760.00
Cost Forecasting BETA							
1Y	B1002 00M	RR	OG-BPPCF- B100200M-RR- -1Y	Between \$100- 200 Million	Budgeting and Planning - Personnel	SaaS	\$8,676.00
Cost Forecasting BETA							
1Y	B2003 00M	RR	OG-BPPCF- B200300M- RR-1Y	Between \$200- 300 Million	Budgeting and Planning - Personnel	SaaS	\$13,970.00
Cost Forecasting BETA							
1Y	B3004 00M	RR	OG-BPPCF- B300400M- RR-1Y	Between \$300- 400 Million	Budgeting and Planning - Personnel	SaaS	\$19,580.00
Cost Forecasting BETA							
1Y	B4005 00M	RR	OG-BPPCF- B400500M- RR-1Y	Between \$400- 500 Million	Budgeting and Planning - Personnel	SaaS	\$27,500.00
Cost Forecasting BETA							
1Y	B5007 50M	RR	OG-BPPCF- B500750M- RR-1Y	Between \$500- 750 Million	Budgeting and Planning - Personnel	SaaS	\$40,250.00
Cost Forecasting BETA							
1Y	B7501 B	RR	OG-BPPCF- B7501B- RR-1Y	Between \$750- 1 Billion	Budgeting and Planning - Personnel	SaaS	\$56,350.00
Cost Forecasting BETA							
1Y	B13B	RR	OG-BPPCF-B13B- RR-1Y	Between \$1-3 Billion	Budgeting and Planning - Personnel	SaaS	\$62,867.00
Cost Forecasting BETA							
1Y	B35B	RR	OG-BPPCF-B35B- RR-1Y	Between \$3-5 Billion	Budgeting and Planning - Personnel	SaaS	\$78,583.00
Cost Forecasting BETA							
1Y	B510B	RR	OG-BPPCF- B510B- RR-1Y	Between \$5-10 Billion	Budgeting and Planning - Personnel	SaaS	\$111,167.00
Cost Forecasting BETA							
1Y	B1020 B	RR	OG-BPPCF- B1020B- RR-1Y	Between \$10- 20 Billion	Budgeting and Planning - Personnel	SaaS	\$153,333.00
Cost Forecasting BETA							
1Y	B2030 B	RR	OG-BPPCF- B2030B- RR-1Y	Between \$20- 30 Billion	Budgeting and Planning - Personnel	SaaS	\$182,722.00
Cost Forecasting BETA							
1Y	B3040 B	RR	OG-BPPCF- B3040B- RR-1Y	Between \$30- 40 Billion	Budgeting and Planning - Personnel	SaaS	\$228,403.00
Cost Forecasting BETA							
1Y	B4050 B	RR	OG-BPPCF- B4050B- RR-1Y	Between \$40- 50 Billion	Budgeting and Planning - Personnel	SaaS	\$274,083.00
Cost Forecasting BETA							

1Y	O50B	RR	OG-BPPCF-O50B-RR-1Y	Over \$50 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$328,900.00
3Y	U20	RR	OG-BPPCF-U20-RR-3Y	Under \$20 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$3,100.00
3Y	B2040M	RR	OG-BPPCF-B2040M-RR-3Y	Between \$20-40 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$4,030.00
3Y	B4060M	RR	OG-BPPCF-B4060M-RR-3Y	Between \$40-60 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$4,635.00
3Y	B6080M	RR	OG-BPPCF-B6080M-RR-3Y	Between \$60-80 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$5,239.00
3Y	B80100M	RR	OG-BPPCF-B80100M-RR-3Y	Between \$80-100 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$6,084.00
3Y	B100200M	RR	OG-BPPCF-B100200M-RR-3Y	Between \$100-200 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$7,808.00
3Y	B200300M	RR	OG-BPPCF-B200300M-RR-3Y	Between \$200-300 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$12,573.00
3Y	B300400M	RR	OG-BPPCF-B300400M-RR-3Y	Between \$300-400 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$17,622.00
3Y	B400500M	RR	OG-BPPCF-B400500M-RR-3Y	Between \$400-500 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$24,750.00
3Y	B500750M	RR	OG-BPPCF-B500750M-RR-3Y	Between \$500-750 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$36,225.00
3Y	B7501B	RR	OG-BPPCF-B7501B-RR-3Y	Between \$750-1 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$50,715.00
3Y	B13B	RR	OG-BPPCF-B13B-RR-3Y	Between \$1-3 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$56,580.00
3Y	B35B	RR	OG-BPPCF-B35B-RR-3Y	Between \$3-5 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$70,725.00
3Y	B510B	RR	OG-BPPCF-B510B-RR-3Y	Between \$5-10 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$100,050.00

3Y	B1020 B	RR	OG-BPPCF- B1020B- RR-3Y	Between \$10- 20 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$138,000.00
3Y	B2030 B	RR	OG-BPPCF- B2030B- RR-3Y	Between \$20- 30 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$164,450.00
3Y	B3040 B	RR	OG-BPPCF- B3040B- RR-3Y	Between \$30- 40 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$205,563.00
3Y	B4050 B	RR	OG-BPPCF- B4050B- RR-3Y	Between \$40- 50 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$246,675.00
3Y	O50B	RR	OG-BPPCF- O50B-RR-3Y	Over \$50 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$296,010.00
5Y	U20	RR	OG-BPPCF-U20- RR-5Y	Under \$20 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$2,635.00
5Y	B2040 M	RR	OG-BPPCF- B2040M-RR-5Y	Between \$20- 40 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$3,426.00
5Y	B4060 M	RR	OG-BPPCF- B4060M-RR-5Y	Between \$40- 60 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$3,940.00
5Y	B6080 M	RR	OG-BPPCF- B6080M-RR-5Y	Between \$60- 80 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$4,453.00
5Y	B8010 0M	RR	OG-BPPCF- B80100M-RR-5Y	Between \$80- 100 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$5,171.00
5Y	B1002 00M	RR	OG-BPPCF- B100200M- RR-5Y	Between \$100- 200 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$6,637.00
5Y	B2003 00M	RR	OG-BPPCF- B200300M- RR-5Y	Between \$200- 300 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$10,687.00
5Y	B3004 00M	RR	OG-BPPCF- B300400M- RR-5Y	Between \$300- 400 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$14,979.00
5Y	B4005 00M	RR	OG-BPPCF- B400500M- RR-5Y	Between \$400- 500 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$21,038.00
5Y	B5007 50M	RR	OG-BPPCF- B500750M- RR-5Y	Between \$500- 750 Million	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$30,791.00

5Y	B7501 B	RR	OG-BPPCF- B7501B- RR-5Y	Between \$750- 1 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$43,108.00
5Y	B13B	RR	OG-BPPCF-B13B- RR-5Y	Between \$1-3 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$48,093.00
5Y	B35B	RR	OG-BPPCF-B35B- RR-5Y	Between \$3-5 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$60,116.00
5Y	B510B	RR	OG-BPPCF-B510B- RR-5Y	Between \$5-10 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$85,043.00
5Y	B1020 B	RR	OG-BPPCF- B1020B- RR-5Y	Between \$10- 20 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$117,300.00
5Y	B2030 B	RR	OG-BPPCF- B2030B- RR-5Y	Between \$20- 30 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$139,783.00
5Y	B3040 B	RR	OG-BPPCF- B3040B- RR-5Y	Between \$30- 40 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$174,729.00
5Y	B4050 B	RR	OG-BPPCF- B4050B- RR-5Y	Between \$40- 50 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$209,674.00
5Y	O50B	RR	OG-BPPCF-O50B- RR-5Y	Over \$50 Billion	Budgeting and Planning - Personnel Cost Forecasting BETA	SaaS	\$251,609.00
				Under \$20			
1Y	U20	RR	OG-OP-U20-RR-1Y	Million	Operational Performance	SaaS	\$14,607.00
1Y	B2040 M	RR	OG-OP-B2040M- RR-1Y	Between \$20- 40 Million	Operational Performance	SaaS	\$18,767.00
1Y	B4060 M	RR	OG-OP-B4060M- RR-1Y	Between \$40- 60 Million	Operational Performance	SaaS	\$22,874.00
1Y	B6080 M	RR	OG-OP-B6080M- RR-1Y	Between \$60- 80 Million	Operational Performance	SaaS	\$27,941.00
1Y	B8010 OM	RR	OG-OP-B80100M- RR-1Y	Between \$80- 100 Million	Operational Performance	SaaS	\$35,092.00
1Y	B1002 00M	RR	OG-OP- B100200M- RR-1Y	Between \$100- 200 Million	Operational Performance	SaaS	\$49,429.00
1Y	B2003 00M	RR	OG-OP- B200300M- RR-1Y	Between \$200- 300 Million	Operational Performance	SaaS	\$63,692.00
1Y	B3004 00M	RR	OG-OP- B300400M-	Between \$300- 400 Million	Operational Performance	SaaS	\$95,539.00

		RR-1Y					
1Y	B4005 00M	RR	OG-OP- B400500M- RR-1Y	Between \$400- 500 Million	Operational Performance	SaaS	\$95,539.00
1Y	B5007 50M	RR	OG-OP- B500750M- RR-1Y	Between \$500- 750 Million	Operational Performance	SaaS	\$120,776.00
1Y	B7501 B	RR	OG-OP-B7501B- RR-1Y	Between \$750- 1 Billion	Operational Performance	SaaS	\$152,622.00
1Y	B13B	RR	OG-OP-B13B- RR-1Y	Between \$1-3 Billion	Operational Performance	SaaS	\$233,620.00
1Y	B35B	RR	OG-OP-B35B- RR-1Y	Between \$3-5 Billion	Operational Performance	SaaS	\$292,026.00
1Y	B510B	RR	OG-OP-B510B- RR-1Y	Between \$5-10 Billion	Operational Performance	SaaS	\$457,083.00
1Y	B1020 B	RR	OG-OP-B1020B- RR-1Y	Between \$10- 20 Billion	Operational Performance	SaaS	\$761,806.00
1Y	B2030 B	RR	OG-OP-B2030B- RR-1Y	Between \$20- 30 Billion	Operational Performance	SaaS	\$859,251.00
1Y	B3040 B	RR	OG-OP-B3040B- RR-1Y	Between \$30- 40 Billion	Operational Performance	SaaS	\$1,074,064.00
1Y	B4050 B	RR	OG-OP-B4050B- RR-1Y	Between \$40- 50 Billion	Operational Performance	SaaS	\$1,288,877.00
1Y	O50B	RR	OG-OP-O50B- RR-1Y	Over \$50 Billion	Operational Performance	SaaS	\$1,546,652.00
3Y	U20	RR	OG-OP-U20- RR-3Y	Under \$20 Million	Operational Performance	SaaS	\$13,146.00
3Y	B2040 M	RR	OG-OP-B2040M- RR-3Y	Between \$20- 40 Million	Operational Performance	SaaS	\$16,890.00
3Y	B4060 M	RR	OG-OP-B4060M- RR-3Y	Between \$40- 60 Million	Operational Performance	SaaS	\$20,587.00
3Y	B6080 M	RR	OG-OP-B6080M- RR-3Y	Between \$60- 80 Million	Operational Performance	SaaS	\$25,147.00
3Y	B8010 OM	RR	OG-OP-B80100M- RR-3Y	Between \$80- 100 Million	Operational Performance	SaaS	\$31,583.00
3Y	B1002 OOM	RR	OG-OP-B100200M- RR-3Y	Between \$100- 200 Million	Operational Performance	SaaS	\$44,486.00
3Y	B2003 OOM	RR	OG-OP-B200300M- RR-3Y	Between \$200- 300 Million	Operational Performance	SaaS	\$57,323.00
3Y	B3004 OOM	RR	OG-OP-B300400M- RR-3Y	Between \$300- 400 Million	Operational Performance	SaaS	\$85,985.00

3Y	B4005 00M	RR	OG-OP-B400500M- RR-3Y	Between \$400- 500 Million	Operational Performance	SaaS	\$85,985.00
3Y	B5007 50M	RR	OG-OP-B500750M- RR-3Y	Between \$500- 750 Million	Operational Performance	SaaS	\$108,698.00
3Y	B7501 B	RR	OG-OP-B7501B-RR- 3Y	Between \$750- 1 Billion	Operational Performance	SaaS	\$137,360.00
3Y	B13B	RR	OG-OP-B13B- RR-3Y	Between \$1-3 Billion	Operational Performance	SaaS	\$210,258.00
3Y	B35B	RR	OG-OP-B35B- RR-3Y	Between \$3-5 Billion	Operational Performance	SaaS	\$262,823.00
3Y	B510B	RR	OG-OP-B510B-RR- 3Y	Between \$5-10 Billion	Operational Performance	SaaS	\$411,375.00
3Y	B1020 B	RR	OG-OP-B1020B-RR- 3Y	Between \$10- 20 Billion	Operational Performance	SaaS	\$685,625.00
3Y	B2030 B	RR	OG-OP-B2030B-RR- 3Y	Between \$20- 30 Billion	Operational Performance	SaaS	\$773,326.00
3Y	B3040 B	RR	OG-OP-B3040B-RR- 3Y	Between \$30- 40 Billion	Operational Performance	SaaS	\$966,658.00
3Y	B4050 B	RR	OG-OP-B4050B-RR- 3Y	Between \$40- 50 Billion	Operational Performance	SaaS	\$1,159,989.00
3Y	O50B	RR	OG-OP-O50B- RR-3Y	Over \$50 Billion	Operational Performance	SaaS	\$1,391,987.00
5Y	U20	RR	OG-OP-U20- RR-5Y	Under \$20 Million	Operational Performance	SaaS	\$11,174.00
5Y	B2040 M	RR	OG-OP-B2040M- RR-5Y	Between \$20- 40 Million	Operational Performance	SaaS	\$14,357.00
5Y	B4060 M	RR	OG-OP-B4060M- RR-5Y	Between \$40- 60 Million	Operational Performance	SaaS	\$17,499.00
5Y	B6080 M	RR	OG-OP-B6080M- RR-5Y	Between \$60- 80 Million	Operational Performance	SaaS	\$21,375.00
5Y	B8010 OM	RR	OG-OP-B80100M- RR-5Y	Between \$80- 100 Million	Operational Performance	SaaS	\$26,846.00
5Y	B1002 00M	RR	OG-OP-B100200M- RR-5Y	Between \$100- 200 Million	Operational Performance	SaaS	\$37,813.00
5Y	B2003 00M	RR	OG-OP-B200300M- RR-5Y	Between \$200- 300 Million	Operational Performance	SaaS	\$48,725.00
5Y	B3004 00M	RR	OG-OP-B300400M- RR-5Y	Between \$300- 400 Million	Operational Performance	SaaS	\$73,087.00
5Y	B4005 00M	RR	OG-OP-B400500M- RR-5Y	Between \$400- 500 Million	Operational Performance	SaaS	\$73,087.00
5Y	B5007 50M	RR	OG-OP-B500750M- RR-5Y	Between \$500- 750 Million	Operational Performance	SaaS	\$92,393.00
5Y	B7501 B	RR	OG-OP-B7501B-RR- 5Y	Between \$750- 1 Billion	Operational Performance	SaaS	\$116,756.00
5Y	B13B	RR	OG-OP-B13B-	Between \$1-3	Operational Performance		



			RR-5Y	Billion		SaaS	\$178,719.00
5Y	B35B	RR	OG-OP-B35B-RR-5Y	Between \$3-5 Billion	Operational Performance	SaaS	\$223,400.00
5Y	B510B	RR	OG-OP-B510B-RR-5Y	Between \$5-10 Billion	Operational Performance	SaaS	\$349,669.00
5Y	B1020B	RR	OG-OP-B1020B-RR-5Y	Between \$10-20 Billion	Operational Performance	SaaS	\$582,781.00
5Y	B2030B	RR	OG-OP-B2030B-RR-5Y	Between \$20-30 Billion	Operational Performance	SaaS	\$657,327.00
5Y	B3040B	RR	OG-OP-B3040B-RR-5Y	Between \$30-40 Billion	Operational Performance	SaaS	\$821,659.00
5Y	B4050B	RR	OG-OP-B4050B-RR-5Y	Between \$40-50 Billion	Operational Performance	SaaS	\$985,991.00
5Y	O50B	RR	OG-OP-O50B-RR-5Y	Over \$50 Billion	Operational Performance	SaaS	\$1,183,189.00
1Y	U20	RR	OG-OPRA-U20-RR-1Y	Under \$20 Million	Operational Performance - Reporting and Analysis	SaaS	\$10,367.00
1Y	B2040M	RR	OG-OPRA-B2040M-RR-1Y	Between \$20-40 Million	Operational Performance - Reporting and Analysis	SaaS	\$13,318.00
1Y	B4060M	RR	OG-OPRA-B4060M-RR-1Y	Between \$40-60 Million	Operational Performance - Reporting and Analysis	SaaS	\$16,233.00
1Y	B6080M	RR	OG-OPRA-B6080M-RR-1Y	Between \$60-80 Million	Operational Performance - Reporting and Analysis	SaaS	\$19,829.00
1Y	B8010OM	RR	OG-OPRA-B80100M-RR-1Y	Between \$80-100 Million	Operational Performance - Reporting and Analysis	SaaS	\$24,904.00
1Y	B100200M	RR	OG-OPRA-B100200M-RR-1Y	Between \$100-200 Million	Operational Performance - Reporting and Analysis	SaaS	\$32,952.00
1Y	B200300M	RR	OG-OPRA-B200300M-RR-1Y	Between \$200-300 Million	Operational Performance - Reporting and Analysis	SaaS	\$42,462.00
1Y	B300400M	RR	OG-OPRA-B300400M-RR-1Y	Between \$300-400 Million	Operational Performance - Reporting and Analysis	SaaS	\$63,692.00
1Y	B400500M	RR	OG-OPRA-B400500M-RR-1Y	Between \$400-500 Million	Operational Performance - Reporting and Analysis	SaaS	\$63,692.00
1Y	B500750M	RR	OG-OPRA-B500750M-RR-1Y	Between \$500-750 Million	Operational Performance - Reporting and Analysis	SaaS	\$80,518.00
1Y	B7501B	RR	OG-OPRA-B7501B-RR-1Y	Between \$750-1 Billion	Operational Performance - Reporting and Analysis	SaaS	\$101,748.00
1Y	B13B	RR	OG-OPRA-B13B-RR-1Y	Between \$1-3 Billion	Operational Performance - Reporting and Analysis	SaaS	\$155,747.00
1Y	B35B	RR	OG-OPRA-B35B-RR-1Y	Between \$3-5 Billion	Operational Performance - Reporting and Analysis	SaaS	\$194,683.00



1Y	B510B	RR	OG-OPRA-B510B-RR-1Y	Between \$5-10 Billion	Operational Performance - Reporting and Analysis	SaaS	\$304,722.00
1Y	B1020	RR	OG-OPRA-B1020B-RR-1Y	Between \$10-20 Billion	Operational Performance - Reporting and Analysis	SaaS	\$507,870.00
1Y	B2030	RR	OG-OPRA-B2030B-RR-1Y	Between \$20-30 Billion	Operational Performance - Reporting and Analysis	SaaS	\$572,834.00
1Y	B3040	RR	OG-OPRA-B3040B-RR-1Y	Between \$30-40 Billion	Operational Performance - Reporting and Analysis	SaaS	\$716,042.00
1Y	B4050	RR	OG-OPRA-B4050B-RR-1Y	Between \$40-50 Billion	Operational Performance - Reporting and Analysis	SaaS	\$859,251.00
1Y	O50B	RR	OG-OPRA-O50B-RR-1Y	Over \$50 Billion	Operational Performance - Reporting and Analysis	SaaS	\$1,031,101.00
3Y	U20	RR	OG-OPRA-U20-RR-3Y	Under \$20 Million	Operational Performance - Reporting and Analysis	SaaS	\$9,330.00
3Y	M	RR	OG-OPRA-B2040M-RR-3Y	Between \$20-40 Million	Operational Performance - Reporting and Analysis	SaaS	\$11,986.00
3Y	M	RR	OG-OPRA-B4060M-RR-3Y	Between \$40-60 Million	Operational Performance - Reporting and Analysis	SaaS	\$14,610.00
3Y	M	RR	OG-OPRA-B6080M-RR-3Y	Between \$60-80 Million	Operational Performance - Reporting and Analysis	SaaS	\$17,846.00
3Y	OM	RR	OG-OPRA-B80100M-RR-3Y	Between \$80-100 Million	Operational Performance - Reporting and Analysis	SaaS	\$22,414.00
3Y	00M	RR	OG-OPRA-B100200M-RR-3Y	Between \$100-200 Million	Operational Performance - Reporting and Analysis	SaaS	\$29,657.00
3Y	00M	RR	OG-OPRA-B200300M-RR-3Y	Between \$200-300 Million	Operational Performance - Reporting and Analysis	SaaS	\$38,216.00
3Y	00M	RR	OG-OPRA-B300400M-RR-3Y	Between \$300-400 Million	Operational Performance - Reporting and Analysis	SaaS	\$57,323.00
3Y	00M	RR	OG-OPRA-B400500M-RR-3Y	Between \$400-500 Million	Operational Performance - Reporting and Analysis	SaaS	\$57,323.00
3Y	50M	RR	OG-OPRA-B500750M-RR-3Y	Between \$500-750 Million	Operational Performance - Reporting and Analysis	SaaS	\$72,466.00
3Y	B	RR	OG-OPRA-B7501B-RR-3Y	Between \$750-1 Billion	Operational Performance - Reporting and Analysis	SaaS	\$91,573.00
3Y	B13B	RR	OG-OPRA-B13B-RR-3Y	Between \$1-3 Billion	Operational Performance - Reporting and Analysis	SaaS	\$140,172.00
3Y	B35B	RR	OG-OPRA-B35B-RR-3Y	Between \$3-5 Billion	Operational Performance - Reporting and Analysis	SaaS	\$175,215.00
3Y	B510B	RR	OG-OPRA-B510B-RR-3Y	Between \$5-10 Billion	Operational Performance - Reporting and Analysis	SaaS	\$274,250.00
3Y	B	RR	OG-OPRA-B1020B-RR-3Y	Between \$10-20 Billion	Operational Performance - Reporting and Analysis	SaaS	\$457,083.00
	B2030		OG-OPRA-B2030B-	Between \$20-	Operational Performance -		\$515,551.00

3Y	B	RR	RR-3Y	30 Billion	Reporting and Analysis	SaaS
	B3040		OG-OPRA-B3040B-RR-3Y	Between \$30-40 Billion	Operational Performance - Reporting and Analysis	\$644,438.00
3Y	B	RR	RR-3Y	40 Billion	Operational Performance - Reporting and Analysis	SaaS
	B4050		OG-OPRA-B4050B-RR-3Y	Between \$40-50 Billion	Operational Performance - Reporting and Analysis	\$773,326.00
3Y	B	RR	RR-3Y	50 Billion	Operational Performance - Reporting and Analysis	SaaS
	O50B		OG-OPRA-O50B-RR-3Y	Over \$50 Billion	Operational Performance - Reporting and Analysis	\$927,991.00
3Y	O50B	RR	RR-3Y	Over \$50 Billion	Operational Performance - Reporting and Analysis	SaaS
	U20		OG-OPRA-U20-RR-5Y	Under \$20 Million	Operational Performance - Reporting and Analysis	\$7,931.00
5Y	U20	RR	RR-5Y	Under \$20 Million	Operational Performance - Reporting and Analysis	SaaS
	B2040		OG-OPRA-B2040M-RR-5Y	Between \$20-40 Million	Operational Performance - Reporting and Analysis	\$10,188.00
5Y	M	RR	RR-5Y	40 Million	Operational Performance - Reporting and Analysis	SaaS
	B4060		OG-OPRA-B4060M-RR-5Y	Between \$40-60 Million	Operational Performance - Reporting and Analysis	\$12,419.00
5Y	M	RR	RR-5Y	60 Million	Operational Performance - Reporting and Analysis	SaaS
	B6080		OG-OPRA-B6080M-RR-5Y	Between \$60-80 Million	Operational Performance - Reporting and Analysis	\$15,169.00
5Y	M	RR	RR-5Y	80 Million	Operational Performance - Reporting and Analysis	SaaS
	B8010		OG-OPRA-B8010M-RR-5Y	Between \$80-100 Million	Operational Performance - Reporting and Analysis	\$19,052.00
5Y	OM	RR	RR-5Y	100 Million	Operational Performance - Reporting and Analysis	SaaS
	B1002		OG-OPRA-B100200M-RR-5Y	Between \$100-200 Million	Operational Performance - Reporting and Analysis	\$25,208.00
5Y	00M	RR	RR-5Y	200 Million	Operational Performance - Reporting and Analysis	SaaS
	B2003		OG-OPRA-B200300M-RR-5Y	Between \$200-300 Million	Operational Performance - Reporting and Analysis	\$32,484.00
5Y	00M	RR	RR-5Y	300 Million	Operational Performance - Reporting and Analysis	SaaS
	B3004		OG-OPRA-B300400M-RR-5Y	Between \$300-400 Million	Operational Performance - Reporting and Analysis	\$48,725.00
5Y	00M	RR	RR-5Y	400 Million	Operational Performance - Reporting and Analysis	SaaS
	B4005		OG-OPRA-B400500M-RR-5Y	Between \$400-500 Million	Operational Performance - Reporting and Analysis	\$48,725.00
5Y	00M	RR	RR-5Y	500 Million	Operational Performance - Reporting and Analysis	SaaS
	B5007		OG-OPRA-B500750M-RR-5Y	Between \$500-750 Million	Operational Performance - Reporting and Analysis	\$61,596.00
5Y	50M	RR	RR-5Y	750 Million	Operational Performance - Reporting and Analysis	SaaS
	B7501		OG-OPRA-B7501B-RR-5Y	Between \$750-1 Billion	Operational Performance - Reporting and Analysis	\$77,837.00
5Y	B	RR	RR-5Y	1 Billion	Operational Performance - Reporting and Analysis	SaaS
	B13B		OG-OPRA-B13B-RR-5Y	Between \$1-3 Billion	Operational Performance - Reporting and Analysis	\$119,146.00
5Y	B13B	RR	RR-5Y	3 Billion	Operational Performance - Reporting and Analysis	SaaS
	B35B		OG-OPRA-B35B-RR-5Y	Between \$3-5 Billion	Operational Performance - Reporting and Analysis	\$148,933.00
5Y	B35B	RR	RR-5Y	5 Billion	Operational Performance - Reporting and Analysis	SaaS
	B510B		OG-OPRA-B510B-RR-5Y	Between \$5-10 Billion	Operational Performance - Reporting and Analysis	\$233,113.00
5Y	B510B	RR	RR-5Y	10 Billion	Operational Performance - Reporting and Analysis	SaaS
	B1020		OG-OPRA-B1020B-RR-5Y	Between \$10-20 Billion	Operational Performance - Reporting and Analysis	\$388,521.00
5Y	B	RR	RR-5Y	20 Billion	Operational Performance - Reporting and Analysis	SaaS
	B2030		OG-OPRA-B2030B-RR-5Y	Between \$20-30 Billion	Operational Performance - Reporting and Analysis	\$438,218.00
5Y	B	RR	RR-5Y	30 Billion	Operational Performance - Reporting and Analysis	SaaS
	B3040		OG-OPRA-B3040B-RR-5Y	Between \$30-40 Billion	Operational Performance - Reporting and Analysis	\$547,772.00
5Y	B	RR	RR-5Y	40 Billion	Operational Performance - Reporting and Analysis	SaaS
	B4050		OG-OPRA-B4050B-RR-5Y	Between \$40-50 Billion	Operational Performance - Reporting and Analysis	\$657,327.00
5Y	B	RR	RR-5Y	50 Billion	Operational Performance - Reporting and Analysis	SaaS
	O50B		OG-OPRA-O50B-RR-5Y	Over \$50 Billion	Operational Performance - Reporting and Analysis	\$788,792.00
5Y	O50B	RR	RR-5Y	Over \$50 Billion	Operational Performance - Reporting and Analysis	SaaS

1Y	U20	RR	OG-OPPM-U20-RR-1Y	Under \$20 Million	Operational Performance - Performance Measures	SaaS	\$5,701.00
1Y	B2040 M	RR	OG-OPPM-B2040M-RR-1Y	Between \$20-40 Million	Operational Performance - Performance Measures	SaaS	\$7,324.00
1Y	B4060 M	RR	OG-OPPM-B4060M-RR-1Y	Between \$40-60 Million	Operational Performance - Performance Measures	SaaS	\$8,929.00
1Y	B6080 M	RR	OG-OPPM-B6080M-RR-1Y	Between \$60-80 Million	Operational Performance - Performance Measures	SaaS	\$10,907.00
1Y	B8010 OM	RR	OG-OPPM-B80100M-RR-1Y	Between \$80-100 Million	Operational Performance - Performance Measures	SaaS	\$13,698.00
1Y	B1002 OOM	RR	OG-OPPM-B100200M-RR-1Y	Between \$100-200 Million	Operational Performance - Performance Measures	SaaS	\$21,419.00
1Y	B2003 OOM	RR	OG-OPPM-B200300M-RR-1Y	Between \$200-300 Million	Operational Performance - Performance Measures	SaaS	\$27,600.00
1Y	B3004 OOM	RR	OG-OPPM-B300400M-RR-1Y	Between \$300-400 Million	Operational Performance - Performance Measures	SaaS	\$41,400.00
1Y	B4005 OOM	RR	OG-OPPM-B400500M-RR-1Y	Between \$400-500 Million	Operational Performance - Performance Measures	SaaS	\$41,400.00
1Y	B5007 50M	RR	OG-OPPM-B500750M-RR-1Y	Between \$500-750 Million	Operational Performance - Performance Measures	SaaS	\$52,337.00
1Y	B7501 B	RR	OG-OPPM-B7501B-RR-1Y	Between \$750-1 Billion	Operational Performance - Performance Measures	SaaS	\$66,137.00
1Y	B13B	RR	OG-OPPM-B13B-RR-1Y	Between \$1-3 Billion	Operational Performance - Performance Measures	SaaS	\$101,236.00
1Y	B35B	RR	OG-OPPM-B35B-RR-1Y	Between \$3-5 Billion	Operational Performance - Performance Measures	SaaS	\$126,544.00
1Y	B510B	RR	OG-OPPM-B510B-RR-1Y	Between \$5-10 Billion	Operational Performance - Performance Measures	SaaS	\$198,069.00
1Y	B1020 B	RR	OG-OPPM-B1020B-RR-1Y	Between \$10-20 Billion	Operational Performance - Performance Measures	SaaS	\$330,116.00
1Y	B2030 B	RR	OG-OPPM-B2030B-RR-1Y	Between \$20-30 Billion	Operational Performance - Performance Measures	SaaS	\$372,342.00
1Y	B3040 B	RR	OG-OPPM-B3040B-RR-1Y	Between \$30-40 Billion	Operational Performance - Performance Measures	SaaS	\$465,428.00
1Y	B4050 B	RR	OG-OPPM-B4050B-RR-1Y	Between \$40-50 Billion	Operational Performance - Performance Measures	SaaS	\$558,513.00
1Y	O50B	RR	OG-OPPM-O50B-RR-1Y	Over \$50 Billion	Operational Performance - Performance Measures	SaaS	\$670,216.00
3Y	U20	RR	OG-OPPM-U20-RR-3Y	Under \$20 Million	Operational Performance - Performance Measures	SaaS	\$5,131.00
3Y	B2040 M	RR	OG-OPPM-B2040M-RR-3Y	Between \$20-40 Million	Operational Performance - Performance Measures	SaaS	\$6,592.00
3Y	B4060 M	RR	OG-OPPM-B4060M-RR-3Y	Between \$40-60 Million	Operational Performance - Performance Measures	SaaS	\$8,036.00
3Y	B6080 M	RR	OG-OPPM-B6080M-RR-3Y	Between \$60-80 Million	Operational Performance - Performance Measures	SaaS	\$9,816.00

3Y	B8010 0M	RR	OG-OPPM- B80100M-RR-3Y	Between \$80- 100 Million	Operational Performance - Performance Measures	SaaS	\$12,328.00
3Y	B1002 00M	RR	OG-OPPM- B100200M-RR-3Y	Between \$100- 200 Million	Operational Performance - Performance Measures	SaaS	\$19,277.00
3Y	B2003 00M	RR	OG-OPPM- B200300M-RR-3Y	Between \$200- 300 Million	Operational Performance - Performance Measures	SaaS	\$24,840.00
3Y	B3004 00M	RR	OG-OPPM- B300400M-RR-3Y	Between \$300- 400 Million	Operational Performance - Performance Measures	SaaS	\$37,260.00
3Y	B4005 00M	RR	OG-OPPM- B400500M-RR-3Y	Between \$400- 500 Million	Operational Performance - Performance Measures	SaaS	\$37,260.00
3Y	B5007 50M	RR	OG-OPPM- B500750M-RR-3Y	Between \$500- 750 Million	Operational Performance - Performance Measures	SaaS	\$47,103.00
3Y	B7501 B	RR	OG-OPPM-B7501B- RR-3Y	Between \$750- 1 Billion	Operational Performance - Performance Measures	SaaS	\$59,523.00
3Y	B13B	RR	OG-OPPM-B13B- RR-3Y	Between \$1-3 Billion	Operational Performance - Performance Measures	SaaS	\$91,112.00
3Y	B35B	RR	OG-OPPM-B35B- RR-3Y	Between \$3-5 Billion	Operational Performance - Performance Measures	SaaS	\$113,890.00
3Y	B510B	RR	OG-OPPM-B510B- RR-3Y	Between \$5-10 Billion	Operational Performance - Performance Measures	SaaS	\$178,262.00
3Y	B1020 B	RR	OG-OPPM-B1020B- RR-3Y	Between \$10- 20 Billion	Operational Performance - Performance Measures	SaaS	\$297,104.00
3Y	B2030 B	RR	OG-OPPM-B2030B- RR-3Y	Between \$20- 30 Billion	Operational Performance - Performance Measures	SaaS	\$335,108.00
3Y	B3040 B	RR	OG-OPPM-B3040B- RR-3Y	Between \$30- 40 Billion	Operational Performance - Performance Measures	SaaS	\$418,885.00
3Y	B4050 B	RR	OG-OPPM-B4050B- RR-3Y	Between \$40- 50 Billion	Operational Performance - Performance Measures	SaaS	\$502,662.00
3Y	O50B	RR	OG-OPPM-O50B- RR-3Y	Over \$50 Billion	Operational Performance - Performance Measures	SaaS	\$603,194.00
5Y	U20	RR	OG-OPPM-U20-RR- 5Y	Under \$20 Million	Operational Performance - Performance Measures	SaaS	\$4,361.00
5Y	B2040 M	RR	OG-OPPM- B2040M-RR-5Y	Between \$20- 40 Million	Operational Performance - Performance Measures	SaaS	\$5,603.00
5Y	B4060 M	RR	OG-OPPM- B4060M-RR-5Y	Between \$40- 60 Million	Operational Performance - Performance Measures	SaaS	\$6,831.00
5Y	B6080 M	RR	OG-OPPM- B6080M-RR-5Y	Between \$60- 80 Million	Operational Performance - Performance Measures	SaaS	\$8,344.00
5Y	B8010 0M	RR	OG-OPPM- B80100M-RR-5Y	Between \$80- 100 Million	Operational Performance - Performance Measures	SaaS	\$10,479.00
5Y	B1002 00M	RR	OG-OPPM- B100200M-RR-5Y	Between \$100- 200 Million	Operational Performance - Performance Measures	SaaS	\$16,385.00
5Y	B2003 00M	RR	OG-OPPM- B200300M-RR-5Y	Between \$200- 300 Million	Operational Performance - Performance Measures	SaaS	\$21,114.00
	B3004		OG-OPPM-	Between \$300-	Operational Performance -		\$31,671.00

5Y	00M	RR	B300400M-RR-5Y	400 Million	Performance Measures	SaaS	
	B4005		OG-OPPM-	Between \$400-	Operational Performance -		\$31,671.00
5Y	00M	RR	B400500M-RR-5Y	500 Million	Performance Measures	SaaS	
	B5007		OG-OPPM-	Between \$500-	Operational Performance -		\$40,038.00
5Y	50M	RR	B500750M-RR-5Y	750 Million	Performance Measures	SaaS	
	B7501		OG-OPPM-B7501B-	Between \$750-	Operational Performance -		\$50,595.00
5Y	B	RR	RR-5Y	1 Billion	Performance Measures	SaaS	
	B13B		OG-OPPM-B13B-	Between \$1-3	Operational Performance -		\$77,445.00
5Y	B13B	RR	RR-5Y	Billion	Performance Measures	SaaS	
	B35B		OG-OPPM-B35B-	Between \$3-5	Operational Performance -		\$96,807.00
5Y	B35B	RR	RR-5Y	Billion	Performance Measures	SaaS	
	B510B		OG-OPPM-B510B-	Between \$5-10	Operational Performance -		\$151,523.00
5Y	B510B	RR	RR-5Y	Billion	Performance Measures	SaaS	
	B1020		OG-OPPM-B1020B-	Between \$10-	Operational Performance -		\$252,538.00
5Y	B	RR	RR-5Y	20 Billion	Performance Measures	SaaS	
	B2030		OG-OPPM-B2030B-	Between \$20-	Operational Performance -		\$284,842.00
5Y	B	RR	RR-5Y	30 Billion	Performance Measures	SaaS	
	B3040		OG-OPPM-B3040B-	Between \$30-	Operational Performance -		\$356,052.00
5Y	B	RR	RR-5Y	40 Billion	Performance Measures	SaaS	
	B4050		OG-OPPM-B4050B-	Between \$40-	Operational Performance -		\$427,263.00
5Y	B	RR	RR-5Y	50 Billion	Performance Measures	SaaS	
	O50B		OG-OPPM-O50B-	Over \$50	Operational Performance -		\$512,715.00
5Y	O50B	RR	RR-5Y	Billion	Performance Measures	SaaS	
	U20		OG-CE-U20-RR-1Y	Under \$20	Citizen Engagement		\$14,788.00
1Y	U20	RR		Million		SaaS	
	B2040		OG-CE-B2040M-	Between \$20-	Citizen Engagement		\$18,643.00
1Y	M	RR	RR-1Y	40 Million		SaaS	
	B4060		OG-CE-B4060M-	Between \$40-	Citizen Engagement		\$19,942.00
1Y	M	RR	RR-1Y	60 Million		SaaS	
	B6080		OG-CE-B6080M-	Between \$60-	Citizen Engagement		\$24,433.00
1Y	M	RR	RR-1Y	80 Million		SaaS	
	B8010		OG-CE-B80100M-	Between \$80-	Citizen Engagement		\$28,279.00
1Y	0M	RR	RR-1Y	100 Million		SaaS	
	B1002		OG-CE-B100200M-	Between \$100-	Citizen Engagement		\$35,974.00
1Y	00M	RR	RR-1Y	200 Million		SaaS	
	B2003		OG-CE-B200300M-	Between \$200-	Citizen Engagement		\$44,494.00
1Y	00M	RR	RR-1Y	300 Million		SaaS	
	B3004		OG-CE-B300400M-	Between \$300-	Citizen Engagement		\$59,408.00
1Y	00M	RR	RR-1Y	400 Million		SaaS	
	B4005		OG-CE-B400500M-	Between \$400-	Citizen Engagement		\$62,741.00
1Y	00M	RR	RR-1Y	500 Million		SaaS	
	B5007		OG-CE-B500750M-	Between \$500-	Citizen Engagement		\$71,919.00
1Y	50M	RR	RR-1Y	750 Million		SaaS	
	B7501		OG-CE-B7501B-	Between \$750-	Citizen Engagement		\$88,166.00
1Y	B	RR	RR-1Y	1 Billion		SaaS	



1Y	B13B	RR	OG-CE-B13B-RR-1Y	Between \$1-3 Billion	Citizen Engagement	SaaS	\$141,794.00
1Y	B35B	RR	OG-CE-B35B-RR-1Y	Between \$3-5 Billion	Citizen Engagement	SaaS	\$174,576.00
1Y	B510B	RR	OG-CE-B510B-RR-1Y	Between \$5-10 Billion	Citizen Engagement	SaaS	\$269,656.00
1Y	B1020B	RR	OG-CE-B1020B-RR-1Y	Between \$10-20 Billion	Citizen Engagement	SaaS	\$394,314.00
1Y	B2030B	RR	OG-CE-B2030B-RR-1Y	Between \$20-30 Billion	Citizen Engagement	SaaS	\$461,734.00
1Y	B3040B	RR	OG-CE-B3040B-RR-1Y	Between \$30-40 Billion	Citizen Engagement	SaaS	\$577,168.00
1Y	B4050B	RR	OG-CE-B4050B-RR-1Y	Between \$40-50 Billion	Citizen Engagement	SaaS	\$655,957.00
1Y	O50B	RR	OG-CE-O50B-RR-1Y	Over \$50 Billion	Citizen Engagement	SaaS	\$726,259.00
3Y	U20	RR	OG-CE-U20-RR-3Y	Under \$20 Million	Citizen Engagement	SaaS	\$13,309.00
3Y	B2040M	RR	OG-CE-B2040M-RR-3Y	Between \$20-40 Million	Citizen Engagement	SaaS	\$16,779.00
3Y	B4060M	RR	OG-CE-B4060M-RR-3Y	Between \$40-60 Million	Citizen Engagement	SaaS	\$17,948.00
3Y	B6080M	RR	OG-CE-B6080M-RR-3Y	Between \$60-80 Million	Citizen Engagement	SaaS	\$21,990.00
3Y	B80100M	RR	OG-CE-B80100M-RR-3Y	Between \$80-100 Million	Citizen Engagement	SaaS	\$25,451.00
3Y	B100200M	RR	OG-CE-B100200M-RR-3Y	Between \$100-200 Million	Citizen Engagement	SaaS	\$32,377.00
3Y	B200300M	RR	OG-CE-B200300M-RR-3Y	Between \$200-300 Million	Citizen Engagement	SaaS	\$40,045.00
3Y	B300400M	RR	OG-CE-B300400M-RR-3Y	Between \$300-400 Million	Citizen Engagement	SaaS	\$53,467.00
3Y	B400500M	RR	OG-CE-B400500M-RR-3Y	Between \$400-500 Million	Citizen Engagement	SaaS	\$56,467.00
3Y	B500750M	RR	OG-CE-B500750M-RR-3Y	Between \$500-750 Million	Citizen Engagement	SaaS	\$64,727.00
3Y	B7501B	RR	OG-CE-B7501B-RR-3Y	Between \$750-1 Billion	Citizen Engagement	SaaS	\$79,349.00
3Y	B13B	RR	OG-CE-B13B-RR-3Y	Between \$1-3 Billion	Citizen Engagement	SaaS	\$127,615.00
3Y	B35B	RR	OG-CE-B35B-RR-3Y	Between \$3-5 Billion	Citizen Engagement	SaaS	\$157,118.00
			OG-CE-B510B-RR-	Between \$5-10 Billion			\$242,690.00

3Y	B510B	RR	3Y	Billion	Citizen Engagement	SaaS	
3Y	B1020 B	RR	OG-CE-B1020B-RR- 3Y	Between \$10- 20 Billion	Citizen Engagement	SaaS	\$354,883.00
3Y	B2030 B	RR	OG-CE-B2030B-RR- 3Y	Between \$20- 30 Billion	Citizen Engagement	SaaS	\$415,561.00
3Y	B3040 B	RR	OG-CE-B3040B-RR- 3Y	Between \$30- 40 Billion	Citizen Engagement	SaaS	\$519,451.00
3Y	B4050 B	RR	OG-CE-B4050B-RR- 3Y	Between \$40- 50 Billion	Citizen Engagement	SaaS	\$590,361.00
3Y	O50B	RR	OG-CE-O50B-RR-3Y	Over \$50 Billion	Citizen Engagement	SaaS	\$653,633.00
5Y	U20	RR	OG-CE-U20-RR-5Y	Under \$20 Million	Citizen Engagement	SaaS	\$11,313.00
5Y	B2040 M	RR	OG-CE-B2040M- RR-5Y	Between \$20- 40 Million	Citizen Engagement	SaaS	\$14,262.00
5Y	B4060 M	RR	OG-CE-B4060M- RR-5Y	Between \$40- 60 Million	Citizen Engagement	SaaS	\$15,256.00
5Y	B6080 M	RR	OG-CE-B6080M- RR-5Y	Between \$60- 80 Million	Citizen Engagement	SaaS	\$18,692.00
5Y	B8010 0M	RR	OG-CE-B80100M- RR-5Y	Between \$80- 100 Million	Citizen Engagement	SaaS	\$21,633.00
5Y	B1002 00M	RR	OG-CE-B100200M- RR-5Y	Between \$100- 200 Million	Citizen Engagement	SaaS	\$27,520.00
5Y	B2003 00M	RR	OG-CE-B200300M- RR-5Y	Between \$200- 300 Million	Citizen Engagement	SaaS	\$34,038.00
5Y	B3004 00M	RR	OG-CE-B300400M- RR-5Y	Between \$300- 400 Million	Citizen Engagement	SaaS	\$45,447.00
5Y	B4005 00M	RR	OG-CE-B400500M- RR-5Y	Between \$400- 500 Million	Citizen Engagement	SaaS	\$47,997.00
5Y	B5007 50M	RR	OG-CE-B500750M- RR-5Y	Between \$500- 750 Million	Citizen Engagement	SaaS	\$55,018.00
5Y	B7501 B	RR	OG-CE-B7501B-RR- 5Y	Between \$750- 1 Billion	Citizen Engagement	SaaS	\$67,447.00
5Y	B13B	RR	OG-CE-B13B- RR-5Y	Between \$1-3 Billion	Citizen Engagement	SaaS	\$108,473.00
5Y	B35B	RR	OG-CE-B35B- RR-5Y	Between \$3-5 Billion	Citizen Engagement	SaaS	\$133,550.00
5Y	B510B	RR	OG-CE-B510B-RR- 5Y	Between \$5-10 Billion	Citizen Engagement	SaaS	\$206,287.00
5Y	B1020 B	RR	OG-CE-B1020B- RR-5Y	Between \$10- 20 Billion	Citizen Engagement	SaaS	\$301,651.00
5Y	B2030 B	RR	OG-CE-B2030B- RR-5Y	Between \$20- 30 Billion	Citizen Engagement	SaaS	\$353,227.00

5Y	B3040 B	RR	OG-CE-B3040B- RR-5Y	Between \$30- 40 Billion	Citizen Engagement	SaaS	\$441,533.00
5Y	B4050 B	RR	OG-CE-B4050B-RR- 5Y	Between \$40- 50 Billion	Citizen Engagement	SaaS	\$501,807.00
5Y	O50B	RR	OG-CE-O50B- RR-5Y	Over \$50 Billion	Citizen Engagement	SaaS	\$555,588.00
1Y	U20	RR	OG-CET-U20- RR-1Y	Under \$20 Million	Citizen Engagement - Transparency	SaaS	\$3,628.00
1Y	B2040 M	RR	OG-CET-B2040M- RR-1Y	Between \$20- 40 Million	Citizen Engagement - Transparency	SaaS	\$4,661.00
1Y	B4060 M	RR	OG-CET-B4060M- RR-1Y	Between \$40- 60 Million	Citizen Engagement - Transparency	SaaS	\$5,682.00
1Y	B6080 M	RR	OG-CET-B6080M- RR-1Y	Between \$60- 80 Million	Citizen Engagement - Transparency	SaaS	\$6,940.00
1Y	B8010 OM	RR	OG-CET-B80100M- RR-1Y	Between \$80- 100 Million	Citizen Engagement - Transparency	SaaS	\$9,962.00
1Y	B1002 00M	RR	OG-CET- B100200M-RR-1Y	Between \$100- 200 Million	Citizen Engagement - Transparency	SaaS	\$13,181.00
1Y	B2003 00M	RR	OG-CET- B200300M-RR-1Y	Between \$200- 300 Million	Citizen Engagement - Transparency	SaaS	\$16,984.00
1Y	B3004 00M	RR	OG-CET- B300400M-RR-1Y	Between \$300- 400 Million	Citizen Engagement - Transparency	SaaS	\$25,477.00
1Y	B4005 00M	RR	OG-CET- B400500M-RR-1Y	Between \$400- 500 Million	Citizen Engagement - Transparency	SaaS	\$25,477.00
1Y	B5007 50M	RR	OG-CET- B500750M-RR-1Y	Between \$500- 750 Million	Citizen Engagement - Transparency	SaaS	\$32,207.00
1Y	B7501 B	RR	OG-CET-B7501B- RR-1Y	Between \$750- 1 Billion	Citizen Engagement - Transparency	SaaS	\$40,699.00
1Y	B13B	RR	OG-CET-B13B-RR- 1Y	Between \$1-3 Billion	Citizen Engagement - Transparency	SaaS	\$70,086.00
1Y	B35B	RR	OG-CET-B35B-RR- 1Y	Between \$3-5 Billion	Citizen Engagement - Transparency	SaaS	\$87,608.00
1Y	B510B	RR	OG-CET-B510B-RR- 1Y	Between \$5-10 Billion	Citizen Engagement - Transparency	SaaS	\$137,124.00
1Y	B1020 B	RR	OG-CET-B1020B- RR-1Y	Between \$10- 20 Billion	Citizen Engagement - Transparency	SaaS	\$228,541.00
1Y	B2030 B	RR	OG-CET-B2030B- RR-1Y	Between \$20- 30 Billion	Citizen Engagement - Transparency	SaaS	\$257,776.00
1Y	B3040 B	RR	OG-CET-B3040B- RR-1Y	Between \$30- 40 Billion	Citizen Engagement - Transparency	SaaS	\$322,219.00
1Y	B4050 B	RR	OG-CET-B4050B- RR-1Y	Between \$40- 50 Billion	Citizen Engagement - Transparency	SaaS	\$386,663.00
1Y	O50B	RR	OG-CET-O50B-RR- 1Y	Over \$50 Billion	Citizen Engagement - Transparency	SaaS	\$463,996.00
3Y	U20	RR	OG-CET-U20- RR-3Y	Under \$20 Million	Citizen Engagement - Transparency	SaaS	\$3,265.00



3Y	B2040 M	RR	OG-CET-B2040M- RR-3Y	Between \$20- 40 Million	Citizen Engagement - Transparency	SaaS	\$4,195.00
3Y	B4060 M	RR	OG-CET-B4060M- RR-3Y	Between \$40- 60 Million	Citizen Engagement - Transparency	SaaS	\$5,114.00
3Y	B6080 M	RR	OG-CET-B6080M- RR-3Y	Between \$60- 80 Million	Citizen Engagement - Transparency	SaaS	\$6,246.00
3Y	B8010 OM	RR	OG-CET-B80100M- RR-3Y	Between \$80- 100 Million	Citizen Engagement - Transparency	SaaS	\$8,966.00
3Y	B1002 00M	RR	OG-CET- B100200M-RR-3Y	Between \$100- 200 Million	Citizen Engagement - Transparency	SaaS	\$11,863.00
3Y	B2003 00M	RR	OG-CET- B200300M-RR-3Y	Between \$200- 300 Million	Citizen Engagement - Transparency	SaaS	\$15,286.00
3Y	B3004 00M	RR	OG-CET- B300400M-RR-3Y	Between \$300- 400 Million	Citizen Engagement - Transparency	SaaS	\$22,929.00
3Y	B4005 00M	RR	OG-CET- B400500M-RR-3Y	Between \$400- 500 Million	Citizen Engagement - Transparency	SaaS	\$22,929.00
3Y	B5007 50M	RR	OG-CET- B500750M-RR-3Y	Between \$500- 750 Million	Citizen Engagement - Transparency	SaaS	\$28,986.00
3Y	B7501 B	RR	OG-CET-B7501B- RR-3Y	Between \$750- 1 Billion	Citizen Engagement - Transparency	SaaS	\$36,629.00
3Y	B13B	RR	OG-CET-B13B-RR- 3Y	Between \$1-3 Billion	Citizen Engagement - Transparency	SaaS	\$63,077.00
3Y	B35B	RR	OG-CET-B35B-RR- 3Y	Between \$3-5 Billion	Citizen Engagement - Transparency	SaaS	\$78,847.00
3Y	B510B	RR	OG-CET-B510B-RR- 3Y	Between \$5-10 Billion	Citizen Engagement - Transparency	SaaS	\$123,412.00
3Y	B1020 B	RR	OG-CET-B1020B- RR-3Y	Between \$10- 20 Billion	Citizen Engagement - Transparency	SaaS	\$205,687.00
3Y	B2030 B	RR	OG-CET-B2030B- RR-3Y	Between \$20- 30 Billion	Citizen Engagement - Transparency	SaaS	\$231,998.00
3Y	B3040 B	RR	OG-CET-B3040B- RR-3Y	Between \$30- 40 Billion	Citizen Engagement - Transparency	SaaS	\$289,997.00
3Y	B4050 B	RR	OG-CET-B4050B- RR-3Y	Between \$40- 50 Billion	Citizen Engagement - Transparency	SaaS	\$347,997.00
3Y	O50B	RR	OG-CET-O50B- RR-3Y	Over \$50 Billion	Citizen Engagement - Transparency	SaaS	\$417,596.00
5Y	U20	RR	OG-CET-U20- RR-5Y	Under \$20 Million	Citizen Engagement - Transparency	SaaS	\$2,775.00
5Y	B2040 M	RR	OG-CET-B2040M- RR-5Y	Between \$20- 40 Million	Citizen Engagement - Transparency	SaaS	\$3,566.00
5Y	B4060 M	RR	OG-CET-B4060M- RR-5Y	Between \$40- 60 Million	Citizen Engagement - Transparency	SaaS	\$4,347.00
5Y	B6080 M	RR	OG-CET-B6080M- RR-5Y	Between \$60- 80 Million	Citizen Engagement - Transparency	SaaS	\$5,309.00

5Y	B8010 OM	RR	OG-CET-B80100M- RR-5Y	Between \$80- 100 Million	Citizen Engagement - Transparency	SaaS	\$7,621.00
5Y	B1002 OOM	RR	OG-CET- B100200M-RR-5Y	Between \$100- 200 Million	Citizen Engagement - Transparency	SaaS	\$10,084.00
5Y	B2003 OOM	RR	OG-CET- B200300M-RR-5Y	Between \$200- 300 Million	Citizen Engagement - Transparency	SaaS	\$12,993.00
5Y	B3004 OOM	RR	OG-CET- B300400M-RR-5Y	Between \$300- 400 Million	Citizen Engagement - Transparency	SaaS	\$19,490.00
5Y	B4005 OOM	RR	OG-CET- B400500M-RR-5Y	Between \$400- 500 Million	Citizen Engagement - Transparency	SaaS	\$19,490.00
5Y	B5007 50M	RR	OG-CET- B500750M-RR-5Y	Between \$500- 750 Million	Citizen Engagement - Transparency	SaaS	\$24,638.00
5Y	B7501 B	RR	OG-CET-B7501B- RR-5Y	Between \$750- 1 Billion	Citizen Engagement - Transparency	SaaS	\$31,135.00
5Y	B13B	RR	OG-CET-B13B-RR- 5Y	Between \$1-3 Billion	Citizen Engagement - Transparency	SaaS	\$53,615.00
5Y	B35B	RR	OG-CET-B35B-RR- 5Y	Between \$3-5 Billion	Citizen Engagement - Transparency	SaaS	\$67,020.00
5Y	B510B	RR	OG-CET-B510B-RR- 5Y	Between \$5-10 Billion	Citizen Engagement - Transparency	SaaS	\$104,900.00
5Y	B1020 B	RR	OG-CET-B1020B- RR-5Y	Between \$10- 20 Billion	Citizen Engagement - Transparency	SaaS	\$174,834.00
5Y	B2030 B	RR	OG-CET-B2030B- RR-5Y	Between \$20- 30 Billion	Citizen Engagement - Transparency	SaaS	\$197,198.00
5Y	B3040 B	RR	OG-CET-B3040B- RR-5Y	Between \$30- 40 Billion	Citizen Engagement - Transparency	SaaS	\$246,497.00
5Y	B4050 B	RR	OG-CET-B4050B- RR-5Y	Between \$40- 50 Billion	Citizen Engagement - Transparency	SaaS	\$295,797.00
5Y	O50B	RR	OG-CET-O50B-RR- 5Y	Over \$50 Billion	Citizen Engagement - Transparency	SaaS	\$354,957.00
1Y	U20	RR	OG-CEST-U20-RR- 1Y	Under \$20 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$5,461.00
1Y	B2040 M	RR	OG-CEST-B2040M- RR-1Y	Between \$20- 40 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$6,526.00
1Y	B4060 M	RR	OG-CEST-B4060M- RR-1Y	Between \$40- 60 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$7,954.00
1Y	B6080 M	RR	OG-CEST-B6080M- RR-1Y	Between \$60- 80 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$9,717.00
1Y	B8010 OM	RR	OG-CEST- B80100M-RR-1Y	Between \$80- 100 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$13,947.00
1Y	B1002 OOM	RR	OG-CEST- B100200M-RR-1Y	Between \$100- 200 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$19,771.00
1Y	B2003 OOM	RR	OG-CEST- B200300M-RR-1Y	Between \$200- 300 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$25,477.00

1Y	B3004 00M	RR	OG-CEST- B300400M-RR-1Y	Between \$300- 400 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$38,216.00
1Y	B4005 00M	RR	OG-CEST- B400500M-RR-1Y	Between \$400- 500 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$38,216.00
1Y	B5007 50M	RR	OG-CEST- B500750M-RR-1Y	Between \$500- 750 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$48,310.00
1Y	B7501 B	RR	OG-CEST-B7501B- RR-1Y	Between \$750- 1 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$61,049.00
1Y	B13B	RR	OG-CEST-B13B-RR- 1Y	Between \$1-3 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$105,129.00
1Y	B35B	RR	OG-CEST-B35B-RR- 1Y	Between \$3-5 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$131,411.00
1Y	B510B	RR	OG-CEST-B510B- RR-1Y	Between \$5-10 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$205,688.00
1Y	B1020 B	RR	OG-CEST-B1020B- RR-1Y	Between \$10- 20 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$342,812.00
1Y	B2030 B	RR	OG-CEST-B2030B- RR-1Y	Between \$20- 30 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$386,663.00
1Y	B3040 B	RR	OG-CEST-B3040B- RR-1Y	Between \$30- 40 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$483,329.00
1Y	B4050 B	RR	OG-CEST-B4050B- RR-1Y	Between \$40- 50 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$569,997.00
1Y	O50B	RR	OG-CEST-O50B-RR- 1Y	Over \$50 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$ 647,329.00
3Y	U20	RR	OG-CEST-U20-RR- 3Y	Under \$20 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$4,915.00
3Y	B2040 M	RR	OG-CEST-B2040M- RR-3Y	Between \$20- 40 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$5,873.00
3Y	B4060 M	RR	OG-CEST-B4060M- RR-3Y	Between \$40- 60 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$7,159.00
3Y	B6080 M	RR	OG-CEST-B6080M- RR-3Y	Between \$60- 80 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$8,745.00
3Y	B8010 OM	RR	OG-CEST- B80100M-RR-3Y	Between \$80- 100 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$12,552.00
3Y	B1002 00M	RR	OG-CEST- B100200M-RR-3Y	Between \$100- 200 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$17,794.00
3Y	B2003 00M	RR	OG-CEST- B200300M-RR-3Y	Between \$200- 300 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$22,929.00
3Y	B3004 00M	RR	OG-CEST- B300400M-RR-3Y	Between \$300- 400 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$34,394.00
3Y	B4005 00M	RR	OG-CEST- B400500M-RR-3Y	Between \$400- 500 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$34,394.00
3Y	B5007 50M	RR	OG-CEST- B500750M-RR-3Y	Between \$500- 750 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$43,479.00

3Y	B7501 B	RR	OG-CEST-B7501B- RR-3Y	Between \$750- 1 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$54,944.00
3Y	B13B	RR	OG-CEST-B13B-RR- 3Y	Between \$1-3 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$94,616.00
3Y	B35B	RR	OG-CEST-B35B-RR- 3Y	Between \$3-5 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$118,270.00
3Y	B510B	RR	OG-CEST-B510B- RR-3Y	Between \$5-10 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$185,119.00
3Y	B1020 B	RR	OG-CEST-B1020B- RR-3Y	Between \$10- 20 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$308,531.00
3Y	B2030 B	RR	OG-CEST-B2030B- RR-3Y	Between \$20- 30 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$347,997.00
3Y	B3040 B	RR	OG-CEST-B3040B- RR-3Y	Between \$30- 40 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$434,996.00
3Y	B4050 B	RR	OG-CEST-B4050B- RR-3Y	Between \$40- 50 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$512,997.00
3Y	O50B	RR	OG-CEST-O50B-RR- 3Y	Over \$50 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$582,596.00
5Y	U20	RR	OG-CEST-U20-RR- 5Y	Under \$20 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$4,178.00
5Y	B2040 M	RR	OG-CEST-B2040M- RR-5Y	Between \$20- 40 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$4,992.00
5Y	B4060 M	RR	OG-CEST-B4060M- RR-5Y	Between \$40- 60 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$6,085.00
5Y	B6080 M	RR	OG-CEST-B6080M- RR-5Y	Between \$60- 80 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$7,433.00
5Y	B8010 0M	RR	OG-CEST- B80100M-RR-5Y	Between \$80- 100 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$10,669.00
5Y	B1002 00M	RR	OG-CEST- B100200M-RR-5Y	Between \$100- 200 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$15,125.00
5Y	B2003 00M	RR	OG-CEST- B200300M-RR-5Y	Between \$200- 300 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$19,490.00
5Y	B3004 00M	RR	OG-CEST- B300400M-RR-5Y	Between \$300- 400 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$29,235.00
5Y	B4005 00M	RR	OG-CEST- B400500M-RR-5Y	Between \$400- 500 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$29,235.00
5Y	B5007 50M	RR	OG-CEST- B500750M-RR-5Y	Between \$500- 750 Million	Citizen Engagement - Story Builder and Transparency	SaaS	\$36,957.00
5Y	B7501 B	RR	OG-CEST-B7501B- RR-5Y	Between \$750- 1 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$46,702.00
5Y	B13B	RR	OG-CEST-B13B-RR- 5Y	Between \$1-3 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$80,424.00
5Y	B35B	RR	OG-CEST-B35B-RR- 5Y	Between \$3-5 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$100,530.00
5Y	B510B	RR	OG-CEST-B510B- RR-5Y	Between \$5-10 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$157,351.00

5Y	B1020 B	RR	OG-CEST-B1020B- RR-5Y	Between \$10- 20 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$262,251.00
5Y	B2030 B	RR	OG-CEST-B2030B- RR-5Y	Between \$20- 30 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$295,797.00
5Y	B3040 B	RR	OG-CEST-B3040B- RR-5Y	Between \$30- 40 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$369,747.00
5Y	B4050 B	RR	OG-CEST-B4050B- RR-5Y	Between \$40- 50 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$436,047.00
5Y	O50B	RR	OG-CEST-O50B- RR-5Y	Over \$50 Billion	Citizen Engagement - Story Builder and Transparency	SaaS	\$495,207.00
1Y	U20	RR	OG-CESB-U20- RR-1Y	Under \$20 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$4,278.00
1Y	B2040 M	RR	OG-CESB-B2040M- RR-1Y	Between \$20- 40 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$4,278.00
1Y	B4060 M	RR	OG-CESB-B4060M- RR-1Y	Between \$40- 60 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$4,278.00
1Y	B6080 M	RR	OG-CESB-B6080M- RR-1Y	Between \$60- 80 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$4,278.00
1Y	B8010 OM	RR	OG-CESB- B80100M-RR-1Y	Between \$80- 100 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$5,379.00
1Y	B1002 OOM	RR	OG-CESB- B100200M-RR-1Y	Between \$100- 200 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$8,568.00
1Y	B2003 OOM	RR	OG-CESB- B200300M-RR-1Y	Between \$200- 300 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$11,040.00
1Y	B3004 OOM	RR	OG-CESB- B300400M-RR-1Y	Between \$300- 400 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$16,560.00
1Y	B4005 OOM	RR	OG-CESB- B400500M-RR-1Y	Between \$400- 500 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$16,560.00
1Y	B5007 50M	RR	OG-CESB- B500750M-RR-1Y	Between \$500- 750 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$20,934.00
1Y	B7501 B	RR	OG-CESB-B7501B- RR-1Y	Between \$750- 1 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$26,454.00
1Y	B13B	RR	OG-CESB-B13B-RR- 1Y	Between \$1-3 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$45,556.00
1Y	B35B	RR	OG-CESB-B35B-RR- 1Y	Between \$3-5 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$56,944.00
1Y	B510B	RR	OG-CESB-B510B- RR-1Y	Between \$5-10 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$89,131.00
1Y	B1020 B	RR	OG-CESB-B1020B- RR-1Y	Between \$10- 20 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$148,552.00
1Y	B2030 B	RR	OG-CESB-B2030B- RR-1Y	Between \$20- 30 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$167,554.00
1Y	B3040 B	RR	OG-CESB-B3040B- RR-1Y	Between \$30- 40 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$183,333.00

1Y	B4050 B	RR	OG-CESB-B4050B- RR-1Y	Between \$40- 50 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$183,333.00
1Y	O50B	RR	OG-CESB-O50B-RR- 1Y	Over \$50 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$183,333.00
3Y	U20	RR	OG-CESB-U20-RR- 3Y	Under \$20 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$3,850.00
3Y	B2040 M	RR	OG-CESB-B2040M- RR-3Y	Between \$20- 40 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$3,850.00
3Y	B4060 M	RR	OG-CESB-B4060M- RR-3Y	Between \$40- 60 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$3,850.00
3Y	B6080 M	RR	OG-CESB-B6080M- RR-3Y	Between \$60- 80 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$3,850.00
3Y	B8010 OM	RR	OG-CESB- B80100M-RR-3Y	Between \$80- 100 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$4,841.00
3Y	B1002 OOM	RR	OG-CESB- B100200M-RR-3Y	Between \$100- 200 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$7,711.00
3Y	B2003 OOM	RR	OG-CESB- B200300M-RR-3Y	Between \$200- 300 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$9,936.00
3Y	B3004 OOM	RR	OG-CESB- B300400M-RR-3Y	Between \$300- 400 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$14,904.00
3Y	B4005 OOM	RR	OG-CESB- B400500M-RR-3Y	Between \$400- 500 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$14,904.00
3Y	B5007 50M	RR	OG-CESB- B500750M-RR-3Y	Between \$500- 750 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$18,841.00
3Y	B7501 B	RR	OG-CESB-B7501B- RR-3Y	Between \$750- 1 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$23,809.00
3Y	B13B	RR	OG-CESB-B13B-RR- 3Y	Between \$1-3 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$41,000.00
3Y	B35B	RR	OG-CESB-B35B-RR- 3Y	Between \$3-5 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$51,250.00
3Y	B510B	RR	OG-CESB-B510B- RR-3Y	Between \$5-10 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$80,218.00
3Y	B1020 B	RR	OG-CESB-B1020B- RR-3Y	Between \$10- 20 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$133,697.00
3Y	B2030 B	RR	OG-CESB-B2030B- RR-3Y	Between \$20- 30 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$150,799.00
3Y	B3040 B	RR	OG-CESB-B3040B- RR-3Y	Between \$30- 40 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$165,000.00
3Y	B4050 B	RR	OG-CESB-B4050B- RR-3Y	Between \$40- 50 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$165,000.00
3Y	O50B	RR	OG-CESB-O50B-RR- 3Y	Over \$50 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$165,000.00
5Y	U20	RR	OG-CESB-U20-RR- 5Y	Under \$20 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$3,273.00



5Y	B2040 M	RR	OG-CESB-B2040M- RR-5Y	Between \$20- 40 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$3,273.00
5Y	B4060 M	RR	OG-CESB-B4060M- RR-5Y	Between \$40- 60 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$3,273.00
5Y	B6080 M	RR	OG-CESB-B6080M- RR-5Y	Between \$60- 80 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$3,273.00
5Y	B8010 OM	RR	OG-CESB- B80100M-RR-5Y	Between \$80- 100 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$4,115.00
5Y	B1002 OOM	RR	OG-CESB- B100200M-RR-5Y	Between \$100- 200 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$6,554.00
5Y	B2003 OOM	RR	OG-CESB- B200300M-RR-5Y	Between \$200- 300 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$8,446.00
5Y	B3004 OOM	RR	OG-CESB- B300400M-RR-5Y	Between \$300- 400 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$12,668.00
5Y	B4005 OOM	RR	OG-CESB- B400500M-RR-5Y	Between \$400- 500 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$12,668.00
5Y	B5007 50M	RR	OG-CESB- B500750M-RR-5Y	Between \$500- 750 Million	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$16,015.00
5Y	B7501 B	RR	OG-CESB-B7501B- RR-5Y	Between \$750- 1 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$20,238.00
5Y	B13B	RR	OG-CESB-B13B-RR- 5Y	Between \$1-3 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$34,850.00
5Y	B35B	RR	OG-CESB-B35B-RR- 5Y	Between \$3-5 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$43,563.00
5Y	B510B	RR	OG-CESB-B510B- RR-5Y	Between \$5-10 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$68,185.00
5Y	B1020 B	RR	OG-CESB-B1020B- RR-5Y	Between \$10- 20 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$113,642.00
5Y	B2030 B	RR	OG-CESB-B2030B- RR-5Y	Between \$20- 30 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$128,179.00
5Y	B3040 B	RR	OG-CESB-B3040B- RR-5Y	Between \$30- 40 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$140,250.00
5Y	B4050 B	RR	OG-CESB-B4050B- RR-5Y	Between \$40- 50 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$140,250.00
5Y	O50B	RR	OG-CESB-O50B- RR-5Y	Over \$50 Billion	Citizen Engagement - Story Builder Upgrade Only	SaaS	\$140,250.00
1Y	U20	RR	OG-CEPF-U20- RR-1Y	Under \$20 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$10,804.00
1Y	B2040 M	RR	OG-CEPF-B2040M- RR-1Y	Between \$20- 40 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$13,982.00
1Y	B4060 M	RR	OG-CEPF-B4060M- RR-1Y	Between \$40- 60 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$13,982.00
1Y	B6080 M	RR	OG-CEPF-B6080M- RR-1Y	Between \$60- 80 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$17,160.00

1Y	B8010 OM	RR	OG-CEPF- B80100M-RR-1Y	Between \$80- 100 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$17,160.00
1Y	B1002 OOM	RR	OG-CEPF- B100200M-RR-1Y	Between \$100- 200 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$19,800.00
1Y	B2003 OOM	RR	OG-CEPF- B200300M-RR-1Y	Between \$200- 300 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$23,467.00
1Y	B3004 OOM	RR	OG-CEPF- B300400M-RR-1Y	Between \$300- 400 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$27,133.00
1Y	B4005 OOM	RR	OG-CEPF- B400500M-RR-1Y	Between \$400- 500 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$30,800.00
1Y	B5007 50M	RR	OG-CEPF- B500750M-RR-1Y	Between \$500- 750 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$30,800.00
1Y	B7501 B	RR	OG-CEPF-B7501B- RR-1Y	Between \$750- 1 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$35,933.00
1Y	B13B	RR	OG-CEPF-B13B-RR- 1Y	Between \$1-3 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$50,844.00
1Y	B35B	RR	OG-CEPF-B35B-RR- 1Y	Between \$3-5 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$60,622.00
1Y	B510B	RR	OG-CEPF-B510B- RR-1Y	Between \$5-10 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$90,933.00
1Y	B1020 B	RR	OG-CEPF-B1020B- RR-1Y	Between \$10- 20 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$90,933.00
1Y	B2030 B	RR	OG-CEPF-B2030B- RR-1Y	Between \$20- 30 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$121,244.00
1Y	B3040 B	RR	OG-CEPF-B3040B- RR-1Y	Between \$30- 40 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$151,556.00
1Y	B4050 B	RR	OG-CEPF-B4050B- RR-1Y	Between \$40- 50 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$151,556.00
1Y	O50B	RR	OG-CEPF-O50B-RR- 1Y	Over \$50 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$151,556.00
3Y	U20	RR	OG-CEPF-U20-RR- 3Y	Under \$20 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$9,724.00
3Y	B2040 M	RR	OG-CEPF-B2040M- RR-3Y	Between \$20- 40 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$12,584.00
3Y	B4060 M	RR	OG-CEPF-B4060M- RR-3Y	Between \$40- 60 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$12,584.00
3Y	B6080 M	RR	OG-CEPF-B6080M- RR-3Y	Between \$60- 80 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$15,444.00
3Y	B8010 OM	RR	OG-CEPF- B80100M-RR-3Y	Between \$80- 100 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$15,444.00
3Y	B1002 OOM	RR	OG-CEPF- B100200M-RR-3Y	Between \$100- 200 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$17,820.00
3Y	B2003 OOM	RR	OG-CEPF- B200300M-RR-3Y	Between \$200- 300 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$21,120.00
3Y	B3004 OOM	RR	OG-CEPF- B300400M-RR-3Y	Between \$300- 400 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$24,420.00



3Y	B4005 00M	RR	OG-CEPF- B400500M-RR-3Y	Between \$400- 500 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$27,720.00
3Y	B5007 50M	RR	OG-CEPF- B500750M-RR-3Y	Between \$500- 750 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$27,720.00
3Y	B7501 B	RR	OG-CEPF-B7501B- RR-3Y	Between \$750- 1 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$32,340.00
3Y	B13B	RR	OG-CEPF-B13B-RR- 3Y	Between \$1-3 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$45,760.00
3Y	B35B	RR	OG-CEPF-B35B-RR- 3Y	Between \$3-5 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$54,560.00
3Y	B510B	RR	OG-CEPF-B510B- RR-3Y	Between \$5-10 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$81,840.00
3Y	B1020 B	RR	OG-CEPF-B1020B- RR-3Y	Between \$10- 20 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$81,840.00
3Y	B2030 B	RR	OG-CEPF-B2030B- RR-3Y	Between \$20- 30 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$109,120.00
3Y	B3040 B	RR	OG-CEPF-B3040B- RR-3Y	Between \$30- 40 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$136,400.00
3Y	B4050 B	RR	OG-CEPF-B4050B- RR-3Y	Between \$40- 50 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$136,400.00
3Y	O50B	RR	OG-CEPF-O50B- RR-3Y	Over \$50 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$136,400.00
5Y	U20	RR	OG-CEPF-U20-RR- 5Y	Under \$20 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$8,265.00
5Y	B2040 M	RR	OG-CEPF-B2040M- RR-5Y	Between \$20- 40 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$10,696.00
5Y	B4060 M	RR	OG-CEPF-B4060M- RR-5Y	Between \$40- 60 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$10,696.00
5Y	B6080 M	RR	OG-CEPF-B6080M- RR-5Y	Between \$60- 80 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$13,127.00
5Y	B8010 0M	RR	OG-CEPF- B80100M-RR-5Y	Between \$80- 100 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$13,127.00
5Y	B1002 00M	RR	OG-CEPF- B100200M-RR-5Y	Between \$100- 200 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$15,147.00
5Y	B2003 00M	RR	OG-CEPF- B200300M-RR-5Y	Between \$200- 300 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$17,952.00

5Y	B3004 00M	RR	OG-CEPF- B300400M-RR-5Y	Between \$300- 400 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$20,757.00
5Y	B4005 00M	RR	OG-CEPF- B400500M-RR-5Y	Between \$400- 500 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$23,562.00
5Y	B5007 50M	RR	OG-CEPF- B500750M-RR-5Y	Between \$500- 750 Million	Citizen Engagement - Surveys and Feedback	SaaS	\$23,562.00
5Y	B7501 B	RR	OG-CEPF-B7501B- RR-5Y	Between \$750- 1 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$27,489.00
5Y	B13B	RR	OG-CEPF-B13B-RR- 5Y	Between \$1- 3 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$38,896.00
5Y	B35B	RR	OG-CEPF-B35B-RR- 5Y	Between \$3- 5 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$46,376.00
5Y	B510B	RR	OG-CEPF-B510B- RR-5Y	Between \$5- 10 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$69,564.00
5Y	B1020 B	RR	OG-CEPF- B1020B-RR-5Y	Between \$10- 20 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$69,564.00
5Y	B2030 B	RR	OG-CEPF- B2030B-RR-5Y	Between \$20- 30 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$92,752.00
5Y	B3040 B	RR	OG-CEPF- B3040B-RR-5Y	Between \$30- 40 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$115,940.00
5Y	B4050 B	RR	OG-CEPF- B4050B-RR-5Y	Between \$40- 50 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$115,940.00
5Y	O50B	RR	OG-CEPF-O50B- RR-5Y	Over \$50 Billion	Citizen Engagement - Surveys and Feedback	SaaS	\$115,940.00
1Y	ALL	RR	OG-CEODODI- U20-RR-1Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI- B2040M-RR-1Y	Between \$20- 40 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI- B4060M-RR-1Y	Between \$40- 60 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI- B6080M-RR-1Y	Between \$60- 80 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00

1Y	ALL	RR	OG-CEODODI-B80100M-RR-1Y	Between \$80-100 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI-B100200M-RR-1Y	Between \$100-200 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI-B200300M-RR-1Y	Between \$200-300 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI-B300400M-RR-1Y	Between \$300-400 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI-B400500M-RR-1Y	Between \$400-500 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI-B500750M-RR-1Y	Between \$500-750 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI-B7501B-RR-1Y	Between \$750-1 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI-B13B-RR-1Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI-B35B-RR-1Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI-B510B-RR-1Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI-B1020B-RR-1Y	Between \$10-20 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI-B2030B-RR-1Y	Between \$20-30 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI-B3040B-RR-1Y	Between \$30-40 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI-B4050B-RR-1Y	Between \$40-50 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
1Y	ALL	RR	OG-CEODODI-O50B-RR-1Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$16,784.00
3Y	ALL	RR	OG-CEODODI-U20-RR-3Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B2040M-RR-3Y	Between \$20-40 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B4060M-RR-3Y	Between \$40-60 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B6080M-RR-3Y	Between \$60-80 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B80100M-RR-3Y	Between \$80-100 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B100200M-RR-3Y	Between \$100-200 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00

3Y	ALL	RR	OG-CEODODI-B200300M-RR-3Y	Between \$200-300 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B300400M-RR-3Y	Between \$300-400 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B400500M-RR-3Y	Between \$400-500 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B500750M-RR-3Y	Between \$500-750 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B7501B-RR-3Y	Between \$750-1 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B13B-RR-3Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B35B-RR-3Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B510B-RR-3Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B1020B-RR-3Y	Between \$10-20 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B2030B-RR-3Y	Between \$20-30 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B3040B-RR-3Y	Between \$30-40 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-B4050B-RR-3Y	Between \$40-50 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
3Y	ALL	RR	OG-CEODODI-O50B-RR-3Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$15,106.00
5Y	ALL	RR	OG-CEODODI-U20-RR-5Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B2040M-RR-5Y	Between \$20-40 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B4060M-RR-5Y	Between \$40-60 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B6080M-RR-5Y	Between \$60-80 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B80100M-RR-5Y	Between \$80-100 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B100200M-RR-5Y	Between \$100-200 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B200300M-RR-5Y	Between \$200-300 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B300400M-RR-5Y	Between \$300-400 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B400500M-RR-5Y	Between \$400-500 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00

5Y	ALL	RR	OG-CEODODI-B500750M-RR-5Y	Between \$500-750 Million	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B7501B-RR-5Y	Between \$750-1 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B13B-RR-5Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B35B-RR-5Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B510B-RR-5Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B1020B-RR-5Y	Between \$10-20 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B2030B-RR-5Y	Between \$20-30 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B3040B-RR-5Y	Between \$30-40 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-B4050B-RR-5Y	Between \$40-50 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
5Y	ALL	RR	OG-CEODODI-O50B-RR-5Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level I	SaaS	\$12,840.00
1Y	ALL	RR	OG-CEODODII-U20-RR-1Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII-B2040M-RR-1Y	Between \$20-40 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII-B4060M-RR-1Y	Between \$40-60 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII-B6080M-RR-1Y	Between \$60-80 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII-B80100M-RR-1Y	Between \$80-100 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII-B100200M-RR-1Y	Between \$100-200 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII-B200300M-RR-1Y	Between \$200-300 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII-B300400M-RR-1Y	Between \$300-400 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII-B400500M-RR-1Y	Between \$400-500 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII-B500750M-RR-1Y	Between \$500-750 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00

1Y	ALL	RR	OG-CEODODII- B7501B-RR-1Y	Between \$750- 1 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII- B13B-RR-1Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII- B35B-RR-1Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII- B510B-RR-1Y	Between \$5- 10 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII- B1020B-RR-1Y	Between \$10- 20 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII- B2030B-RR-1Y	Between \$20- 30 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII- B3040B-RR-1Y	Between \$30- 40 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII- B4050B-RR-1Y	Between \$40- 50 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
1Y	ALL	RR	OG-CEODODII- O50B-RR-1Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$27,451.00
3Y	ALL	RR	OG-CEODODII- U20-RR-3Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII- B2040M-RR-3Y	Between \$20- 40 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII- B4060M-RR-3Y	Between \$40- 60 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII- B6080M-RR-3Y	Between \$60- 80 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII- B80100M-RR-3Y	Between \$80- 100 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII- B100200M-RR-3Y	Between \$100- 200 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII- B200300M-RR-3Y	Between \$200- 300 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII- B300400M-RR-3Y	Between \$300- 400 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII- B400500M-RR-3Y	Between \$400- 500 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII- B500750M-RR-3Y	Between \$500- 750 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00



3Y	ALL	RR	OG-CEODODII-B7501B-RR-3Y	Between \$750-1 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII-B13B-RR-3Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII-B35B-RR-3Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII-B510B-RR-3Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII-B1020B-RR-3Y	Between \$10-20 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII-B2030B-RR-3Y	Between \$20-30 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII-B3040B-RR-3Y	Between \$30-40 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII-B4050B-RR-3Y	Between \$40-50 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
3Y	ALL	RR	OG-CEODODII-O50B-RR-3Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$24,706.00
5Y	ALL	RR	OG-CEODODII-U20-RR-5Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B2040M-RR-5Y	Between \$20-40 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B4060M-RR-5Y	Between \$40-60 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B6080M-RR-5Y	Between \$60-80 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B80100M-RR-5Y	Between \$80-100 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B100200M-RR-5Y	Between \$100-200 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B200300M-RR-5Y	Between \$200-300 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B300400M-RR-5Y	Between \$300-400 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B400500M-RR-5Y	Between \$400-500 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B500750M-RR-5Y	Between \$500-750 Million	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B7501B-RR-5Y	Between \$750-1 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B13B-RR-5Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B35B-RR-5Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00

5Y	ALL	RR	OG-CEODODII-B510B-RR-5Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B1020B-RR-5Y	Between \$10-20 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B2030B-RR-5Y	Between \$20-30 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B3040B-RR-5Y	Between \$30-40 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-B4050B-RR-5Y	Between \$40-50 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
5Y	ALL	RR	OG-CEODODII-O50B-RR-5Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level II	SaaS	\$21,000.00
1Y	ALL	RR	OG-CEODODIII-U20-RR-1Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B2040M-RR-1Y	Between \$20-40 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B4060M-RR-1Y	Between \$40-60 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B6080M-RR-1Y	Between \$60-80 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B80100M-RR-1Y	Between \$80-100 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B100200M-RR-1Y	Between \$100-200 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B200300M-RR-1Y	Between \$200-300 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B300400M-RR-1Y	Between \$300-400 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B400500M-RR-1Y	Between \$400-500 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B500750M-RR-1Y	Between \$500-750 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B7501B-RR-1Y	Between \$750-1 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B13B-RR-1Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B35B-RR-1Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00



1Y	ALL	RR	OG-CEODODIII-B510B-RR-1Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B1020B-RR-1Y	Between \$10-20 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B2030B-RR-1Y	Between \$20-30 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B3040B-RR-1Y	Between \$30-40 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-B4050B-RR-1Y	Between \$40-50 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
1Y	ALL	RR	OG-CEODODIII-O50B-RR-1Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$46,384.00
3Y	ALL	RR	OG-CEODODIII-U20-RR-3Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B2040M-RR-3Y	Between \$20-40 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B4060M-RR-3Y	Between \$40-60 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B6080M-RR-3Y	Between \$60-80 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B80100M-RR-3Y	Between \$80-100 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B100200M-RR-3Y	Between \$100-200 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B200300M-RR-3Y	Between \$200-300 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B300400M-RR-3Y	Between \$300-400 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B400500M-RR-3Y	Between \$400-500 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B500750M-RR-3Y	Between \$500-750 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B7501B-RR-3Y	Between \$750-1 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B13B-RR-3Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B35B-RR-3Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00

3Y	ALL	RR	OG-CEODODIII-B510B-RR-3Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B1020B-RR-3Y	Between \$10-20 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B2030B-RR-3Y	Between \$20-30 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B3040B-RR-3Y	Between \$30-40 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-B4050B-RR-3Y	Between \$40-50 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
3Y	ALL	RR	OG-CEODODIII-O50B-RR-3Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$41,746.00
5Y	ALL	RR	OG-CEODODIII-U20-RR-5Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B2040M-RR-5Y	Between \$20-40 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B4060M-RR-5Y	Between \$40-60 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B6080M-RR-5Y	Between \$60-80 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B80100M-RR-5Y	Between \$80-100 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B100200M-RR-5Y	Between \$100-200 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B200300M-RR-5Y	Between \$200-300 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B300400M-RR-5Y	Between \$300-400 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B400500M-RR-5Y	Between \$400-500 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B500750M-RR-5Y	Between \$500-750 Million	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B7501B-RR-5Y	Between \$750-1 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B13B-RR-5Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B35B-RR-5Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B510B-RR-5Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00

5Y	ALL	RR	OG-CEODODIII-B1020B-RR-5Y	Between \$10-20 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B2030B-RR-5Y	Between \$20-30 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B3040B-RR-5Y	Between \$30-40 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-B4050B-RR-5Y	Between \$40-50 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
5Y	ALL	RR	OG-CEODODIII-O50B-RR-5Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level III	SaaS	\$35,484.00
1Y	ALL	RR	OG-CEODODIV-U20-RR-1Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B2040M-RR-1Y	Between \$20-40 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B4060M-RR-1Y	Between \$40-60 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B6080M-RR-1Y	Between \$60-80 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B80100M-RR-1Y	Between \$80-100 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B100200M-RR-1Y	Between \$100-200 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B200300M-RR-1Y	Between \$200-300 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B300400M-RR-1Y	Between \$300-400 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B400500M-RR-1Y	Between \$400-500 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B500750M-RR-1Y	Between \$500-750 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B7501B-RR-1Y	Between \$750-1 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B13B-RR-1Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B35B-RR-1Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B510B-RR-1Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00

1Y	ALL	RR	OG-CEODODIV-B1020B-RR-1Y	Between \$10-20 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B2030B-RR-1Y	Between \$20-30 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B3040B-RR-1Y	Between \$30-40 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-B4050B-RR-1Y	Between \$40-50 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
1Y	ALL	RR	OG-CEODODIV-O50B-RR-1Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$67,184.00
3Y	ALL	RR	OG-CEODODIV-U20-RR-3Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B2040M-RR-3Y	Between \$20-40 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B4060M-RR-3Y	Between \$40-60 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B6080M-RR-3Y	Between \$60-80 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B80100M-RR-3Y	Between \$80-100 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B100200M-RR-3Y	Between \$100-200 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B200300M-RR-3Y	Between \$200-300 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B300400M-RR-3Y	Between \$300-400 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B400500M-RR-3Y	Between \$400-500 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B500750M-RR-3Y	Between \$500-750 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B7501B-RR-3Y	Between \$750-1 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B13B-RR-3Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B35B-RR-3Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00

3Y	ALL	RR	OG-CEODODIV-B510B-RR-3Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B1020B-RR-3Y	Between \$10-20 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B2030B-RR-3Y	Between \$20-30 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B3040B-RR-3Y	Between \$30-40 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-B4050B-RR-3Y	Between \$40-50 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
3Y	ALL	RR	OG-CEODODIV-O50B-RR-3Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$60,466.00
5Y	ALL	RR	OG-CEODODIV-U20-RR-5Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B2040M-RR-5Y	Between \$20-40 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B4060M-RR-5Y	Between \$40-60 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B6080M-RR-5Y	Between \$60-80 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B80100M-RR-5Y	Between \$80-100 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B100200M-RR-5Y	Between \$100-200 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B200300M-RR-5Y	Between \$200-300 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B300400M-RR-5Y	Between \$300-400 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B400500M-RR-5Y	Between \$400-500 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B500750M-RR-5Y	Between \$500-750 Million	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B7501B-RR-5Y	Between \$750-1 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B13B-RR-5Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B35B-RR-5Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B510B-RR-5Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B1020B-RR-5Y	Between \$10-20 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B2030B-RR-5Y	Between \$20-30 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-B3040B-RR-5Y	Between \$30-40 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00

5Y	ALL	RR	OG-CEODODIV-B4050B-RR-5Y	Between \$40-50 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
5Y	ALL	RR	OG-CEODODIV-O50B-RR-5Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level IV	SaaS	\$51,396.00
1Y	ALL	RR	OG-CEODODV-U20-RR-1Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B2040M-RR-1Y	Between \$20-40 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B4060M-RR-1Y	Between \$40-60 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B6080M-RR-1Y	Between \$60-80 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B80100M-RR-1Y	Between \$80-100 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B100200M-RR-1Y	Between \$100-200 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B200300M-RR-1Y	Between \$200-300 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B300400M-RR-1Y	Between \$300-400 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B400500M-RR-1Y	Between \$400-500 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B500750M-RR-1Y	Between \$500-750 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B7501B-RR-1Y	Between \$750-1 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B13B-RR-1Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B35B-RR-1Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B510B-RR-1Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B1020B-RR-1Y	Between \$10-20 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B2030B-RR-1Y	Between \$20-30 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B3040B-RR-1Y	Between \$30-40 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-B4050B-RR-1Y	Between \$40-50 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
1Y	ALL	RR	OG-CEODODV-O50B-RR-1Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$125,000.00
3Y	ALL	RR	OG-CEODODV-U20-RR-3Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00



3Y	ALL	RR	OG-CEODODV- B2040M-RR-3Y	Between \$20- 40 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B4060M-RR-3Y	Between \$40- 60 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B6080M-RR-3Y	Between \$60- 80 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B80100M-RR-3Y	Between \$80- 100 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B100200M-RR-3Y	Between \$100- 200 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B200300M-RR-3Y	Between \$200- 300 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B300400M-RR-3Y	Between \$300- 400 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B400500M-RR-3Y	Between \$400- 500 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B500750M-RR-3Y	Between \$500- 750 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B7501B-RR-3Y	Between \$750- 1 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B13B-RR-3Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B35B-RR-3Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B510B-RR-3Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B1020B-RR-3Y	Between \$10- 20 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B2030B-RR-3Y	Between \$20- 30 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B3040B-RR-3Y	Between \$30- 40 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- B4050B-RR-3Y	Between \$40- 50 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
3Y	ALL	RR	OG-CEODODV- O50B-RR-3Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$112,500.00
5Y	ALL	RR	OG-CEODODV- U20-RR-5Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B2040M-RR-5Y	Between \$20- 40 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B4060M-RR-5Y	Between \$40- 60 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B6080M-RR-5Y	Between \$60- 80 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00



5Y	ALL	RR	OG-CEODODV- B80100M-RR-5Y	Between \$80- 100 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B100200M-RR-5Y	Between \$100- 200 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B200300M-RR-5Y	Between \$200- 300 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B300400M-RR-5Y	Between \$300- 400 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B400500M-RR-5Y	Between \$400- 500 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B500750M-RR-5Y	Between \$500- 750 Million	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B7501B-RR-5Y	Between \$750- 1 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B13B-RR-5Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B35B-RR-5Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B510B-RR-5Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B1020B-RR-5Y	Between \$10- 20 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B2030B-RR-5Y	Between \$20- 30 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B3040B-RR-5Y	Between \$30- 40 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- B4050B-RR-5Y	Between \$40- 50 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
5Y	ALL	RR	OG-CEODODV- O50B-RR-5Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level V	SaaS	\$95,625.00
1Y	ALL	RR	OG-CEODODVI- U20-RR-1Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI- B2040M-RR-1Y	Between \$20- 40 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI- B4060M-RR-1Y	Between \$40- 60 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI- B6080M-RR-1Y	Between \$60- 80 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI- B80100M-RR-1Y	Between \$80- 100 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI- B100200M-RR- 1Y	Between \$100- 200 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI-	Between \$200- 300 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00

			B200300M-RR-1Y				
1Y	ALL	RR	OG-CEODODVI-B300400M-RR-1Y	Between \$300-400 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI-B400500M-RR-1Y	Between \$400-500 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI-B500750M-RR-1Y	Between \$500-750 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI-B7501B-RR-1Y	Between \$750-1 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI-B13B-RR-1Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI-B35B-RR-1Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI-B510B-RR-1Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI-B1020B-RR-1Y	Between \$10-20 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI-B2030B-RR-1Y	Between \$20-30 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI-B3040B-RR-1Y	Between \$30-40 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI-B4050B-RR-1Y	Between \$40-50 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
1Y	ALL	RR	OG-CEODODVI-O50B-RR-1Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$183,333.00
3Y	ALL	RR	OG-CEODODVI-U20-RR-3Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI-B2040M-RR-3Y	Between \$20-40 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI-B4060M-RR-3Y	Between \$40-60 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI-B6080M-RR-3Y	Between \$60-80 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI-B80100M-RR-3Y	Between \$80-100 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI-B100200M-RR-3Y	Between \$100-200 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI-B200300M-RR-3Y	Between \$200-300 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00

3Y	ALL	RR	OG-CEODODVI- B300400M-RR- 3Y	Between \$300- 400 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI- B400500M-RR- 3Y	Between \$400- 500 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI- B500750M-RR- 3Y	Between \$500- 750 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI- B7501B-RR-3Y	Between \$750- 1 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI- B13B-RR-3Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI- B35B-RR-3Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI- B510B-RR-3Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI- B1020B-RR-3Y	Between \$10- 20 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI- B2030B-RR-3Y	Between \$20- 30 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI- B3040B-RR-3Y	Between \$30- 40 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI- B4050B-RR-3Y	Between \$40- 50 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
3Y	ALL	RR	OG-CEODODVI- O50B-RR-3Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$165,000.00
5Y	ALL	RR	OG-CEODODVI- U20-RR-5Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI- B2040M-RR-5Y	Between \$20- 40 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI- B4060M-RR-5Y	Between \$40- 60 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI- B6080M-RR-5Y	Between \$60- 80 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI- B80100M-RR-5Y	Between \$80- 100 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI- B100200M-RR- 5Y	Between \$100- 200 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI- B200300M-RR- 5Y	Between \$200- 300 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI-	Between \$300- 400 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00

			B300400M-RR-5Y				
5Y	ALL	RR	OG-CEODODVI-B400500M-RR-5Y	Between \$400-500 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI-B500750M-RR-5Y	Between \$500-750 Million	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI-B7501B-RR-5Y	Between \$750-1 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI-B13B-RR-5Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI-B35B-RR-5Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI-B510B-RR-5Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI-B1020B-RR-5Y	Between \$10-20 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI-B2030B-RR-5Y	Between \$20-30 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI-B3040B-RR-5Y	Between \$30-40 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI-B4050B-RR-5Y	Between \$40-50 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
5Y	ALL	RR	OG-CEODODVI-O50B-RR-5Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level VI	SaaS	\$140,250.00
1Y	ALL	RR	OG-CEODODVII-U20-RR-1Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII-B2040M-RR-1Y	Between \$20-40 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII-B4060M-RR-1Y	Between \$40-60 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII-B6080M-RR-1Y	Between \$60-80 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII-B80100M-RR-1Y	Between \$80-100 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII-B100200M-RR-1Y	Between \$100-200 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII-B200300M-RR-1Y	Between \$200-300 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII-B300400M-RR-1Y	Between \$300-400 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00

1Y	ALL	RR	OG-CEODODVII- B400500M-RR- 1Y	Between \$400- 500 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII- B500750M-RR- 1Y	Between \$500- 750 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII- B7501B-RR-1Y	Between \$750- 1 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII- B13B-RR-1Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII- B35B-RR-1Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII- B510B-RR-1Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII- B1020B-RR-1Y	Between \$10- 20 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII- B2030B-RR-1Y	Between \$20- 30 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII- B3040B-RR-1Y	Between \$30- 40 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII- B4050B-RR-1Y	Between \$40- 50 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
1Y	ALL	RR	OG-CEODODVII- O50B-RR-1Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$276,667.00
3Y	ALL	RR	OG-CEODODVII- U20-RR-3Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00
3Y	ALL	RR	OG-CEODODVII- B2040M-RR-3Y	Between \$20- 40 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00
3Y	ALL	RR	OG-CEODODVII- B4060M-RR-3Y	Between \$40- 60 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00
3Y	ALL	RR	OG-CEODODVII- B6080M-RR-3Y	Between \$60- 80 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00
3Y	ALL	RR	OG-CEODODVII- B80100M-RR-3Y	Between \$80- 100 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00
3Y	ALL	RR	OG-CEODODVII- B100200M-RR- 3Y	Between \$100- 200 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00
3Y	ALL	RR	OG-CEODODVII- B200300M-RR- 3Y	Between \$200- 300 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00
3Y	ALL	RR	OG-CEODODVII- B300400M-RR- 3Y	Between \$300- 400 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00
3Y	ALL	RR	OG-CEODODVII- B400500M-RR- 3Y	Between \$400- 500 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00

3Y	ALL	RR	OG-CEODODVII- B500750M-RR- 3Y	Between \$500- 750 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00
3Y	ALL	RR	OG-CEODODVII- B7501B-RR-3Y	Between \$750- 1 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00
3Y	ALL	RR	OG-CEODODVII- B13B-RR-3Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00
3Y	ALL	RR	OG-CEODODVII- B35B-RR-3Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00
3Y	ALL	RR	OG-CEODODVII- B510B-RR-3Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00
3Y	ALL	RR	OG-CEODODVII- B1020B-RR-3Y	Between \$10- 20 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00
3Y	ALL	RR	OG-CEODODVII- B2030B-RR-3Y	Between \$20- 30 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$249,000.00
3Y	ALL	RR	OG-CEODODVII- B3040B-RR-3Y	Between \$30- 40 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$ 249,000.00
3Y	ALL	RR	OG-CEODODVII- B4050B-RR-3Y	Between \$40- 50 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$ 249,000.00
3Y	ALL	RR	OG-CEODODVII- O50B-RR-3Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$ 249,000.00
5Y	ALL	RR	OG-CEODODVII- U20-RR-5Y	Under \$20 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$ 211,650.00
5Y	ALL	RR	OG-CEODODVII- B2040M-RR-5Y	Between \$20- 40 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$ 211,650.00
5Y	ALL	RR	OG-CEODODVII- B4060M-RR-5Y	Between \$40- 60 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$ 211,650.00
5Y	ALL	RR	OG-CEODODVII- B6080M-RR-5Y	Between \$60- 80 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$ 211,650.00
5Y	ALL	RR	OG-CEODODVII- B80100M-RR-5Y	Between \$80- 100 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$ 211,650.00
5Y	ALL	RR	OG-CEODODVII- B100200M-RR-5Y	Between \$100- 200 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$ 211,650.00
5Y	ALL	RR	OG-CEODODVII- B200300M-RR-5Y	Between \$200- 300 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$ 211,650.00



5Y	ALL	RR	OG-CEODODVII-B300400M-RR-5Y	Between \$300-400 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$ 211,650.00
5Y	ALL	RR	OG-CEODODVII-B400500M-RR-5Y	Between \$400-500 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$ 211,650.00
5Y	ALL	RR	OG-CEODODVII-B500750M-RR-5Y	Between \$500-750 Million	Citizen Engagement - Open Data Portal Level VII	SaaS	\$ 211,650.00
5Y	ALL	RR	OG-CEODODVII-B7501B-RR-5Y	Between \$750-1 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$ 211,650.00
5Y	ALL	RR	OG-CEODODVII-B13B-RR-5Y	Between \$1-3 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$ 211,650.00
5Y	ALL	RR	OG-CEODODVII-B35B-RR-5Y	Between \$3-5 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$211,650.00
5Y	ALL	RR	OG-CEODODVII-B510B-RR-5Y	Between \$5-10 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$211,650.00
5Y	ALL	RR	OG-CEODODVII-B1020B-RR-5Y	Between \$10-20 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$211,650.00
5Y	ALL	RR	OG-CEODODVII-B2030B-RR-5Y	Between \$20-30 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$211,650.00
5Y	ALL	RR	OG-CEODODVII-B3040B-RR-5Y	Between \$30-40 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$211,650.00
5Y	ALL	RR	OG-CEODODVII-B4050B-RR-5Y	Between \$40-50 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$211,650.00
5Y	ALL	RR	OG-CEODODVII-O50B-RR-5Y	Over \$50 Billion	Citizen Engagement - Open Data Portal Level VII	SaaS	\$211,650.00
1Y	ALL	RR	OG-BBK PL-U20-RR-1Y	Under \$20 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL-B2040M-RR-1Y	Between \$20-40 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL-B4060M-RR-1Y	Between \$40-60 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00



1Y	ALL	RR	OG-BBK PL- B6080M-RR-1Y	Between \$60- 80 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL- B80100M-RR-1Y	Between \$80- 100 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL- B100200M-RR-1Y	Between \$100- 200 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL- B200300M-RR-1Y	Between \$200- 300 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL- B300400M- RR-1Y	Between \$300- 400 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL- B400500M- RR-1Y	Between \$400- 500 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL- B500750M- RR-1Y	Between \$500- 750 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL- B7501B-RR-1Y	Between \$750- 1 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL-B13B- RR-1Y	Between \$1-3 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL-B35B- RR-1Y	Between \$3-5 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL- B510B-RR-1Y	Between \$5-10 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL- B1020B-RR-1Y	Between \$10- 20 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL- B2030B-RR-1Y	Between \$20- 30 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL- B3040B-RR-1Y	Between \$30- 40 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00

1Y	ALL	RR	OG-BBK PL-B4050B-RR-1Y	Between \$40-50 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
1Y	ALL	RR	OG-BBK PL-O50B-RR-1Y	Over \$50 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,444.00
3Y	ALL	RR	OG-BBK PL-U20-RR-3Y	Under \$20 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL-B2040M-RR-3Y	Between \$20-40 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL-B4060M-RR-3Y	Between \$40-60 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL-B6080M-RR-3Y	Between \$60-80 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL-B80100M-RR-3Y	Between \$80-100 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL-B100200M-RR-3Y	Between \$100-200 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL-B200300M-RR-3Y	Between \$200-300 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL-B300400M-RR-3Y	Between \$300-400 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL-B400500M-RR-3Y	Between \$400-500 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL-B500750M-RR-3Y	Between \$500-750 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL-B7501B-RR-3Y	Between \$750-1 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL-B13B-RR-3Y	Between \$1-3 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL-B35B-RR-3Y	Between \$3-5 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00

3Y	ALL	RR	OG-BBK PL- B510B- RR-3Y	Between \$5- 10 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL- B1020B-RR-3Y	Between \$10- 20 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL- B2030B-RR-3Y	Between \$20- 30 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL- B3040B-RR-3Y	Between \$30- 40 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL- B4050B-RR-3Y	Between \$40- 50 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
3Y	ALL	RR	OG-BBK PL-O50B- RR-3Y	Over \$50 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,300.00
5Y	ALL	RR	OG-BBK PL-U20- RR- 5Y	Under \$20 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL- B2040M-RR-5Y	Between \$20- 40 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL- B4060M-RR-5Y	Between \$40- 60 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL- B6080M-RR-5Y	Between \$60- 80 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL- B80100M-RR-5Y	Between \$80- 100 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL- B100200M-RR-5Y	Between \$100- 200 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL- B200300M-RR-5Y	Between \$200- 300 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL- B300400M-RR-5Y	Between \$300- 400 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL- B400500M-RR-5Y	Between \$400- 500 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00

5Y	ALL	RR	OG-BBK PL- B500750M-RR-5Y	Between \$500- 750 Million	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL- B7501B-RR-5Y	Between \$750- 1 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL-B13B- RR-5Y	Between \$1- 3 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL-B35B- RR-5Y	Between \$3- 5 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL- B510B- RR-5Y	Between \$5- 10 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL- B1020B-RR-5Y	Between \$10- 20 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL- B2030B-RR-5Y	Between \$20- 30 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL- B3040B-RR-5Y	Between \$30- 40 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL- B4050B-RR-5Y	Between \$40- 50 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
5Y	ALL	RR	OG-BBK PL-O50B- RR-5Y	Over \$50 Billion	OpenGov Budget Book powered by Wdesk - Professional Seat License	SaaS	\$1,105.00
1Y	ALL	RR	OG-BBK SL-U20- RR-1Y	Under \$20 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL- B2040M-RR-1Y	Between \$20- 40 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL- B4060M-RR-1Y	Between \$40- 60 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL- B6080M-RR-1Y	Between \$60- 80 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL- B80100M-RR-1Y	Between \$80- 100 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00

1Y	ALL	RR	OG-BBK SL- B100200M-RR-1Y	Between \$100- 200 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL- B200300M-RR-1Y	Between \$200- 300 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL- B300400M- RR-1Y	Between \$300- 400 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL- B400500M- RR-1Y	Between \$400- 500 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL- B500750M- RR-1Y	Between \$500- 750 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL- B7501B- RR-1Y	Between \$750- 1 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL-B13B- RR-1Y	Between \$1- 3 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL-B35B- RR-1Y	Between \$3- 5 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL- B510B- RR-1Y	Between \$5- 10 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL- B1020B- RR-1Y	Between \$10- 20 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL- B2030B- RR-1Y	Between \$20- 30 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL- B3040B- RR-1Y	Between \$30- 40 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL- B4050B- RR-1Y	Between \$40- 50 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
1Y	ALL	RR	OG-BBK SL-O50B- RR-1Y	Over \$50 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$2,000.00
3Y	ALL	RR	OG-BBK SL-U20- RR-3Y	Under \$20 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00

3Y	ALL	RR	OG-BBK SL- B2040M-RR-3Y	Between \$20- 40 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL- B4060M-RR-3Y	Between \$40- 60 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL- B6080M-RR-3Y	Between \$60- 80 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL- B80100M-RR-3Y	Between \$80- 100 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL- B100200M-RR-3Y	Between \$100- 200 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL- B200300M-RR-3Y	Between \$200- 300 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL- B300400M-RR-3Y	Between \$300- 400 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL- B400500M-RR-3Y	Between \$400- 500 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL- B500750M-RR-3Y	Between \$500- 750 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL- B7501B- RR-3Y	Between \$750- 1 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL-B13B- RR-3Y	Between \$1- 3 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL-B35B- RR-3Y	Between \$3- 5 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL- B510B- RR-3Y	Between \$5- 10 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL- B1020B- RR-3Y	Between \$10- 20 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL- B2030B- RR-3Y	Between \$20- 30 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00

3Y	ALL	RR	OG-BBK SL- B3040B- RR-3Y	Between \$30- 40 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL- B4050B- RR-3Y	Between \$40- 50 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
3Y	ALL	RR	OG-BBK SL-O50B- RR-3Y	Over \$50 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,800.00
5Y	ALL	RR	OG-BBK SL-U20- RR-5Y	Under \$20 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL- B2040M-RR-5Y	Between \$20- 40 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL- B4060M-RR-5Y	Between \$40- 60 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL- B6080M-RR-5Y	Between \$60- 80 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL- B80100M-RR-5Y	Between \$80- 100 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL- B100200M-RR-5Y	Between \$100- 200 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL- B200300M-RR-5Y	Between \$200- 300 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL- B300400M-RR-5Y	Between \$300- 400 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL- B400500M-RR-5Y	Between \$400- 500 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL- B500750M-RR-5Y	Between \$500- 750 Million	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL- B7501B- RR-5Y	Between \$750- 1 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00



5Y	ALL	RR	OG-BBK SL-B13B-RR-5Y	Between \$1-3 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL-B35B-RR-5Y	Between \$3-5 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL-B510B-RR-5Y	Between \$5-10 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL-B1020B-RR-5Y	Between \$10-20 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL-B2030B-RR-5Y	Between \$20-30 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL-B3040B-RR-5Y	Between \$30-40 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL-B4050B-RR-5Y	Between \$40-50 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
5Y	ALL	RR	OG-BBK SL-O50B-RR-5Y	Over \$50 Billion	OpenGov Budget Book powered by Wdesk - Standard Seat License	SaaS	\$1,530.00
1Y	U20	RR	OG-INTERP-U20-RR-1Y	Under \$20 Million	ERP Integrations	SaaS	\$3,889.00
1Y	B2040M	RR	OG-INTERP-B2040M-RR-1Y	Between \$20-40 Million	ERP Integrations	SaaS	\$3,889.00
1Y	B4060M	RR	OG-INTERP-B4060M-RR-1Y	Between \$40-60 Million	ERP Integrations	SaaS	\$3,889.00
1Y	B6080M	RR	OG-INTERP-B6080M-RR-1Y	Between \$60-80 Million	ERP Integrations	SaaS	\$3,889.00
1Y	B8010OM	RR	OG-INTERP-B80100M-RR-1Y	Between \$80-100 Million	ERP Integrations	SaaS	\$5,333.00
1Y	B100200M	RR	OG-INTERP-B100200M-RR-1Y	Between \$100-200 Million	ERP Integrations	SaaS	\$5,333.00
1Y	B200300M	RR	OG-INTERP-B200300M-RR-1Y	Between \$200-300 Million	ERP Integrations	SaaS	\$5,333.00
1Y	B300400M	RR	OG-INTERP-B300400M-RR-1Y	Between \$300-400 Million	ERP Integrations	SaaS	\$5,333.00
1Y	B400500M	RR	OG-INTERP-B400500M-RR-1Y	Between \$400-500 Million	ERP Integrations	SaaS	\$5,333.00
1Y	B500750M	RR	OG-INTERP-B500750M-RR-1Y	Between \$500-750 Million	ERP Integrations	SaaS	\$8,667.00

1Y	B7501 B	RR	OG-INTERP- B7501B-RR-1Y	Between \$750- 1 Billion	ERP Integrations	SaaS	\$8,667.00
1Y	B13B	RR	OG-INTERP-B13B- RR-1Y	Between \$1-3 Billion	ERP Integrations	SaaS	\$8,667.00
1Y	B35B	RR	OG-INTERP- B35B-RR-1Y	Between \$3-5 Billion	ERP Integrations	SaaS	\$8,667.00
1Y	B510B	RR	OG-INTERP- B510B-RR-1Y	Between \$5-10 Billion	ERP Integrations	SaaS	\$8,667.00
1Y	B1020 B	RR	OG-INTERP- B1020B-RR-1Y	Between \$10- 20 Billion	ERP Integrations	SaaS	\$8,667.00
1Y	B2030 B	RR	OG-INTERP- B2030B-RR-1Y	Between \$20- 30 Billion	ERP Integrations	SaaS	\$8,667.00
1Y	B3040 B	RR	OG-INTERP- B3040B-RR-1Y	Between \$30- 40 Billion	ERP Integrations	SaaS	\$8,667.00
1Y	B4050 B	RR	OG-INTERP- B4050B-RR-1Y	Between \$40- 50 Billion	ERP Integrations	SaaS	\$8,667.00
1Y	O50B	RR	OG-INTERP- O50B-RR-1Y	Over \$50 Billion	ERP Integrations	SaaS	\$8,667.00
3Y	U20	RR	OG-INTERP-U20- RR-3Y	Under \$20 Million	ERP Integrations	SaaS	\$3,500.00
3Y	B2040 M	RR	OG-INTERP- B2040M-RR-3Y	Between \$20- 40 Million	ERP Integrations	SaaS	\$3,500.00
3Y	B4060 M	RR	OG-INTERP- B4060M-RR-3Y	Between \$40- 60 Million	ERP Integrations	SaaS	\$3,500.00
3Y	B6080 M	RR	OG-INTERP- B6080M-RR-3Y	Between \$60- 80 Million	ERP Integrations	SaaS	\$3,500.00
3Y	B8010 0M	RR	OG-INTERP- B80100M-RR-3Y	Between \$80- 100 Million	ERP Integrations	SaaS	\$4,800.00
3Y	B1002 00M	RR	OG-INTERP- B100200M-RR-3Y	Between \$100- 200 Million	ERP Integrations	SaaS	\$4,800.00
3Y	B2003 00M	RR	OG-INTERP- B200300M-RR-3Y	Between \$200- 300 Million	ERP Integrations	SaaS	\$4,800.00
3Y	B3004 00M	RR	OG-INTERP- B300400M-RR-3Y	Between \$300- 400 Million	ERP Integrations	SaaS	\$4,800.00
3Y	B4005 00M	RR	OG-INTERP- B400500M-RR-3Y	Between \$400- 500 Million	ERP Integrations	SaaS	\$4,800.00
3Y	B5007 50M	RR	OG-INTERP- B500750M-RR-3Y	Between \$500- 750 Million	ERP Integrations	SaaS	\$7,800.00
3Y	B7501 B	RR	OG-INTERP- B7501B-RR-3Y	Between \$750- 1 Billion	ERP Integrations	SaaS	\$7,800.00
3Y	B13B	RR	OG-INTERP- B13B-RR-3Y	Between \$1-3 Billion	ERP Integrations	SaaS	\$7,800.00
3Y	B35B	RR	OG-INTERP- B35B-RR-3Y	Between \$3-5 Billion	ERP Integrations	SaaS	\$7,800.00
3Y	B510B	RR	OG-INTERP- B510B-RR-3Y	Between \$5-10 Billion	ERP Integrations	SaaS	\$7,800.00

3Y	B1020 B	RR	OG-INTERP- B1020B-RR-3Y	Between \$10- 20 Billion	ERP Integrations	SaaS	\$7,800.00
3Y	B2030 B	RR	OG-INTERP- B2030B-RR-3Y	Between \$20- 30 Billion	ERP Integrations	SaaS	\$7,800.00
3Y	B3040 B	RR	OG-INTERP- B3040B-RR-3Y	Between \$30- 40 Billion	ERP Integrations	SaaS	\$7,800.00
3Y	B4050 B	RR	OG-INTERP- B4050B-RR-3Y	Between \$40- 50 Billion	ERP Integrations	SaaS	\$7,800.00
3Y	O50B	RR	OG-INTERP- O50B-RR-3Y	Over \$50 Billion	ERP Integrations	SaaS	\$7,800.00
5Y	U20	RR	OG-INTERP-U20- RR-5Y	Under \$20 Million	ERP Integrations	SaaS	\$2,975.00
5Y	B2040 M	RR	OG-INTERP- B2040M-RR-5Y	Between \$20- 40 Million	ERP Integrations	SaaS	\$2,975.00
5Y	B4060 M	RR	OG-INTERP- B4060M-RR-5Y	Between \$40- 60 Million	ERP Integrations	SaaS	\$2,975.00
5Y	B6080 M	RR	OG-INTERP- B6080M-RR-5Y	Between \$60- 80 Million	ERP Integrations	SaaS	\$2,975.00
5Y	B8010 0M	RR	OG-INTERP- B80100M-RR-5Y	Between \$80- 100 Million	ERP Integrations	SaaS	\$4,080.00
5Y	B1002 00M	RR	OG-INTERP- B100200M-RR-5Y	Between \$100- 200 Million	ERP Integrations	SaaS	\$4,080.00
5Y	B2003 00M	RR	OG-INTERP- B200300M-RR-5Y	Between \$200- 300 Million	ERP Integrations	SaaS	\$4,080.00
5Y	B3004 00M	RR	OG-INTERP- B300400M-RR-5Y	Between \$300- 400 Million	ERP Integrations	SaaS	\$4,080.00
5Y	B4005 00M	RR	OG-INTERP- B400500M-RR-5Y	Between \$400- 500 Million	ERP Integrations	SaaS	\$4,080.00
5Y	B5007 50M	RR	OG-INTERP- B500750M-RR-5Y	Between \$500- 750 Million	ERP Integrations	SaaS	\$6,630.00
5Y	B7501 B	RR	OG-INTERP- B7501B-RR-5Y	Between \$750- 1 Billion	ERP Integrations	SaaS	\$6,630.00
5Y	B13B	RR	OG-INTERP-B13B- RR-5Y	Between \$1-3 Billion	ERP Integrations	SaaS	\$6,630.00
5Y	B35B	RR	OG-INTERP-B35B- RR-5Y	Between \$3-5 Billion	ERP Integrations	SaaS	\$6,630.00
5Y	B510B	RR	OG-INTERP- B510B-RR-5Y	Between \$5-10 Billion	ERP Integrations	SaaS	\$6,630.00
5Y	B1020 B	RR	OG-INTERP- B1020B-RR-5Y	Between \$10- 20 Billion	ERP Integrations	SaaS	\$6,630.00
5Y	B2030 B	RR	OG-INTERP- B2030B-RR-5Y	Between \$20- 30 Billion	ERP Integrations	SaaS	\$6,630.00
5Y	B3040 B	RR	OG-INTERP- B3040B-RR-5Y	Between \$30- 40 Billion	ERP Integrations	SaaS	\$6,630.00
5Y	B4050		OG-INTERP- B4050	Between \$40-			\$6,630.00

5Y	B	RR	B4050B-RR-5Y	50 Billion	ERP Integrations	SaaS	
5Y	O50B	RR	OG-INTERP- O50B-RR-5Y	Over \$50 Billion	ERP Integrations	SaaS	\$6,630.00
1Y	U20	RR	OG-INTNFI-U20- RR-1Y	Under \$20 Million	Non-Financial Integrations	SaaS	\$3,889.00
1Y	B2040 M	RR	OG-INTNFI- B2040M-RR-1Y	Between \$20- 40 Million	Non-Financial Integrations	SaaS	\$3,889.00
1Y	B4060 M	RR	OG-INTNFI- B4060M-RR-1Y	Between \$40- 60 Million	Non-Financial Integrations	SaaS	\$3,889.00
1Y	B6080 M	RR	OG-INTNFI- B6080M-RR-1Y	Between \$60- 80 Million	Non-Financial Integrations	SaaS	\$3,889.00
1Y	B8010 0M	RR	OG-INTNFI- B80100M-RR-1Y	Between \$80- 100 Million	Non-Financial Integrations	SaaS	\$3,889.00
1Y	B1002 00M	RR	OG-INTNFI- B100200M-RR-1Y	Between \$100- 200 Million	Non-Financial Integrations	SaaS	\$3,889.00
1Y	B2003 00M	RR	OG-INTNFI- B200300M-RR-1Y	Between \$200- 300 Million	Non-Financial Integrations	SaaS	\$3,889.00
1Y	B3004 00M	RR	OG-INTNFI- B300400M-RR-1Y	Between \$300- 400 Million	Non-Financial Integrations	SaaS	\$3,889.00
1Y	B4005 00M	RR	OG-INTNFI- B400500M-RR-1Y	Between \$400- 500 Million	Non-Financial Integrations	SaaS	\$3,889.00
1Y	B5007 50M	RR	OG-INTNFI- B500750M-RR-1Y	Between \$500- 750 Million	Non-Financial Integrations	SaaS	\$6,389.00
1Y	B7501 B	RR	OG-INTNFI- B7501B-RR-1Y	Between \$750- 1 Billion	Non-Financial Integrations	SaaS	\$6,389.00
1Y	B13B	RR	OG-INTNFI-B13B- RR-1Y	Between \$1-3 Billion	Non-Financial Integrations	SaaS	\$6,389.00
1Y	B35B	RR	OG-INTNFI-B35B- RR-1Y	Between \$3-5 Billion	Non-Financial Integrations	SaaS	\$6,389.00
1Y	B510B	RR	OG-INTNFI-B510B- RR-1Y	Between \$5-10 Billion	Non-Financial Integrations	SaaS	\$6,389.00
1Y	B1020 B	RR	OG-INTNFI- B1020B- RR-1Y	Between \$10- 20 Billion	Non-Financial Integrations	SaaS	\$6,389.00
1Y	B2030 B	RR	OG-INTNFI- B2030B-	Between \$20- 30 Billion		SaaS	\$6,389.00

			RR-1Y		Non-Financial Integrations		
1Y	B3040 B	RR	OG-INTNFI- B3040B- RR-1Y	Between \$30- 40 Billion	Non-Financial Integrations	SaaS	\$6,389.00
1Y	B4050 B	RR	OG-INTNFI- B4050B- RR-1Y	Between \$40- 50 Billion	Non-Financial Integrations	SaaS	\$6,389.00
1Y	O50B	RR	OG-INTNFI-O50B- RR-1Y	Over \$50 Billion	Non-Financial Integrations	SaaS	\$6,389.00
3Y	U20	RR	OG-INTNFI-U20- RR-3Y	Under \$20 Million	Non-Financial Integrations	SaaS	\$3,500.00
3Y	B2040 M	RR	OG-INTNFI- B2040M-RR-3Y	Between \$20- 40 Million	Non-Financial Integrations	SaaS	\$3,500.00
3Y	B4060 M	RR	OG-INTNFI- B4060M-RR-3Y	Between \$40- 60 Million	Non-Financial Integrations	SaaS	\$3,500.00
3Y	B6080 M	RR	OG-INTNFI- B6080M-RR-3Y	Between \$60- 80 Million	Non-Financial Integrations	SaaS	\$3,500.00
3Y	B8010 0M	RR	OG-INTNFI- B80100M-RR-3Y	Between \$80- 100 Million	Non-Financial Integrations	SaaS	\$3,500.00
3Y	B1002 00M	RR	OG-INTNFI- B100200M-RR-3Y	Between \$100- 200 Million	Non-Financial Integrations	SaaS	\$3,500.00
3Y	B2003 00M	RR	OG-INTNFI- B200300M-RR-3Y	Between \$200- 300 Million	Non-Financial Integrations	SaaS	\$3,500.00
3Y	B3004 00M	RR	OG-INTNFI- B300400M-RR-3Y	Between \$300- 400 Million	Non-Financial Integrations	SaaS	\$3,500.00
3Y	B4005 00M	RR	OG-INTNFI- B400500M-RR-3Y	Between \$400- 500 Million	Non-Financial Integrations	SaaS	\$3,500.00
3Y	B5007 50M	RR	OG-INTNFI- B500750M-RR-3Y	Between \$500- 750 Million	Non-Financial Integrations	SaaS	\$5,750.00
3Y	B7501 B	RR	OG-INTNFI- B7501B-RR-3Y	Between \$750- 1 Billion	Non-Financial Integrations	SaaS	\$5,750.00
3Y	B13B	RR	OG-INTNFI-B13B- RR-3Y	Between \$1-3 Billion	Non-Financial Integrations	SaaS	\$5,750.00

3Y	B35B	RR	OG-INTNFI-B35B-RR-3Y	Between \$3-5 Billion	Non-Financial Integrations	SaaS	\$5,750.00
3Y	B510B	RR	OG-INTNFI-B510B-RR-3Y	Between \$5-10 Billion	Non-Financial Integrations	SaaS	\$5,750.00
3Y	B1020 B	RR	OG-INTNFI-B1020B-RR-3Y	Between \$10-20 Billion	Non-Financial Integrations	SaaS	\$5,750.00
3Y	B2030 B	RR	OG-INTNFI-B2030B-RR-3Y	Between \$20-30 Billion	Non-Financial Integrations	SaaS	\$5,750.00
3Y	B3040 B	RR	OG-INTNFI-B3040B-RR-3Y	Between \$30-40 Billion	Non-Financial Integrations	SaaS	\$5,750.00
3Y	B4050 B	RR	OG-INTNFI-B4050B-RR-3Y	Between \$40-50 Billion	Non-Financial Integrations	SaaS	\$5,750.00
3Y	O50B	RR	OG-INTNFI-O50B-RR-3Y	Over \$50 Billion	Non-Financial Integrations	SaaS	\$5,750.00
5Y	U20	RR	OG-INTNFI-U20-RR-5Y	Under \$20 Million	Non-Financial Integrations	SaaS	\$2,975.00
5Y	B2040 M	RR	OG-INTNFI-B2040M-RR-5Y	Between \$20-40 Million	Non-Financial Integrations	SaaS	\$2,975.00
5Y	B4060 M	RR	OG-INTNFI-B4060M-RR-5Y	Between \$40-60 Million	Non-Financial Integrations	SaaS	\$2,975.00
5Y	B6080 M	RR	OG-INTNFI-B6080M-RR-5Y	Between \$60-80 Million	Non-Financial Integrations	SaaS	\$2,975.00
5Y	B8010 0M	RR	OG-INTNFI-B80100M-RR-5Y	Between \$80-100 Million	Non-Financial Integrations	SaaS	\$2,975.00
5Y	B1002 00M	RR	OG-INTNFI-B100200M-RR-5Y	Between \$100-200 Million	Non-Financial Integrations	SaaS	\$2,975.00
5Y	B2003 00M	RR	OG-INTNFI-B200300M-RR-5Y	Between \$200-300 Million	Non-Financial Integrations	SaaS	\$2,975.00
5Y	B3004 00M	RR	OG-INTNFI-B300400M-RR-5Y	Between \$300-400 Million		SaaS	\$2,975.00

					Non-Financial Integrations		
5Y	B4005 00M	RR	OG-INTNFI- B400500M-RR-5Y	Between \$400- 500 Million	Non-Financial Integrations	SaaS	\$2,975.00
5Y	B5007 50M	RR	OG-INTNFI- B500750M-RR-5Y	Between \$500- 750 Million	Non-Financial Integrations	SaaS	\$4,888.00
5Y	B7501 B	RR	OG-INTNFI- B7501B- RR-5Y	Between \$750- 1 Billion	Non-Financial Integrations	SaaS	\$4,888.00
5Y	B13B	RR	OG-INTNFI-B13B- RR-5Y	Between \$1-3 Billion	Non-Financial Integrations	SaaS	\$4,888.00
5Y	B35B	RR	OG-INTNFI-B35B- RR-5Y	Between \$3-5 Billion	Non-Financial Integrations	SaaS	\$4,888.00
5Y	B510B	RR	OG-INTNFI- B510B- RR-5Y	Between \$5-10 Billion	Non-Financial Integrations	SaaS	\$4,888.00
5Y	B1020 B	RR	OG-INTNFI- B1020B- RR-5Y	Between \$10- 20 Billion	Non-Financial Integrations	SaaS	\$4,888.00
5Y	B2030 B	RR	OG-INTNFI- B2030B- RR-5Y	Between \$20- 30 Billion	Non-Financial Integrations	SaaS	\$4,888.00
5Y	B3040 B	RR	OG-INTNFI- B3040B- RR-5Y	Between \$30- 40 Billion	Non-Financial Integrations	SaaS	\$4,888.00
5Y	B4050 B	RR	OG-INTNFI- B4050B- RR-5Y	Between \$40- 50 Billion	Non-Financial Integrations	SaaS	\$4,888.00
5Y	O50B	RR	OG-INTNFI-O50B- RR-5Y	Over \$50 Billion	Non-Financial Integrations	SaaS	\$4,888.00
0Y	U20	NR	OG-PSBPBP-U20- NR-0Y	Under \$20 Million	Basic Budgeting and Planning Deployment - Prepaid Hours	Services	\$8,680.00
0Y	B2040 M	NR	OG-PSBPBP- B2040M-NR-0Y	Between \$20- 40 Million	Basic Budgeting and Planning Deployment - Prepaid Hours	Services	\$8,680.00
0Y	B4060 M	NR	OG-PSBPBP- B4060M-NR-0Y	Between \$40- 60 Million	Basic Budgeting and Planning	Services	\$8,680.00



					Deployment - Prepaid Hours	
OY	B6080 M	NR	OG-PSBPBP- B6080M-NR-OY	Between \$60- 80 Million	Basic Budgeting and Planning Deployment - Prepaid Hours	Services \$8,680.00
OY	B8010 OM	NR	OG-PSBPBP- B80100M-NR-OY	Between \$80- 100 Million	Basic Budgeting and Planning Deployment - Prepaid Hours	Services \$8,680.00
OY	B1002 OOM	NR	OG-PSBPBP- B100200M-NR-OY	Between \$100- 200 Million	Basic Budgeting and Planning Deployment - Prepaid Hours	Services \$8,680.00
OY	U20	NR	OG-PSBSBF-U20- NR-OY	Under \$20 Million	Basic Budgeting and Planning Deployment - Fixed Fee	Services \$12,152.00
OY	B2040 M	NR	OG-PSBSBF- B2040M-NR-OY	Between \$20- 40 Million	Basic Budgeting and Planning Deployment - Fixed Fee	Services \$12,152.00
OY	B4060 M	NR	OG-PSBSBF- B4060M-NR-OY	Between \$40- 60 Million	Basic Budgeting and Planning Deployment - Fixed Fee	Services \$12,152.00
OY	B6080 M	NR	OG-PSBSBF- B6080M-NR-OY	Between \$60- 80 Million	Basic Budgeting and Planning Deployment - Fixed Fee	Services \$12,152.00
OY	B8010 OM	NR	OG-PSBSBF- B80100M-NR-OY	Between \$80- 100 Million	Basic Budgeting and Planning Deployment - Fixed Fee	Services \$12,152.00
OY	B1002 OOM	NR	OG-PSBSBF- B100200M-NR- OY	Between \$100- 200 Million	Basic Budgeting and Planning Deployment - Fixed Fee	Services \$12,152.00
OY	U20	NR	OG-PSBSSP-U20- NR-OY	Under \$20 Million	Standard Budgeting and Planning Deployment - Prepaid Hours	Services \$17,050.00
OY	B2040 M	NR	OG-PSBSSP- B2040M-NR-OY	Between \$20- 40 Million	Standard Budgeting and Planning Deployment - Prepaid Hours	Services \$17,050.00
OY	B4060 M	NR	OG-PSBSSP- B4060M-NR-OY	Between \$40- 60 Million	Standard Budgeting and Planning Deployment - Prepaid Hours	Services \$17,050.00
OY	B6080 M	NR	OG-PSBSSP- B6080M-NR-OY	Between \$60- 80 Million	Standard Budgeting and Planning Deployment - Prepaid Hours	Services \$17,050.00

OY	B8010 0M	NR	OG-PSBSSP- B80100M-NR-0Y	Between \$80- 100 Million	Standard Budgeting and Planning Deployment - Prepaid Hours	Services	\$17,050.00
OY	B1002 00M	NR	OG-PSBSSP- B100200M-NR- 0Y	Between \$100- 200 Million	Standard Budgeting and Planning Deployment - Prepaid Hours	Services	\$34,100.00
OY	B2003 00M	NR	OG-PSBSSP- B200300M-NR- 0Y	Between \$200- 300 Million	Standard Budgeting and Planning Deployment - Prepaid Hours	Services	\$34,100.00
OY	B3004 00M	NR	OG-PSBSSP- B300400M-NR- 0Y	Between \$300- 400 Million	Standard Budgeting and Planning Deployment - Prepaid Hours	Services	\$34,100.00
OY	B4005 00M	NR	OG-PSBSSP- B400500M-NR- 0Y	Between \$400- 500 Million	Standard Budgeting and Planning Deployment - Prepaid Hours	Services	\$34,100.00
OY	B5007 50M	NR	OG-PSBSSP- B500750M-NR- 0Y	Between \$500- 750 Million	Standard Budgeting and Planning Deployment - Prepaid Hours	Services	\$34,100.00
OY	B7501 B	NR	OG-PSBSSP- B7501B-NR-0Y	Between \$750- 1 Billion	Standard Budgeting and Planning Deployment - Prepaid Hours	Services	\$34,100.00
OY	U20	NR	OG-PSBSSF-U20- NR-0Y	Under \$20 Million	Standard Budgeting and Planning Deployment - Fixed Fee	Services	\$23,870.00
OY	B2040 M	NR	OG-PSBSSF- B2040M-NR-0Y	Between \$20- 40 Million	Standard Budgeting and Planning Deployment - Fixed Fee	Services	\$23,870.00
OY	B4060 M	NR	OG-PSBSSF- B4060M-NR-0Y	Between \$40- 60 Million	Standard Budgeting and Planning Deployment - Fixed Fee	Services	\$23,870.00
OY	B6080 M	NR	OG-PSBSSF- B6080M-NR-0Y	Between \$60- 80 Million	Standard Budgeting and Planning Deployment - Fixed Fee	Services	\$23,870.00
OY	B8010 0M	NR	OG-PSBSSF- B80100M-NR-0Y	Between \$80- 100 Million	Standard Budgeting and Planning Deployment - Fixed Fee	Services	\$23,870.00
OY	B1002 00M	NR	OG-PSBSSF- B100200M-NR- 0Y	Between \$100- 200 Million	Standard Budgeting and Planning Deployment - Fixed Fee	Services	\$47,740.00
OY	B2003 00M	NR	OG-PSBSSF- B200300M-NR- 0Y	Between \$200- 300 Million	Standard Budgeting and Planning Deployment - Fixed Fee	Services	\$47,740.00
OY	B3004 00M	NR	OG-PSBSSF- B300400M-NR- 0Y	Between \$300- 400 Million	Standard Budgeting and Planning Deployment - Fixed Fee	Services	\$47,740.00

OY	B4005 00M	NR	OG-PSBSSF- B400500M-NR- OY	Between \$400- 500 Million	Standard Budgeting and Planning Deployment - Fixed Fee	Services	\$47,740.00
OY	B5007 50M	NR	OG-PSBSSF- B500750M-NR- OY	Between \$500- 750 Million	Standard Budgeting and Planning Deployment - Fixed Fee	Services	\$47,740.00
OY	B7501 B	NR	OG-PSBSSF- B7501B-NR-OY	Between \$750- 1 Billion	Standard Budgeting and Planning Deployment - Fixed Fee	Services	\$47,740.00
OY	ALL	NR	OG-PSBKB-U20- NR-OY	Under \$20 Million	Basic Budget Book On- Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB- B2040M-NR-OY	Between \$20- 40 Million	Basic Budget Book On- Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB- B4060M-NR-OY	Between \$40- 60 Million	Basic Budget Book On- Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB- B6080M-NR-OY	Between \$60- 80 Million	Basic Budget Book On- Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB- B80100M-NR-OY	Between \$80- 100 Million	Basic Budget Book On- Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB- B100200M-NR- OY	Between \$100- 200 Million	Basic Budget Book On- Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB- B200300M-NR- OY	Between \$200- 300 Million	Basic Budget Book On- Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB- B300400M-NR- OY	Between \$300- 400 Million	Basic Budget Book On- Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB- B400500M-NR- OY	Between \$400- 500 Million	Basic Budget Book On- Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB- B500750M-NR- OY	Between \$500- 750 Million	Basic Budget Book On- Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB- B7501B- NR-OY	Between \$750- 1 Billion	Basic Budget Book On- Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB-B13B- NR-OY	Between \$1-3 Billion	Basic Budget Book On- Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB-B35B- NR-OY	Between \$3-5 Billion	Basic Budget Book On- Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB- B510B- NR-OY	Between \$5-10 Billion	Basic Budget Book On- Boarding Package	Services	\$3,500.00

OY	ALL	NR	OG-PSBKB-B1020B-NR-OY	Between \$10-20 Billion	Basic Budget Book On-Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB-B2030B-NR-OY	Between \$20-30 Billion	Basic Budget Book On-Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB-B3040B-NR-OY	Between \$30-40 Billion	Basic Budget Book On-Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB-B4050B-NR-OY	Between \$40-50 Billion	Basic Budget Book On-Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKB-O50B-NR-OY	Over \$50 Billion	Basic Budget Book On-Boarding Package	Services	\$3,500.00
OY	ALL	NR	OG-PSBKS-U20-NR-OY	Under \$20 Million	Standard Budget Book On-Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS-B2040M-NR-OY	Between \$20-40 Million	Standard Budget Book On-Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS-B4060M-NR-OY	Between \$40-60 Million	Standard Budget Book On-Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS-B6080M-NR-OY	Between \$60-80 Million	Standard Budget Book On-Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS-B80100M-NR-OY	Between \$80-100 Million	Standard Budget Book On-Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS-B100200M-NR-OY	Between \$100-200 Million	Standard Budget Book On-Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS-B200300M-NR-OY	Between \$200-300 Million	Standard Budget Book On-Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS-B300400M-NR-OY	Between \$300-400 Million	Standard Budget Book On-Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS-B400500M-NR-OY	Between \$400-500 Million	Standard Budget Book On-Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS-B500750M-NR-OY	Between \$500-750 Million	Standard Budget Book On-Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS-B7501B-NR-OY	Between \$750-1 Billion	Standard Budget Book On-Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS-B13B-NR-OY	Between \$1-3 Billion	Standard Budget Book On-Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS-B35B-NR-OY	Between \$3-5 Billion	Standard Budget Book On-Boarding Package	Services	\$7,500.00

OY	ALL	NR	OG-PSBKS- B510B- NR-OY	Between \$5-10 Billion	Standard Budget Book On- Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS- B1020B- NR-OY	Between \$10- 20 Billion	Standard Budget Book On- Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS- B2030B- NR-OY	Between \$20- 30 Billion	Standard Budget Book On- Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS- B3040B- NR-OY	Between \$30- 40 Billion	Standard Budget Book On- Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS- B4050B- NR-OY	Between \$40- 50 Billion	Standard Budget Book On- Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKS-O50B- NR-OY	Over \$50 Billion	Standard Budget Book On- Boarding Package	Services	\$7,500.00
OY	ALL	NR	OG-PSBKP-U20- NR-OY	Under \$20 Million	Premium Budget Book On- Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP- B2040M-NR-OY	Between \$20- 40 Million	Premium Budget Book On- Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP- B4060M-NR-OY	Between \$40- 60 Million	Premium Budget Book On- Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP- B6080M-NR-OY	Between \$60- 80 Million	Premium Budget Book On- Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP- B80100M-NR-OY	Between \$80- 100 Million	Premium Budget Book On- Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP- B100200M-NR- OY	Between \$100- 200 Million	Premium Budget Book On- Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP- B200300M-NR- OY	Between \$200- 300 Million	Premium Budget Book On- Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP- B300400M-NR- OY	Between \$300- 400 Million	Premium Budget Book On- Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP- B400500M-NR- OY	Between \$400- 500 Million	Premium Budget Book On- Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP- B500750M-NR- OY	Between \$500- 750 Million	Premium Budget Book On- Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP- B7501B- NR-OY	Between \$750- 1 Billion	Premium Budget Book On- Boarding Package	Services	\$12,500.00

OY	ALL	NR	OG-PSBKP-B13B-NR-OY	Between \$1-3 Billion	Premium Budget Book On-Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP-B35B-NR-OY	Between \$3-5 Billion	Premium Budget Book On-Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP-B510B-NR-OY	Between \$5-10 Billion	Premium Budget Book On-Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP-B1020B-NR-OY	Between \$10-20 Billion	Premium Budget Book On-Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP-B2030B-NR-OY	Between \$20-30 Billion	Premium Budget Book On-Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP-B3040B-NR-OY	Between \$30-40 Billion	Premium Budget Book On-Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP-B4050B-NR-OY	Between \$40-50 Billion	Premium Budget Book On-Boarding Package	Services	\$12,500.00
OY	ALL	NR	OG-PSBKP-O50B-NR-OY	Over \$50 Billion	Premium Budget Book On-Boarding Package	Services	\$12,500.00
OY	U20	NR	OG-PSOPBP-U20-NR-OY	Under \$20 Million	Basic Operational Performance Deployment - Prepaid Hours	Services	\$6,820.00
OY	M	NR	OG-PSOPBP-B2040M-NR-OY	Between \$20-40 Million	Basic Operational Performance Deployment - Prepaid Hours	Services	\$6,820.00
OY	M	NR	OG-PSOPBP-B4060M-NR-OY	Between \$40-60 Million	Basic Operational Performance Deployment - Prepaid Hours	Services	\$6,820.00
OY	M	NR	OG-PSOPBP-B6080M-NR-OY	Between \$60-80 Million	Basic Operational Performance Deployment - Prepaid Hours	Services	\$6,820.00
OY	OM	NR	OG-PSOPBP-B80100M-NR-OY	Between \$80-100 Million	Basic Operational Performance Deployment - Prepaid Hours	Services	\$6,820.00
OY	OOM	NR	OG-PSOPBP-B100200M-NR-OY	Between \$100-200 Million	Basic Operational Performance Deployment - Prepaid Hours	Services	\$6,820.00
OY	U20	NR	OG-PSOPBF-U20-NR-OY	Under \$20 Million	Basic Operational Performance Deployment - Fixed Fee	Services	\$9,548.00
OY	M	NR	OG-PSOPBF-B2040M-NR-OY	Between \$20-40 Million	Basic Operational Performance Deployment - Fixed Fee	Services	\$6,820.00

OY	B4060 M	NR	OG-PSOPBF- B4060M-NR-OY	Between \$40- 60 Million	Basic Operational Performance Deployment - Fixed Fee	Services	\$6,820.00
OY	B6080 M	NR	OG-PSOPBF- B6080M-NR-OY	Between \$60- 80 Million	Basic Operational Performance Deployment - Fixed Fee	Services	\$6,820.00
OY	B8010 OM	NR	OG-PSOPBF- B80100M-NR-OY	Between \$80- 100 Million	Basic Operational Performance Deployment - Fixed Fee	Services	\$6,820.00
OY	B1002 OOM	NR	OG-PSOPBF- B100200M-NR- OY	Between \$100- 200 Million	Basic Operational Performance Deployment - Fixed Fee	Services	\$6,820.00
OY	U20	NR	OG-PSOPSP- U20-NR-OY	Under \$20 Million	Standard Operational Performance Deployment - Prepaid Hours	Services	\$11,160.00
OY	B2040 M	NR	OG-PSOPSP- B2040M-NR-OY	Between \$20- 40 Million	Standard Operational Performance Deployment - Prepaid Hours	Services	\$11,160.00
OY	B4060 M	NR	OG-PSOPSP- B4060M-NR-OY	Between \$40- 60 Million	Standard Operational Performance Deployment - Prepaid Hours	Services	\$11,160.00
OY	B6080 M	NR	OG-PSOPSP- B6080M-NR-OY	Between \$60- 80 Million	Standard Operational Performance Deployment - Prepaid Hours	Services	\$11,160.00
OY	B8010 OM	NR	OG-PSOPSP- B80100M-NR-OY	Between \$80- 100 Million	Standard Operational Performance Deployment - Prepaid Hours	Services	\$11,160.00
OY	B1002 OOM	NR	OG-PSOPSP- B100200M-NR- OY	Between \$100- 200 Million	Standard Operational Performance Deployment - Prepaid Hours	Services	\$16,740.00
OY	B2003 OOM	NR	OG-PSOPSP- B200300M-NR- OY	Between \$200- 300 Million	Standard Operational Performance Deployment - Prepaid Hours	Services	\$16,740.00
OY	B3004 OOM	NR	OG-PSOPSP- B300400M-NR- OY	Between \$300- 400 Million	Standard Operational Performance Deployment - Prepaid Hours	Services	\$16,740.00
OY	B4005 OOM	NR	OG-PSOPSP-	Between \$400- 500 Million	Standard Operational Performance	Services	\$16,740.00



			B400500M-NR-0Y		Deployment - Prepaid Hours	
OY	B5007 50M	NR	OG-PSOPSP- B500750M-NR-0Y	Between \$500- 750 Million	Standard Operational Performance Deployment - Prepaid Hours	Services \$16,740.00
OY	B7501 B	NR	OG-PSOPSP- B7501B-NR-0Y	Between \$750- 1 Billion	Standard Operational Performance Deployment - Prepaid Hours	Services \$16,740.00
OY	U20	NR	OG-PSOPSF- U20- NR-0Y	Under \$20 Million	Standard Operational Performance Deployment - Fixed Fee	Services \$15,624.00
OY	B2040 M	NR	OG-PSOPSF- B2040M-NR-0Y	Between \$20- 40 Million	Standard Operational Performance Deployment - Fixed Fee	Services \$15,624.00
OY	B4060 M	NR	OG-PSOPSF- B4060M-NR-0Y	Between \$40- 60 Million	Standard Operational Performance Deployment - Fixed Fee	Services \$15,624.00
OY	B6080 M	NR	OG-PSOPSF- B6080M-NR-0Y	Between \$60- 80 Million	Standard Operational Performance Deployment - Fixed Fee	Services \$15,624.00
OY	B8010 0M	NR	OG-PSOPSF- B80100M-NR-0Y	Between \$80- 100 Million	Standard Operational Performance Deployment - Fixed Fee	Services \$15,624.00
OY	B1002 00M	NR	OG-PSOPSF- B100200M-NR-0Y	Between \$100- 200 Million	Standard Operational Performance Deployment - Fixed Fee	Services \$23,436.00
OY	B2003 00M	NR	OG-PSOPSF- B200300M-NR-0Y	Between \$200- 300 Million	Standard Operational Performance Deployment - Fixed Fee	Services \$23,436.00
OY	B3004 00M	NR	OG-PSOPSF- B300400M-NR-0Y	Between \$300- 400 Million	Standard Operational Performance Deployment - Fixed Fee	Services \$23,436.00
OY	B4005 00M	NR	OG-PSOPSF- B400500M-NR-0Y	Between \$400- 500 Million	Standard Operational Performance Deployment - Fixed Fee	Services \$23,436.00
OY	B5007 50M	NR	OG-PSOPSF- B500750M-NR-0Y	Between \$500- 750 Million	Standard Operational Performance Deployment - Fixed Fee	Services \$23,436.00
OY	B7501 B	NR	OG-PSOPSF- B7501B-NR-0Y	Between \$750- 1 Billion	Standard Operational Performance Deployment - Fixed Fee	Services \$23,436.00
OY	U20	NR	OG-PSCEBP-U20- NR-0Y	Under \$20 Million	Basic Citizen Engagement Deployment- Prepaid Hours	Services \$6,820.00

OY	B2040 M	NR	OG-PSCEBP- B2040M-NR-OY	Between \$20- 40 Million	Basic Citizen Engagement Deployment- Prepaid Hours	Services	\$6,820.00
OY	B4060 M	NR	OG-PSCEBP- B4060M-NR-OY	Between \$40- 60 Million	Basic Citizen Engagement Deployment- Prepaid Hours	Services	\$6,820.00
OY	B6080 M	NR	OG-PSCEBP- B6080M-NR-OY	Between \$60- 80 Million	Basic Citizen Engagement Deployment- Prepaid Hours	Services	\$6,820.00
OY	B8010 OM	NR	OG-PSCEBP- B80100M-NR-OY	Between \$80- 100 Million	Basic Citizen Engagement Deployment- Prepaid Hours	Services	\$6,820.00
OY	B1002 00M	NR	OG-PSCEBP- B100200M-NR- OY	Between \$100- 200 Million	Basic Citizen Engagement Deployment- Prepaid Hours	Services	\$6,820.00
OY	U20	NR	OG-PSCEBF-U20- NR-OY	Under \$20 Million	Basic Citizen Engagement Deployment- Fixed Fee	Services	\$9,548.00
OY	B2040 M	NR	OG-PSCEBF- B2040M-NR-OY	Between \$20- 40 Million	Basic Citizen Engagement Deployment- Fixed Fee	Services	\$9,548.00
OY	B4060 M	NR	OG-PSCEBF- B4060M-NR-OY	Between \$40- 60 Million	Basic Citizen Engagement Deployment- Fixed Fee	Services	\$9,548.00
OY	B6080 M	NR	OG-PSCEBF- B6080M-NR-OY	Between \$60- 80 Million	Basic Citizen Engagement Deployment- Fixed Fee	Services	\$9,548.00
OY	B8010 OM	NR	OG-PSCEBF- B80100M-NR-OY	Between \$80- 100 Million	Basic Citizen Engagement Deployment- Fixed Fee	Services	\$9,548.00
OY	B1002 00M	NR	OG-PSCEBF- B100200M-NR- OY	Between \$100- 200 Million	Basic Citizen Engagement Deployment- Fixed Fee	Services	\$9,548.00
OY	U20	NR	OG-PSCESP-U20- NR-OY	Under \$20 Million	Standard Citizen Engagement Deployment - Prepaid Hours	Services	\$11,160.00
OY	B2040 M	NR	OG-PSCESP- B2040M-NR-OY	Between \$20- 40 Million	Standard Citizen Engagement Deployment - Prepaid Hours	Services	\$11,160.00
OY	B4060 M	NR	OG-PSCESP- B4060M-NR-OY	Between \$40- 60 Million	Standard Citizen Engagement Deployment - Prepaid Hours	Services	\$11,160.00
OY	B6080 M	NR	OG-PSCESP- B6080M-NR-OY	Between \$60- 80 Million	Standard Citizen Engagement Deployment - Prepaid Hours	Services	\$11,160.00
OY	B8010 OM	NR	OG-PSCESP- B80100M-NR-OY	Between \$80- 100 Million	Standard Citizen Engagement Deployment - Prepaid Hours	Services	\$11,160.00
OY	B1002 00M	NR	OG-PSCESP- B100200M-NR- OY	Between \$100- 200 Million	Standard Citizen Engagement Deployment - Prepaid Hours	Services	\$16,740.00
OY	B2003 00M	NR	OG-PSCESP- B200300M-NR-OY	Between \$200- 300 Million	Standard Citizen Engagement Deployment - Prepaid Hours	Services	\$16,740.00

			B200300M-NR-0Y	300 Million	Deployment - Prepaid Hours		
OY	B300400M	NR	OG-PSCESP-B300400M-NR-0Y	Between \$300-400 Million	Standard Citizen Engagement Deployment - Prepaid Hours	Services	\$16,740.00
OY	B400500M	NR	OG-PSCESP-B400500M-NR-0Y	Between \$400-500 Million	Standard Citizen Engagement Deployment - Prepaid Hours	Services	\$16,740.00
OY	B500750M	NR	OG-PSCESP-B500750M-NR-0Y	Between \$500-750 Million	Standard Citizen Engagement Deployment - Prepaid Hours	Services	\$16,740.00
OY	B7501B	NR	OG-PSCESP-B7501B-NR-0Y	Between \$750-1 Billion	Standard Citizen Engagement Deployment - Prepaid Hours	Services	\$16,740.00
OY	U20	NR	OG-PSCDSF-U20-NR-0Y	Under \$20 Million	Standard Citizen Engagement Deployment - Fixed Fee	Services	\$15,624.00
OY	B2040M	NR	OG-PSCDSF-B2040M-NR-0Y	Between \$20-40 Million	Standard Citizen Engagement Deployment - Fixed Fee	Services	\$15,624.00
OY	B4060M	NR	OG-PSCDSF-B4060M-NR-0Y	Between \$40-60 Million	Standard Citizen Engagement Deployment - Fixed Fee	Services	\$15,624.00
OY	B6080M	NR	OG-PSCDSF-B6080M-NR-0Y	Between \$60-80 Million	Standard Citizen Engagement Deployment - Fixed Fee	Services	\$15,624.00
OY	B80100M	NR	OG-PSCDSF-B80100M-NR-0Y	Between \$80-100 Million	Standard Citizen Engagement Deployment - Fixed Fee	Services	\$15,624.00
OY	B100200M	NR	OG-PSCDSF-B100200M-NR-0Y	Between \$100-200 Million	Standard Citizen Engagement Deployment - Fixed Fee	Services	\$23,436.00
OY	B200300M	NR	OG-PSCDSF-B200300M-NR-0Y	Between \$200-300 Million	Standard Citizen Engagement Deployment - Fixed Fee	Services	\$23,436.00
OY	B300400M	NR	OG-PSCDSF-B300400M-NR-0Y	Between \$300-400 Million	Standard Citizen Engagement Deployment - Fixed Fee	Services	\$23,436.00
OY	B400500M	NR	OG-PSCDSF-B400500M-NR-0Y	Between \$400-500 Million	Standard Citizen Engagement Deployment - Fixed Fee	Services	\$23,436.00
OY	B500750M	NR	OG-PSCDSF-B500750M-NR-0Y	Between \$500-750 Million	Standard Citizen Engagement Deployment - Fixed Fee	Services	\$23,436.00

OY	B7501 B	NR	OG-PSCDSF- B7501B-NR-0Y	Between \$750- 1 Billion	Standard Citizen Engagement Deployment - Fixed Fee	Services	\$23,436.00
OY	U20	NR	OG-PSODBP- U20-NR-0Y	Under \$20 Million	Basic Open Data Deployment - Prepaid Hours	Services	\$6,200.00
OY	B2040 M	NR	OG-PSODBP- B2040M-NR-0Y	Between \$20- 40 Million	Basic Open Data Deployment - Prepaid Hours	Services	\$6,200.00
OY	B4060 M	NR	OG-PSODBP- B4060M-NR-0Y	Between \$40- 60 Million	Basic Open Data Deployment - Prepaid Hours	Services	\$6,200.00
OY	B6080 M	NR	OG-PSODBP- B6080M-NR-0Y	Between \$60- 80 Million	Basic Open Data Deployment - Prepaid Hours	Services	\$6,200.00
OY	B8010 OM	NR	OG-PSODBP- B80100M-NR-0Y	Between \$80- 100 Million	Basic Open Data Deployment - Prepaid Hours	Services	\$6,200.00
OY	B1002 00M	NR	OG-PSODBP- B100200M-NR- 0Y	Between \$100- 200 Million	Basic Open Data Deployment - Prepaid Hours	Services	\$6,200.00
OY	U20	NR	OG-PSODBF- U20-NR-0Y	Under \$20 Million	Basic Open Data Deployment - Fixed Fee	Services	\$8,680.00
OY	B2040 M	NR	OG-PSODBF- B2040M-NR-0Y	Between \$20- 40 Million	Basic Open Data Deployment - Fixed Fee	Services	\$8,680.00
OY	B4060 M	NR	OG-PSODBF- B4060M-NR-0Y	Between \$40- 60 Million	Basic Open Data Deployment - Fixed Fee	Services	\$8,680.00
OY	B6080 M	NR	OG-PSODBF- B6080M-NR-0Y	Between \$60- 80 Million	Basic Open Data Deployment - Fixed Fee	Services	\$8,680.00
OY	B8010 OM	NR	OG-PSODBF- B80100M-NR-0Y	Between \$80- 100 Million	Basic Open Data Deployment - Fixed Fee	Services	\$8,680.00
OY	B1002 00M	NR	OG-PSODBF- B100200M-NR- 0Y	Between \$100- 200 Million	Basic Open Data Deployment - Fixed Fee	Services	\$8,680.00
OY	U20	NR	OG-PSODSP- U20-NR-0Y	Under \$20 Million	Standard Open Data Deployment - Prepaid Hours	Services	\$11,470.00
OY	B2040 M	NR	OG-PSODSP- B2040M-NR-0Y	Between \$20- 40 Million	Standard Open Data Deployment - Prepaid Hours	Services	\$11,470.00

OY	B4060 M	NR	OG-PSODSP- B4060M-NR-0Y	Between \$40- 60 Million	Standard Open Data Deployment - Prepaid Hours	\$11,470.00 Services
OY	B6080 M	NR	OG-PSODSP- B6080M-NR-0Y	Between \$60- 80 Million	Standard Open Data Deployment - Prepaid Hours	\$11,470.00 Services
OY	B8010 OM	NR	OG-PSODSP- B80100M-NR-0Y	Between \$80- 100 Million	Standard Open Data Deployment - Prepaid Hours	\$11,470.00 Services
OY	B1002 00M	NR	OG-PSODSP- B100200M-NR- 0Y	Between \$100- 200 Million	Standard Open Data Deployment - Prepaid Hours	\$11,470.00 Services
OY	B2003 00M	NR	OG-PSODSP- B200300M-NR- 0Y	Between \$200- 300 Million	Standard Open Data Deployment - Prepaid Hours	\$11,470.00 Services
OY	B3004 00M	NR	OG-PSODSP- B300400M-NR- 0Y	Between \$300- 400 Million	Standard Open Data Deployment - Prepaid Hours	\$11,470.00 Services
OY	B4005 00M	NR	OG-PSODSP- B400500M-NR- 0Y	Between \$400- 500 Million	Standard Open Data Deployment - Prepaid Hours	\$11,470.00 Services
OY	B5007 50M	NR	OG-PSODSP- B500750M-NR- 0Y	Between \$500- 750 Million	Standard Open Data Deployment - Prepaid Hours	\$11,470.00 Services
OY	B7501 B	NR	OG-PSODSP- B7501B-NR-0Y	Between \$750- 1 Billion	Standard Open Data Deployment - Prepaid Hours	\$11,470.00 Services
OY	U20	NR	OG-PSODSF- U20-NR-0Y	Under \$20 Million	Standard Open Data Deployment - Fixed Fee	\$16,058.00 Services
OY	B2040 M	NR	OG-PSODSF- B2040M-NR-0Y	Between \$20- 40 Million	Standard Open Data Deployment - Fixed Fee	\$16,058.00 Services
OY	B4060 M	NR	OG-PSODSF- B4060M-NR-0Y	Between \$40- 60 Million	Standard Open Data Deployment - Fixed Fee	\$16,058.00 Services
OY	B6080 M	NR	OG-PSODSF- B6080M-NR-0Y	Between \$60- 80 Million	Standard Open Data Deployment - Fixed Fee	\$16,058.00 Services
OY	B8010 OM	NR	OG-PSODSF- B80100M-NR-0Y	Between \$80- 100 Million	Standard Open Data Deployment -Fixed Fee	\$16,058.00 Services
OY	B1002 00M	NR	OG-PSODSF- B100200M-NR- 0Y	Between \$100- 200 Million	Standard Open Data Deployment - Fixed Fee	\$16,058.00 Services

OY	B2003 00M	NR	OG-PSODSF- B200300M-NR- 0Y	Between \$200- 300 Million	Standard Open Data Deployment - Fixed Fee	Services	\$16,058.00
OY	B3004 00M	NR	OG-PSODSF- B300400M-NR- 0Y	Between \$300- 400 Million	Standard Open Data Deployment - Fixed Fee	Services	\$16,058.00
OY	B4005 00M	NR	OG-PSODSF- B400500M-NR- 0Y	Between \$400- 500 Million	Standard Open Data Deployment - Fixed Fee	Services	\$16,058.00
OY	B5007 50M	NR	OG-PSODSF- B500750M-NR- 0Y	Between \$500- 750 Million	Standard Open Data Deployment - Fixed Fee	Services	\$16,058.00
OY	B7501 B	NR	OG-PSODSF- B7501B-NR-0Y	Between \$750- 1 Billion	Standard Open Data Deployment - Fixed Fee	Services	\$16,058.00
OY	U20	NR	OG-PSODAP- U20-NR-0Y	Under \$20 Million	Advanced Open Data Deployment - Prepaid Hours	Services	\$22,940.00
OY	B2040 M	NR	OG-PSODAP- B2040M-NR-0Y	Between \$20- 40 Million	Advanced Open Data Deployment - Prepaid Hours	Services	\$22,940.00
OY	B4060 M	NR	OG-PSODAP- B4060M-NR-0Y	Between \$40- 60 Million	Advanced Open Data Deployment - Prepaid Hours	Services	\$22,940.00
OY	B6080 M	NR	OG-PSODAP- B6080M-NR-0Y	Between \$60- 80 Million	Advanced Open Data Deployment - Prepaid Hours	Services	\$22,940.00
OY	B8010 0M	NR	OG-PSODAP- B80100M-NR-0Y	Between \$80- 100 Million	Advanced Open Data Deployment - Prepaid Hours	Services	\$22,940.00
OY	B1002 00M	NR	OG-PSODAP- B100200M-NR- 0Y	Between \$100- 200 Million	Advanced Open Data Deployment - Prepaid Hours	Services	\$22,940.00
OY	B2003 00M	NR	OG-PSODAP- B200300M-NR- 0Y	Between \$200- 300 Million	Advanced Open Data Deployment - Prepaid Hours	Services	\$22,940.00
OY	B3004 00M	NR	OG-PSODAP- B300400M-NR- 0Y	Between \$300- 400 Million	Advanced Open Data Deployment - Prepaid Hours	Services	\$22,940.00
OY	B4005 00M	NR	OG-PSODAP- B400500M-NR- 0Y	Between \$400- 500 Million	Advanced Open Data Deployment - Prepaid Hours	Services	\$22,940.00
OY	B5007 50M	NR	OG-PSODAP- B500750M-NR- 0Y	Between \$500- 750 Million	Advanced Open Data Deployment - Prepaid Hours	Services	\$22,940.00

OY	B7501 B	NR	OG-PSODAP- B7501B-NR-0Y	Between \$750- 1 Billion	Advanced Open Data Deployment - Prepaid Hours	Services	\$22,940.00
OY	U20	NR	OG-PSODAF- U20-NR-0Y	Under \$20 Million	Advanced Open Data Deployment - Fixed Fee	Services	\$32,116.00
OY	B2040 M	NR	OG-PSODAF- B2040M-NR-0Y	Between \$20- 40 Million	Advanced Open Data Deployment - Fixed Fee	Services	\$32,116.00
OY	B4060 M	NR	OG-PSODAF- B4060M-NR-0Y	Between \$40- 60 Million	Advanced Open Data Deployment - Fixed Fee	Services	\$32,116.00
OY	B6080 M	NR	OG-PSODAF- B6080M-NR-0Y	Between \$60- 80 Million	Advanced Open Data Deployment - Fixed Fee	Services	\$32,116.00
OY	B8010 0M	NR	OG-PSODAF- B80100M-NR-0Y	Between \$80- 100 Million	Advanced Open Data Deployment - Fixed Fee	Services	\$32,116.00
OY	B1002 00M	NR	OG-PSODAF- B100200M-NR- 0Y	Between \$100- 200 Million	Advanced Open Data Deployment - Fixed Fee	Services	\$32,116.00
OY	B2003 00M	NR	OG-PSODAF- B200300M-NR- 0Y	Between \$200- 300 Million	Advanced Open Data Deployment - Fixed Fee	Services	\$32,116.00
OY	B3004 00M	NR	OG-PSODAF- B300400M-NR- 0Y	Between \$300- 400 Million	Advanced Open Data Deployment -Fixed Fee	Services	\$32,116.00
OY	B4005 00M	NR	OG-PSODAF- B400500M-NR- 0Y	Between \$400- 500 Million	Advanced Open Data Deployment -Fixed Fee	Services	\$32,116.00
OY	B5007 50M	NR	OG-PSODAF- B500750M-NR- 0Y	Between \$500- 750 Million	Advanced Open Data Deployment -Fixed Fee	Services	\$32,116.00
OY	B7501 B	NR	OG-PSODAF- B7501B-NR-0Y	Between \$750- 1 Billion	Advanced Open Data Deployment - Fixed Fee	Services	\$32,116.00
OY	ALL	NR	OG-PS20H-U20- NR-0Y	Under \$20 Million	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H- B2040M-NR-0Y	Between \$20- 40 Million	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H- B4060M-NR-0Y	Between \$40- 60 Million	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H- B6080M-NR-0Y	Between \$60- 80 Million	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00



OY	ALL	NR	OG-PS20H- B80100M-NR-OY	Between \$80- 100 Million	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H- B100200M-NR- OY	Between \$100- 200 Million	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H- B200300M-NR- OY	Between \$200- 300 Million	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H- B300400M-NR- OY	Between \$300- 400 Million	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H- B400500M-NR- OY	Between \$400- 500 Million	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H- B500750M-NR- OY	Between \$500- 750 Million	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H- B7501B- NR-OY	Between \$750- 1 Billion	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H-B13B- NR-OY	Between \$1-3 Billion	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H-B35B- NR-OY	Between \$3-5 Billion	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H- B510B- NR-OY	Between \$5-10 Billion	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H- B1020B- NR-OY	Between \$10- 20 Billion	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H- B2030B- NR-OY	Between \$20- 30 Billion	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H- B3040B- NR-OY	Between \$30- 40 Billion	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H- B4050B- NR-OY	Between \$40- 50 Billion	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS20H-O50B- NR-OY	Over \$50 Billion	Professional Service Hours - 20 hrs @\$175/hr	Services	\$3,500.00
OY	ALL	NR	OG-PS50H-U20- NR-OY	Under \$20 Million	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H- B2040M-NR-OY	Between \$20- 40 Million	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00

OY	ALL	NR	OG-PS50H- B4060M-NR-OY	Between \$40- 60 Million	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H- B6080M-NR-OY	Between \$60- 80 Million	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H- B80100M-NR-OY	Between \$80- 100 Million	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H- B100200M-NR- OY	Between \$100- 200 Million	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H- B200300M-NR- OY	Between \$200- 300 Million	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H- B300400M-NR- OY	Between \$300- 400 Million	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H- B400500M-NR- OY	Between \$400- 500 Million	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H- B500750M-NR- OY	Between \$500- 750 Million	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H- B7501B- NR-OY	Between \$750- 1 Billion	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H-B13B- NR-OY	Between \$1-3 Billion	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H-B35B- NR-OY	Between \$3-5 Billion	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H- B510B- NR-OY	Between \$5-10 Billion	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H- B1020B- NR-OY	Between \$10- 20 Billion	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H- B2030B- NR-OY	Between \$20- 30 Billion	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H- B3040B- NR-OY	Between \$30- 40 Billion	Professional Service Hours - 50 hrs @\$165/hr	Services	\$8,250.00
OY	ALL	NR	OG-PS50H- B4050B-	Between \$40- 50 Billion	Professional Service Hours - 50 hrs	Services	\$8,250.00

			NR-OY		@\$165/hr	
OY	ALL	NR	OG-PS50H-O50B-NR-OY	Over \$50 Billion	Professional Service Hours - 50 hrs @ \$165/hr	\$8,250.00 Services
OY	ALL	NR	OG-PS100H-U20-NR-OY	Under \$20 Million	Professional Service Hours - 100 hrs @ \$155/hr	\$15,500.00 Services
OY	ALL	NR	OG-PS100H-B2040M-NR-OY	Between \$20-40 Million	Professional Service Hours - 100 hrs @ \$155/hr	\$15,500.00 Services
OY	ALL	NR	OG-PS100H-B4060M-NR-OY	Between \$40-60 Million	Professional Service Hours - 100 hrs @ \$155/hr	\$15,500.00 Services
OY	ALL	NR	OG-PS100H-B6080M-NR-OY	Between \$60-80 Million	Professional Service Hours - 100 hrs @ \$155/hr	\$15,500.00 Services
OY	ALL	NR	OG-PS100H-B80100M-NR-OY	Between \$80-100 Million	Professional Service Hours - 100 hrs @ \$155/hr	\$15,500.00 Services
OY	ALL	NR	OG-PS100H-B100200M-NR-OY	Between \$100-200 Million	Professional Service Hours - 100 hrs @ \$155/hr	\$15,500.00 Services
OY	ALL	NR	OG-PS100H-B200300M-NR-OY	Between \$200-300 Million	Professional Service Hours - 100 hrs @ \$155/hr	\$15,500.00 Services
OY	ALL	NR	OG-PS100H-B300400M-NR-OY	Between \$300-400 Million	Professional Service Hours - 100 hrs @ \$155/hr	\$15,500.00 Services
OY	ALL	NR	OG-PS100H-B400500M-NR-OY	Between \$400-500 Million	Professional Service Hours - 100 hrs @ \$155/hr	\$15,500.00 Services
OY	ALL	NR	OG-PS100H-B500750M-NR-OY	Between \$500-750 Million	Professional Service Hours - 100 hrs @ \$155/hr	\$15,500.00 Services
OY	ALL	NR	OG-PS100H-B7501B-NR-OY	Between \$750-1 Billion	Professional Service Hours - 100 hrs @ \$155/hr	\$15,500.00 Services
OY	ALL	NR	OG-PS100H-B13B-NR-OY	Between \$1-3 Billion	Professional Service Hours - 100 hrs @ \$155/hr	\$15,500.00 Services
OY	ALL	NR	OG-PS100H-B35B-NR-OY	Between \$3-5 Billion	Professional Service Hours - 100 hrs @ \$155/hr	\$15,500.00 Services
OY	ALL	NR	OG-PS100H-B510B-NR-OY	Between \$5-10 Billion	Professional Service Hours - 100 hrs @ \$155/hr	\$15,500.00 Services

OY	ALL	NR	OG-PS100H- B1020B-NR-OY	Between \$10- 20 Billion	Professional Service Hours - 100 hrs @\$155/hr	Services	\$15,500.00
OY	ALL	NR	OG-PS100H- B2030B-NR-OY	Between \$20- 30 Billion	Professional Service Hours - 100 hrs @\$155/hr	Services	\$15,500.00
OY	ALL	NR	OG-PS100H- B3040B-NR-OY	Between \$30- 40 Billion	Professional Service Hours - 100 hrs @\$155/hr	Services	\$15,500.00
OY	ALL	NR	OG-PS100H- B4050B-NR-OY	Between \$40- 50 Billion	Professional Service Hours - 100 hrs @\$155/hr	Services	\$15,500.00
OY	ALL	NR	OG-PS100H- O50B-NR-OY	Over \$50 Billion	Professional Service Hours - 100 hrs @\$155/hr	Services	\$15,500.00
OY	ALL	NR	OG-PS250H-U20- NR-OY	Under \$20 Million	Professional Service Hours - 250 hrs @\$145/hr	Services	\$36,250.00
OY	ALL	NR	OG-PS250H- B2040M-NR-OY	Between \$20- 40 Million	Professional Service Hours - 250 hrs @\$145/hr	Services	\$36,250.00
OY	ALL	NR	OG-PS250H- B4060M-NR-OY	Between \$40- 60 Million	Professional Service Hours - 250 hrs @\$145/hr	Services	\$36,250.00
OY	ALL	NR	OG-PS250H- B6080M-NR-OY	Between \$60- 80 Million	Professional Service Hours - 250 hrs @\$145/hr	Services	\$36,250.00
OY	ALL	NR	OG-PS250H- B80100M-NR-OY	Between \$80- 100 Million	Professional Service Hours - 250 hrs @\$145/hr	Services	\$36,250.00
OY	ALL	NR	OG-PS250H- B100200M-NR- OY	Between \$100- 200 Million	Professional Service Hours - 250 hrs @\$145/hr	Services	\$36,250.00
OY	ALL	NR	OG-PS250H- B200300M-NR- OY	Between \$200- 300 Million	Professional Service Hours - 250 hrs @\$145/hr	Services	\$36,250.00
OY	ALL	NR	OG-PS250H- B300400M-NR- OY	Between \$300- 400 Million	Professional Service Hours - 250 hrs @\$145/hr	Services	\$36,250.00
OY	ALL	NR	OG-PS250H- B400500M-NR- OY	Between \$400- 500 Million	Professional Service Hours - 250 hrs @\$145/hr	Services	\$36,250.00
OY	ALL	NR	OG-PS250H- B500750M-NR- OY	Between \$500- 750 Million	Professional Service Hours - 250 hrs @\$145/hr	Services	\$36,250.00
OY	ALL	NR	OG-PS250H- B7501B-NR-OY	Between \$750-	Professional Service Hours - 250 hrs @\$145/hr	Services	\$36,250.00

1 Billion						
0Y	ALL	NR	OG-PS250H-B13B-NR-0Y	Between \$1-3 Billion	Professional Service Hours - 250 hrs @\$145/hr	Services \$36,250.00
0Y	ALL	NR	OG-PS250H-B35B-NR-0Y	Between \$3-5 Billion	Professional Service Hours - 250 hrs @\$145/hr	Services \$36,250.00
0Y	ALL	NR	OG-PS250H-B510B-NR-0Y	Between \$5-10 Billion	Professional Service Hours - 250 hrs @\$145/hr	Services \$36,250.00
0Y	ALL	NR	OG-PS250H-B1020B-NR-0Y	Between \$10-20 Billion	Professional Service Hours - 250 hrs @\$145/hr	Services \$36,250.00
0Y	ALL	NR	OG-PS250H-B2030B-NR-0Y	Between \$20-30 Billion	Professional Service Hours - 250 hrs @\$145/hr	Services \$36,250.00
0Y	ALL	NR	OG-PS250H-B3040B-NR-0Y	Between \$30-40 Billion	Professional Service Hours - 250 hrs @\$145/hr	Services \$36,250.00
0Y	ALL	NR	OG-PS250H-B4050B-NR-0Y	Between \$40-50 Billion	Professional Service Hours - 250 hrs @\$145/hr	Services \$36,250.00
0Y	ALL	NR	OG-PS250H-O50B-NR-0Y	Over \$50 Billion	Professional Service Hours - 250 hrs @\$145/hr	Services \$36,250.00
1Y	ALL	RR	OG-PSAGILE-U20-RR-1Y	Under \$20 Million	OpenGov Agile Services – Hourly Rate	SaaS \$172.00
1Y	ALL	RR	OG-PSAGILE-B2040M-RR-1Y	Between \$20-40 Million	OpenGov Agile Services – Hourly Rate	SaaS \$172.00
1Y	ALL	RR	OG-PSAGILE-B4060M-RR-1Y	Between \$40-60 Million	OpenGov Agile Services – Hourly Rate	SaaS \$172.00
1Y	ALL	RR	OG-PSAGILE-B6080M-RR-1Y	Between \$60-80 Million	OpenGov Agile Services – Hourly Rate	SaaS \$172.00
1Y	ALL	RR	OG-PSAGILE-B80100M-RR-1Y	Between \$80-100 Million	OpenGov Agile Services – Hourly Rate	SaaS \$172.00
1Y	ALL	RR	OG-PSAGILE-B100200M-RR-1Y	Between \$100-200 Million	OpenGov Agile Services – Hourly Rate	SaaS \$172.00
1Y	ALL	RR	OG-PSAGILE-B200300M-RR-1Y	Between \$200-300 Million	OpenGov Agile Services – Hourly Rate	SaaS \$172.00
1Y	ALL	RR	OG-PSAGILE-B300400M-RR-1Y	Between \$300-400 Million	OpenGov Agile Services – Hourly Rate	SaaS \$172.00
1Y	ALL	RR	OG-PSAGILE-B400500M-RR-1Y	Between \$400-500 Million	OpenGov Agile Services – Hourly Rate	SaaS \$172.00
1Y	ALL	RR	OG-PSAGILE-B500750M-RR-1Y	Between \$500-750 Million	OpenGov Agile Services – Hourly Rate	SaaS \$172.00
1Y	ALL	RR	OG-PSAGILE-B7501B-RR-1Y	Between \$750-1 Billion	OpenGov Agile Services – Hourly Rate	SaaS \$172.00

1Y	ALL	RR	OG-PSAGILE-B13B-RR-1Y	Between \$1-3 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$172.00
1Y	ALL	RR	OG-PSAGILE-B35B-RR-1Y	Between \$3-5 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$172.00
1Y	ALL	RR	OG-PSAGILE-B510B-RR-1Y	Between \$5-10 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$172.00
1Y	ALL	RR	OG-PSAGILE-B1020B-RR-1Y	Between \$10-20 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$172.00
1Y	ALL	RR	OG-PSAGILE-B2030B-RR-1Y	Between \$20-30 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$172.00
1Y	ALL	RR	OG-PSAGILE-B3040B-RR-1Y	Between \$30-40 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$172.00
1Y	ALL	RR	OG-PSAGILE-B4050B-RR-1Y	Between \$40-50 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$172.00
1Y	ALL	RR	OG-PSAGILE-O50B-RR-1Y	Over \$50 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$172.00
3Y	ALL	RR	OG-PSAGILE-U20-RR-3Y	Under \$20 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE-B2040M-RR-3Y	Between \$20-40 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE-B4060M-RR-3Y	Between \$40-60 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE-B6080M-RR-3Y	Between \$60-80 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE-B80100M-RR-3Y	Between \$80-100 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE-B100200M-RR-3Y	Between \$100-200 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE-B200300M-RR-3Y	Between \$200-300 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE-B300400M-RR-3Y	Between \$300-400 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE-B400500M-RR-3Y	Between \$400-500 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE-B500750M-RR-3Y	Between \$500-750 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE-B7501B-RR-3Y	Between \$750-1 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE-B13B-RR-3Y	Between \$1-3 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE-B35B-RR-3Y	Between \$3-5 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE-B510B-RR-3Y	Between \$5-10 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE-B1020B-RR-3Y	Between \$10-20 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00

3Y	ALL	RR	OG-PSAGILE- B2030B-RR-3Y	Between \$20- 30 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE- B3040B-RR-3Y	Between \$30- 40 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE- B4050B-RR-3Y	Between \$40- 50 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
3Y	ALL	RR	OG-PSAGILE-O50B- RR-3Y	Over \$50 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$155.00
5Y	ALL	RR	OG-PSAGILE-U20- RR-5Y	Under \$20 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B2040M-RR-5Y	Between \$20- 40 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B4060M-RR-5Y	Between \$40- 60 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B6080M-RR-5Y	Between \$60- 80 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B80100M-RR-5Y	Between \$80- 100 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B100200M-RR-5Y	Between \$100- 200 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B200300M-RR-5Y	Between \$200- 300 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B300400M-RR-5Y	Between \$300- 400 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B400500M-RR-5Y	Between \$400- 500 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B500750M-RR-5Y	Between \$500- 750 Million	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B7501B-RR-5Y	Between \$750- 1 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B13B-RR-5Y	Between \$1-3 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B35B-RR-5Y	Between \$3-5 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B510B-RR-5Y	Between \$5-10 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B1020B-RR-5Y	Between \$10- 20 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B2030B-RR-5Y	Between \$20- 30 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B3040B-RR-5Y	Between \$30- 40 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
5Y	ALL	RR	OG-PSAGILE- B4050B-RR-5Y	Between \$40- 50 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00



5Y	ALL	RR	OG-PSAGILE- O50B-RR-5Y	Over \$50 Billion	OpenGov Agile Services – Hourly Rate	SaaS	\$132.00
1Y	U20	RR	OG-PSADMIN- U20-RR-1Y	Under \$20 Million	Administrative Services	SaaS	\$7,111.00
1Y	B2040 M	RR	OG-PSADMIN- B2040M-RR-1Y	Between \$20- 40 Million	Administrative Services	SaaS	\$7,111.00
1Y	B4060 M	RR	OG-PSADMIN- B4060M-RR-1Y	Between \$40- 60 Million	Administrative Services	SaaS	\$7,111.00
1Y	B6080 M	RR	OG-PSADMIN- B6080M-RR-1Y	Between \$60- 80 Million	Administrative Services	SaaS	\$7,111.00
1Y	B8010 0M	RR	OG-PSADMIN- B80100M-RR-1Y	Between \$80- 100 Million	Administrative Services	SaaS	\$7,111.00
1Y	B1002 00M	RR	OG-PSADMIN- B100200M-RR-1Y	Between \$100- 200 Million	Administrative Services	SaaS	\$7,111.00
1Y	B2003 00M	RR	OG-PSADMIN- B200300M-RR-1Y	Between \$200- 300 Million	Administrative Services	SaaS	\$8,556.00
1Y	B3004 00M	RR	OG-PSADMIN- B300400M-RR-1Y	Between \$300- 400 Million	Administrative Services	SaaS	\$12,889.00
1Y	B4005 00M	RR	OG-PSADMIN- B400500M-RR-1Y	Between \$400- 500 Million	Administrative Services	SaaS	\$12,889.00
1Y	B5007 50M	RR	OG-PSADMIN- B500750M-RR-1Y	Between \$500- 750 Million	Administrative Services	SaaS	\$16,222.00
1Y	B7501 B	RR	OG-PSADMIN- B7501B-RR-1Y	Between \$750- 1 Billion	Administrative Services	SaaS	\$20,556.00
1Y	B13B	RR	OG-PSADMIN- B13B-RR-1Y	Between \$1-3 Billion	Administrative Services	SaaS	\$31,333.00
1Y	B35B	RR	OG-PSADMIN- B35B-RR-1Y	Between \$3-5 Billion	Administrative Services	SaaS	\$39,222.00
1Y	B510B	RR	OG-PSADMIN- B510B-RR-1Y	Between \$5-10 Billion	Administrative Services	SaaS	\$61,444.00
1Y	B1020 B	RR	OG-PSADMIN- B1020B-RR-1Y	Between \$10- 20 Billion	Administrative Services	SaaS	\$102,333.00
1Y	B2030 B	RR	OG-PSADMIN- B2030B-RR-1Y	Between \$20- 30 Billion	Administrative Services	SaaS	\$125,889.00
1Y	B3040 B	RR	OG-PSADMIN- B3040B-RR-1Y	Between \$30- 40 Billion	Administrative Services	SaaS	\$157,444.00
1Y	B4050 B	RR	OG-PSADMIN- B4050B-RR-1Y	Between \$40- 50 Billion	Administrative Services	SaaS	\$188,889.00
1Y	O50B	RR	OG-PSADMIN- O50B-RR-1Y	Over \$50 Billion	Administrative Services	SaaS	\$226,667.00
3Y	U20	RR	OG-PSADMIN- U20-	Under \$20 Million	Administrative	SaaS	\$6,400.00

RR-3Y			Services				
3Y	B2040M	RR	OG-PSADMIN-B2040M-RR-3Y	Between \$20-40 Million	Administrative Services	SaaS	\$6,400.00
3Y	B4060M	RR	OG-PSADMIN-B4060M-RR-3Y	Between \$40-60 Million	Administrative Services	SaaS	\$6,400.00
3Y	B6080M	RR	OG-PSADMIN-B6080M-RR-3Y	Between \$60-80 Million	Administrative Services	SaaS	\$6,400.00
3Y	B80100M	RR	OG-PSADMIN-B80100M-RR-3Y	Between \$80-100 Million	Administrative Services	SaaS	\$6,400.00
3Y	B100200M	RR	OG-PSADMIN-B100200M-RR-3Y	Between \$100-200 Million	Administrative Services	SaaS	\$6,400.00
3Y	B200300M	RR	OG-PSADMIN-B200300M-RR-3Y	Between \$200-300 Million	Administrative Services	SaaS	\$7,700.00
3Y	B300400M	RR	OG-PSADMIN-B300400M-RR-3Y	Between \$300-400 Million	Administrative Services	SaaS	\$11,600.00
3Y	B400500M	RR	OG-PSADMIN-B400500M-RR-3Y	Between \$400-500 Million	Administrative Services	SaaS	\$11,600.00
3Y	B500750M	RR	OG-PSADMIN-B500750M-RR-3Y	Between \$500-750 Million	Administrative Services	SaaS	\$14,600.00
3Y	B7501B	RR	OG-PSADMIN-B7501B-RR-3Y	Between \$750-1 Billion	Administrative Services	SaaS	\$18,500.00
3Y	B13B	RR	OG-PSADMIN-B13B-RR-3Y	Between \$1-3 Billion	Administrative Services	SaaS	\$28,200.00
3Y	B35B	RR	OG-PSADMIN-B35B-RR-3Y	Between \$3-5 Billion	Administrative Services	SaaS	\$35,300.00
3Y	B510B	RR	OG-PSADMIN-B510B-RR-3Y	Between \$5-10 Billion	Administrative Services	SaaS	\$55,300.00
3Y	B1020B	RR	OG-PSADMIN-B1020B-RR-3Y	Between \$10-20 Billion	Administrative Services	SaaS	\$92,100.00
3Y	B2030B	RR	OG-PSADMIN-B2030B-RR-3Y	Between \$20-30 Billion	Administrative Services	SaaS	\$113,300.00
3Y	B3040B	RR	OG-PSADMIN-B3040B-RR-3Y	Between \$30-40 Billion	Administrative Services	SaaS	\$141,700.00
3Y	B4050B	RR	OG-PSADMIN-B4050B-RR-3Y	Between \$40-50 Billion	Administrative Services	SaaS	\$170,000.00
3Y	O50B	RR	OG-PSADMIN-O50B-RR-3Y	Over \$50 Billion	Administrative Services	SaaS	\$204,000.00
5Y	U20	RR	OG-PSADMIN-U20-RR-5Y	Under \$20 Million	Administrative Services	SaaS	\$5,440.00

5Y	B2040M	RR	OG-PSADMIN-B2040M-RR-5Y	Between \$20-40 Million	Administrative Services	SaaS	\$5,440.00
5Y	B4060M	RR	OG-PSADMIN-B4060M-RR-5Y	Between \$40-60 Million	Administrative Services	SaaS	\$5,440.00
5Y	B6080M	RR	OG-PSADMIN-B6080M-RR-5Y	Between \$60-80 Million	Administrative Services	SaaS	\$5,440.00
5Y	B80100M	RR	OG-PSADMIN-B80100M-RR-5Y	Between \$80-100 Million	Administrative Services	SaaS	\$5,440.00
5Y	B100200M	RR	OG-PSADMIN-B100200M-RR-5Y	Between \$100-200 Million	Administrative Services	SaaS	\$5,440.00
5Y	B200300M	RR	OG-PSADMIN-B200300M-RR-5Y	Between \$200-300 Million	Administrative Services	SaaS	\$6,545.00
5Y	B300400M	RR	OG-PSADMIN-B300400M-RR-5Y	Between \$300-400 Million	Administrative Services	SaaS	\$9,860.00
5Y	B400500M	RR	OG-PSADMIN-B400500M-RR-5Y	Between \$400-500 Million	Administrative Services	SaaS	\$9,860.00
5Y	B500750M	RR	OG-PSADMIN-B500750M-RR-5Y	Between \$500-750 Million	Administrative Services	SaaS	\$12,410.00
5Y	B7501B	RR	OG-PSADMIN-B7501B-RR-5Y	Between \$750-1 Billion	Administrative Services	SaaS	\$15,725.00
5Y	B13B	RR	OG-PSADMIN-B13B-RR-5Y	Between \$1-3 Billion	Administrative Services	SaaS	\$23,970.00
5Y	B35B	RR	OG-PSADMIN-B35B-RR-5Y	Between \$3-5 Billion	Administrative Services	SaaS	\$30,005.00
5Y	B510B	RR	OG-PSADMIN-B510B-RR-5Y	Between \$5-10 Billion	Administrative Services	SaaS	\$47,005.00
5Y	B1020B	RR	OG-PSADMIN-B1020B-RR-5Y	Between \$10-20 Billion	Administrative Services	SaaS	\$78,285.00
5Y	B2030B	RR	OG-PSADMIN-B2030B-RR-5Y	Between \$20-30 Billion	Administrative Services	SaaS	\$96,305.00
5Y	B3040B	RR	OG-PSADMIN-B3040B-RR-5Y	Between \$30-40 Billion	Administrative Services	SaaS	\$120,445.00
5Y	B4050B	RR	OG-PSADMIN-B4050B-RR-5Y	Between \$40-50 Billion	Administrative Services	SaaS	\$144,500.00
5Y	O50B	RR	OG-PSADMIN-O50B-RR-5Y	Over \$50 Billion	Administrative Services	SaaS	\$173,400.00
0Y	ALL	NR	OG-PSCUSTOM-U20-NR-0Y	Under \$20 Million	Custom Deployment (Hourly Rate)	Services	\$155.00
0Y	ALL	NR	OG-PSCUSTOM-B2040M-NR-0Y	Between \$20-40 Million	Custom Deployment (Hourly Rate)	Services	\$155.00
0Y	ALL	NR	OG-PSCUSTOM-B4060M-NR-0Y	Between \$40-60 Million	Custom Deployment (Hourly Rate)	Services	\$155.00
0Y	ALL	NR	OG-PSCUSTOM-B6080M-NR-0Y	Between \$60-80 Million	Custom Deployment (Hourly Rate)	Services	\$155.00
			OG-PSCUSTOM-B80100M-NR-0Y	Between \$80-100 Million			\$155.00

OY	ALL	NR			Custom Deployment (Hourly Rate)	Services	
OY	ALL	NR	OG-PSCUSTOM-B100200M-NR-OY	Between \$100-200 Million	Custom Deployment (Hourly Rate)	Services	\$155.00
OY	ALL	NR	OG-PSCUSTOM-B200300M-NR-OY	Between \$200-300 Million	Custom Deployment (Hourly Rate)	Services	\$155.00
OY	ALL	NR	OG-PSCUSTOM-B300400M-NR-OY	Between \$300-400 Million	Custom Deployment (Hourly Rate)	Services	\$155.00
OY	ALL	NR	OG-PSCUSTOM-B400500M-NR-OY	Between \$400-500 Million	Custom Deployment (Hourly Rate)	Services	\$155.00
OY	ALL	NR	OG-PSCUSTOM-B500750M-NR-OY	Between \$500-750 Million	Custom Deployment (Hourly Rate)	Services	\$155.00
OY	ALL	NR	OG-PSCUSTOM-B7501B-NR-OY	Between \$750-1 Billion	Custom Deployment (Hourly Rate)	Services	\$155.00
OY	ALL	NR	OG-PSCUSTOM-B13B-NR-OY	Between \$1-3 Billion	Custom Deployment (Hourly Rate)	Services	\$155.00
OY	ALL	NR	OG-PSCUSTOM-B35B-NR-OY	Between \$3-5 Billion	Custom Deployment (Hourly Rate)	Services	\$155.00
OY	ALL	NR	OG-PSCUSTOM-B510B-NR-OY	Between \$5-10 Billion	Custom Deployment (Hourly Rate)	Services	\$155.00
OY	ALL	NR	OG-PSCUSTOM-B1020B-NR-OY	Between \$10-20 Billion	Custom Deployment (Hourly Rate)	Services	\$155.00
OY	ALL	NR	OG-PSCUSTOM-B2030B-NR-OY	Between \$20-30 Billion	Custom Deployment (Hourly Rate)	Services	\$155.00
OY	ALL	NR	OG-PSCUSTOM-B3040B-NR-OY	Between \$30-40 Billion	Custom Deployment (Hourly Rate)	Services	\$155.00
OY	ALL	NR	OG-PSCUSTOM-B4050B-NR-OY	Between \$40-50 Billion	Custom Deployment (Hourly Rate)	Services	\$155.00
OY	ALL	NR	OG-PSCUSTOM-O50B-NR-OY	Over \$50 Billion	Custom Deployment (Hourly Rate)	Services	\$155.00

### 1.18. Data Analytics

Deloitte provides a robust suite of capabilities to address your data analytics, business intelligence and visualization needs in order to help facilitate the process of data driven decision-making. Data Analytics as a Service (DAaaS) gives government agencies the ability to leverage our deep expertise of Amazon Web Services (AWS) Big Data and Analytics (BDA) suite with a Bring Your Own License (BYOL) model. Pricing below includes the ingestion, processing and output of intelligence based on the amount of data being analyzed.

Deloitte-Data Analytics as a Service (DAaaS)	Data Size Limit	Unit Price
Structured Data	≤250GB	\$5,000
Unstructured Data	≤100GB	\$10,000

## 1.19. Deloitte’s Transformation Solution, Powered by innoWake™

### 1.19.1. Product Description

Deloitte’s Transformation solution, powered by innoWake™ is a 100% automated transformation of the legacy code and data to a modern platform, which is cloud ready. This is considered a ‘Black Box’ solution with a firm fixed price and optional annual maintenance fee’s. Included in the price are all services and software required to support the transformation, and software framework that runs after the transformation (See list below). The price is confirmed after a Discovery process described below.

This approach produces modern .NET (C#) or Java code that is familiar to the current technical team as it is similar in flow/structure and in naming convention to the legacy code which your developers are already familiar with. The learning curve for becoming productive in the new environment is therefore reduced.

### 1.19.2. Preliminary Work

Our standard re-platforming approach starts with a Lite Discovery Phase where we perform a fact-based assessment of the current-state application using our automation tools in Deloitte’s Transformation solution, powered by innoWake™ and analyze the legacy mainframe ecosystem code base to glean insights into the amount of code, code structure, dependencies, and complexity. We encourage clients to prepare for this Discovery Phase by creating an extract of their legacy code for the assessment and diagnostics of current-state application to occur efficiently once the project begins. This Lite Discovery Phase is included in Deloitte’s Transformation solution, powered by innoWake™. However, an option to perform a full discovery is available to roadmap a modernization journey for the client. This optional discovery is described in the innoWake™ Discovery section of this document with pricing and options.

We recommend conducting a discovery activity on the legacy codebase. Our Application Moderation Studio conducts such discoveries for the modernization journey. In Discovery projects, we utilize the Deloitte’s Transformation solution, powered by innoWake™ products and automatically analyze the source code to better understand all of the technical attributes of the codebase. The discovery provides a thorough technical understanding of the application and the mainframe eco system, under modernization along with any third-party tool/product remediation necessary for the modernization journey.

We recommend creating and documenting, an inventory of all internal and external interfaces in the current production legacy system. This will help when planning for interface testing during the System Integration test phase.

As part of preliminary work efforts, we recommend creating an inventory of prioritized, end to end business processes as they exist in the current production legacy system. This inventory helps during test planning for Systems Integration and User Acceptance stages to define the test cases needed to establish functional equivalence between the legacy and re- platformed system.

### 1.19.3. Testing

Our standard re-platforming testing approach consists of the following test phases – Unit, Data Migration, System Integration, Regression, Performance, Security and User Acceptance Test (UAT). Deloitte supports each test environment throughout the testing phase and can help manage communication with key stakeholders regarding environments unavailability in case of upgrades or deployments. States often wish to provision the test environment and test data needed to accomplish the above-mentioned testing phases. If this is the case, we recommend our clients start planning early for the test environments that are needed and to provision test data for the project’s test phases. We have also found it useful to prepare two mainframe “sandbox” environments for testing flexibility: one for online processing and testing, and one for batch processing and testing.

### 1.19.4. Architecture Approach

Our standard approach is to incrementally move toward your final modernized target state in a series of steps. The first step is to utilize a 1:1 strategy and a reliable, fully automated re- platforming process and to realize a browser-based, functionally equivalent system on the new technical platform. Once completed, we work with you to help you accomplish your modernization goals, whether those be with code restructuring, functional enhancements and/or aesthetic/usability upgrades.

Our approach to re-platforming systems is to deliver a functionally equivalent system first. Application code is migrated to an N-Tier Architecture while migrated screens are produced in HTML5 and accessed in standard Web browsers. Batch processes are replicated one-to-one so that existing processing cycles are preserved, and operational management and support staff experience a smooth transition and similar service levels.

Operational/management report files are produced in a format that is identical to the current format and encoding and hence can be accessed through existing document generation and management solution.

Our standard re-platforming starts this step with a Discovery Phase where we perform a fact-based assessment of the current-state application using our automation tools in Deloitte’s Transformation solution, powered by innoWake™ and analyze the legacy mainframe ecosystem code base to glean insights into the amount of code, code structure, dependencies, and complexity. All of these are key components in determining the price and timeline.

### 1.19.5. Security

Deloitte’s Transformation solution, powered by innoWake™ produces a re-platformed application that integrates with Active Directory using industry standard protocols for authentication and authorization. Modern security technologies like OpenID and SAML are supported and can integrate with an enterprise authentication service. Our proven approach to security provides for a re-platformed system that utilizes the same authorization role approach that is currently used by your RACF security package. Deloitte’s security approach is based upon a broad portfolio of disciplines including privacy and data protection, application security, identity and access management, vulnerability management, and infrastructure security. We leverage our deep security capabilities and extensive cybersecurity experience to deliver on your security requirements.

### 1.19.6. Scope of applications and systems to be refactored:

The following table defines the refactoring metrics required to provide the client with a Firm Fixed Price. Any change beyond the “Not to Exceed” value for these attributes will require a change order and may affect the overall schedule and price for this engagement. The Lite Discovery Phase is included and used to derive these required system metrics.

Attribute	Description	Quantity	Not to Exceed
Number of lines of code to be converted (LOC)	Number of lines of application code to be converted, excluding comments.		
Number of system interfaces	Number of interfaces, implying external interfaces that use middleware or FTP-like communications.		
Number of user screens	Number of user screens within the application.		
Number of programs (online)	Number of programs that are not included in the list of those invoked by batch.		
Number of data work files	Number of temporary data sets.		
Number of batch programs	Number of batch programs that are invoked.		
Number of non-relational databases	Refers to the number of unique non-relational database technologies in use in the solution (e.g., QSAM)		
Number of relational databases	Refers to the number of relational databases in use in the solution (e.g., ADABAS).		
Number of database files	Number of database files across all database types.		
Database size (gigabytes)	Size of databases across all database types.		

**Premium Delivery Options:**

Licensee can make the following selections premium delivery options:

Premium Delivery Option	Selected Option and Description
No Code Freeze Guarantee	“Yes” – Licensee maintains ability to make changes to legacy environment up until converted code is put into production. “No” – Multiple code releases will be required throughout the project.
Selective Deployment	“Yes” – Licensee will have their system go-live in an incremental way. “No” - Licensee must switch all users from legacy system to converted system at end of project duration in “big bang” manner.
Selective Conversion	“Yes” – Licensee requires incremental migration of selective applications. “No” - Licensee not allowed interconnectivity between converted and legacy application
Deployment Location	“On-Shore” – Deloitte Consulting may only use resources based within the United States.

1.19.7. innoWake™ Discovery

innoWake™ Discovery is an optional service that uses automated analysis tools to provide organizations with a complete picture of their current system landscape, including:

- Types, volumes, and complexity of code base



- Third-party products & utilities
- System and program dependencies
- Mappings of interfaces and data access

The insights gained through this analysis can be used as input to modernization strategy and planning through the development of deliverables such as:

- Current state architecture
- Future state architecture
- Alternatives analysis for modernization approaches and system replacement options (e.g., COTS / low-code software packages, custom developed software, automated migration)
- Cost and schedule estimation
- Implementation Roadmaps

Tier	Description	Price
n/a	Deloitte innoWake™ Application Modernization – Application Discovery Phase	\$ 350,000.00
** Price can increase or decrease based on deliverable items selected.		

The Discovery Service can be ordered via a SOW and independently from the licensed services.

#### 1.19.8. Deloitte’s Transformation solution, powered by innoWake™ Software Maintenance

Deloitte’s Transformation solution, powered by innoWake™ software toolset (“App Mod”) helps clients take advantage of existing IT systems and functionality while simultaneously investing in new digital, analytics, and cloud capabilities. App Mod can be purchased directly from Deloitte Consulting and interested parties should contact the Application Modernization Studio at USModernizationStudio@deloitte.com. Once the App Mod software is installed Deloitte Consulting can provide a suite of comprehensive Software Maintenance services on an annualized basis, which is provided herein. The Application Modernization Software Maintenance services will provide you with enhancements and assistance to help you get the most out of the Application Modernization software.

Deloitte’s Transformation solution, powered by innoWake™ Maintenance services include the following:

- Access to Software Upgrades: The client will have access to the latest software upgrades for Deloitte’s Transformation solution, powered by innoWake™ software toolset innoWake™ while they have an active Deloitte’s Transformation solution, powered by innoWake™ Software Maintenance contract. These software upgrades are focused on enabling new product features, addressing critical security concerns, improving performance, and more. Below are examples of potential upgrades:
  - Performance improvement
  - New code version support (Java 9, New Browser Support, etc.)
  - Micro services support
  - Cloud deployment capability
  - Security enhancements
  - Defect fixes

- Access to Support: The client will have a 24x7 hotline and email access to our customer support department. Customer support is available to help answer product questions, triage potential issues, and provide expert guidance.
- Access to Documentation: With the purchase of Deloitte’s Transformation solution, powered by innoWake™ Software Maintenance, the client will have access to solution documentation (Internal Run Time, IP Explanation, Design Documentation, etc.), end user manuals, and training materials.

### 1.19.8.1 Fee Structure and Optional Maintenance Fee’s

At the beginning of the Order for maintenance, Licensee will provide all existing documentation on the relevant source. Deloitte reviews this information and maps it to the price list items based on lines of code and overall complexity. Pricing for entities with greater than 4.9M lines of code will be negotiated individually with the government.

Tier	Description	Min Price	Max Price
1	Deloitte innoWake Application Modernization Solution Tier 1 (500K - 1.9M Lines of Code)	\$ 5,775,000.00	\$ 20,803,603.00
2	Deloitte innoWake Application Modernization Solution Tier 2 (2M - 2.9M Lines of Code)	\$ 7,350,000.00	\$ 27,979,726.00
3	Deloitte innoWake Application Modernization Solution Tier 3 (3M - 3.9M Lines of Code)	\$ 8,400,000.00	\$ 33,592,963.00
4	Deloitte innoWake Application Modernization Solution Tier 4 (4M - 4.9M Lines of Code)	\$ 9,450,000.00	\$ 39,206,205.00
NOTE: Minimum price in each Tier assumes the lowest lines of code in range and low system complexity. Max price in each range assumes highest lines of code in range and highest system complexity. Actual cost determined by specific system metrics.			

Tier	Optional Annual Maintenance Fee Tiers	Price
1	Deloitte innoWake™ Application Modernization Solution Tier 1 (500K - 1.9M Lines of Code)	\$ 354,175.92
2	Deloitte innoWake™ Application Modernization Solution Tier 2 (2M - 2.9M Lines of Code)	\$ 413,211.52
3	Deloitte innoWake™ Application Modernization Solution Tier 3 (3M - 3.9M Lines of Code)	\$ 472,241.74
4	Deloitte innoWake™ Application Modernization Solution Tier 4 (4M - 4.9M Lines of Code)	\$ 531,271.96

### Go-Live Plan

Deloitte creates an activation plan for the day of go live. This plan includes a list of required activities, the responsible parties assigned to those activities, and a schedule for completion. Deloitte will review the implementation plan with Licensee to obtain agreement to the plan.

### 1.20. AWS Maintenance and Support

Deloitte’s Managed Services offering provides a tailored holistic approach environment support; we develop a relationship with your team and maintain your cloud architecture allowing you to focus on using it. We currently support 3 tiers of service level that will serve as a baseline for your cloud compute environment. Our Bronze, Silver and Gold packages deliver a granularity to investment with Deloitte, we can approach an environment providing only the most critical support to notify customers of an emergency situation and while adhering to SLAs we allow the customer to utilize our remediation services at an additional hourly rate. This empowers our customer to leverage in house resources for what makes sense and to only use us where necessary. Our Silver offering is where most of our customers feel most comfortable. This tier includes 24x7x365 response on top of our monitoring and notification. We will be available at any time to quickly troubleshoot the incident and keep the customer informed as we remediate the problem. We also support more of the relationship to the cloud environment, by providing operational maintenance to keep things running efficiently. We will support all standard patching and updates, on-demand machine and drive imaging and resizing as well as, DR & Backup Validation. We also support Infrastructure cost review, security review, and customer dashboards to allow a deeper level of collaboration with

our service. Our Gold level offering is for customers looking to utilize Deloitte as an advisor and support highly available services and environments. All Silver level support is included and hardened to support the increased complexity of the environment. We also will handle Code Release Support, to ensure rapid deployment of features or updates will not compromise the environment. The security review and backup/DR processes become more granular and will include human intervention on top of a strong automated approach. Deloitte will work with your team to provide highly customized dashboards to reflect the individual metrics your company needs to measure success, on top of the critical health metrics. We continually and proactively monitor your system to track key metrics, maintain maximum uptime, and provide notification should issues arise. Managed Services is ideal for clients wishing to take advantage of the cost savings and flexibility of a cloud environment without taking on the daily operations and management that come with it. Pricing for Managed Services may vary and is based on the complexity of the cloud environment including architecture, number of servers, operating system, software, and usage.

Maintenance & Support	
Support	Monthly Price
Bronze	Standard AWS Compute Instance: \$75.00 Standard AWS RDS Instance: \$150.00 Elastic Load Balancer: \$37.50
Silver	Standard AWS Compute Instance: \$150.00 Standard AWS RDS Instance: \$225.00 Elastic Load Balancer: \$37.50
Gold	Standard AWS Compute Instance: \$225.00 Standard AWS RDS Instance: \$300.00 Elastic Load Balancer: \$37.50
Optional Service Add-Ons	Standard Priority Service Rate: \$150.00 / Hour Priority Service Rate: \$175.00 / Hour Rush Service Rate: \$225.00 / Hour
AWS Business Support (Required)	MSRP
AWS Enterprise Support (Optional)	MSRP

### 1.21. Professional and Consulting Services

Professional and Consulting services can be procured separate from or in addition to any of our other products and services to support the breadth of our clients' cloud initiatives, such as migration planning, readiness assessment, system design and architecture, system provisioning or de-provisioning, deployment, application development and testing, and security assessments.

Deloitte Consulting Services (onsite/offsite)	Price Per Hour
Generalists	

IT Professional 1	\$ 74.42
IT Professional 2	\$ 96.75
IT Professional 3	\$ 112.29
Business Process Engineer 1	\$ 83.16
Business Process Engineer 2	\$ 102.46
Business Process Engineer 3	\$ 120.78
Functional Analyst 1	\$ 90.15
Functional Analyst 2	\$ 112.45
Functional Analyst 3	\$ 138.60
<b>Consultants</b>	
Consulting Engineer 1	\$ 129.75
Consulting Engineer 2	\$ 142.69
Consulting Engineer 3	\$ 169.14
DevOps Engineer 1	\$ 144.97
DevOps Engineer 2	\$ 183.36
DevOps Engineer 3	\$ 199.86
Big Data Scientist 1	\$ 144.97
Big Data Scientist 2	\$ 183.36
Big Data Scientist 3	\$ 199.86
Solutions Architect 1	\$ 181.21
Solutions Architect 2	\$ 229.20
Solutions Architect 3	\$ 249.82
Principal Solutions Architect	\$ 287.29
<b>Performance Management</b>	
<b>Deloitte Consulting Services (onsite/offsite)</b>	<b>Price Per Hour</b>
Project Manager 1	\$ 110.83
Project Manager 2	\$ 136.13

Program Manager	\$ 158.28
<b>Technical Specialists</b>	
Subject Matter Expert 1	\$ 142.62
Subject Matter Expert 2	\$ 165.24
Subject Matter Expert 3	\$ 203.31
Database Management Specialist 1	\$ 145.20
Database Management Specialist 2	\$ 168.20
Database Management Specialist 2	\$ 182.71
Training Specialists 1	\$ 142.62
Training Specialists 2	\$ 165.24
Training Specialists 3	\$ 203.31
<b>Cloud Architecture and Strategy Services</b>	
Cloud Architecture Project Lead	\$395.15
Cloud Architecture Project Manager	\$335.15
Cloud Architecture Solution Project Lead	\$217
<b>Cloud Solution Assessment Services</b>	
Cloud Assessment Project Lead	\$384.17
Cloud Assessment Project Manager	\$324.17
Cloud Assessment Solution Project Lead	\$210
<b>Cloud Implementation and Maintenance Services</b>	
Cloud Solution Project Lead	\$368.18
Cloud Solution Implementation Lead	\$308.18
<b>Deloitte Consulting Services (onsite/offsite)</b>	
	<b>Price Per Hour</b>
Cloud Solution Delivery Project Lead	\$203
<b>Cloud Analytics Project Lead</b>	
Cloud Analytics Project Lead	\$384.17
Cloud Analytics Project Manager	\$324.17

Cloud Analytics Solution Project Lead	\$210
Cloud Human Capital and Organizational Change Management Services	
Cloud HC and OCM Project Lead	\$368.18
Cloud HC and OCM Project Manager	\$308.18
Cloud HC and OCM Delivery Project Lead	\$203
Cloud Training Services	
Cloud Training Services Project Lead	\$368.18
Cloud Training Services Manager	\$308.18
Cloud Training Services Delivery Project Lead	\$203

## 1.22. Other Non-Recurring Costs

Other Non-Recurring Costs	
Shipping & Handling (From Deloitte to Cloud Hosting provider only)	Rate
FedEx Ground	Standard Rates apply
FedEx Priority	Standard Rates apply
FedEx Standard Overnight	Standard Rates apply
FedEx Priority Overnight	Standard Rates apply

## 1.23. Cost Schedule Assumptions

1. Deloitte has provided a 2% discount on AWS products and services outlined in the Cost Schedule.
2. All products and services associated with this agreement are considered tax exempt.
3. "Dedicated Fixed Price" resources are based upon pricing of assets that must reside in the GovCloud Region of AWS. Other Regions are available at request, although prices are subject to change.
4. Services and service options may not be available in all regions. Detailed information on available AWS services by region is available at
5. <http://aws.amazon.com/about-aws/globalinfrastructure/regional-product-services/>
6. Other AWS products are available; prices will be provided at request and can be negotiated at the Engagement Addendum Level.
7. AWS Marketplace Products and Solutions are available at request.

## 1.24. HealthInteractive™ (updated March 29, 2024)

### 1.24.1. Product Description

HealthInteractive™ serves as the integration platform for a Client's Medicaid enterprise system. The platform enables interoperability, integration, and technical coordination between COTS or custom-built modules. It includes data exchanges and process orchestration delivered in a cloud-based environment.

HealthInteractive™ provides secure data exchange, transformation, and connectivity across disparate modules. It provides a “single pane of glass” for end-to-end monitoring by collecting log data from multiple components to provide an overall view of system stability. HealthInteractive™. The platform includes may include an Operational Data Store which serves as a “temporal source of record” for data and provides modules with an integrated view of data across the Medicaid Enterprise Solutions.

HealthInteractive™ provides three major categories of functionality as follows: enabling module integration, runtime services, and infrastructure capabilities, each as more fully described below.

#### Module Integration

- Project Management tools and software used to support initial setup of the platform and ongoing maintenance and operations of the platform
- Configuration Management tools to manage the overall configuration of HealthInteractive™ and the interactions with other modules
- Testing tools and software that support and help manage the setup of HealthInteractive™ for the Licensee and is used to support ongoing integration of new modules
- Preconfigured MITA Business process models aligned with HealthInteractive™ functions including the configuration, web services, interfaces and operational data store provided within the Runtime Services

#### Runtime Services:

##### Core

- Runtime connectivity to modules using Enterprise Services Bus (ESB) technology
- Pre-built Web Services that provide for the exchange of information between modules in near real-time
- Pre-built Interfaces that exchange data between modules in batches
- Configured Master Data Management tool that provides the capability to create provider and member master indexes
- Secure File Transfer (SFTP) capability to transfer large and small data files securely between various stakeholders
- Support for message queues and guaranteed delivery of messages
- Pre-built support for Health Care industry standards such as EDI X12 and HL7 FHIR
- Operational dashboards that provide a view into the health of the solution

##### Optional:

- Security software to provide authentication and identity management capabilities
- Workflow software that supports processing module to module
- Business Rules engine that applies rules as information is exchanged
- Operational Data Store that stores data to be used by multiple modules
- Electronic Data Interchange (EDI) software and configuration to support processing EDI transactions
- Master Data Management component that provides the capability to create provider and member master indexes
- Interoperability component that provides FHIR based capabilities to meet the CMS Interoperability and Patient Access Final Rule

#### Infrastructure:

- Monitoring software that provides dashboards to view application, system, and infrastructure availability,



- performance, bottlenecks, issues or alerts
- Transaction Logging of data processed across the various runtime services noted above

### 1.24.2. HealthInteractive™ Software Licensing

The HealthInteractive™ Licensing Subscription can be purchased in one-year increments. The licensing costs vary based on the specifications required for each implementation including any desired optional components (e.g., Electronic Data Interchange (EDI), Enterprise Content Management (ECM), Operational Data Store (ODS), and Identity and Access Management (IAM)). Discounts are available for long-term commitments and pre-payment of license fees. The table below provides an example of HealthInteractive™ pricing for several common configurations.

Attribute	HealthInteractive™ Sandbox	HealthInteractive™ Small Configuration	HealthInteractive™ Medium Configuration	HealthInteractive™ Large Configuration	HealthInteractive™ Flex Configuration
Covered Lives	N/A	Less Than 1M	Less than 1.5M	1.5M+	Any Size
Production System Environments	No	Yes	Yes	Yes	Yes
Disaster Recovery	No	Yes – Single Region	Yes – Single Region	Yes – Multiple Region	Yes – Multiple Region
Environments	1	3	5	7+	5+
US Only Required	No	No	No	No	No
HealthInteractive™ Transaction Logging and Monitoring	Included	Included	Included	Included	Included
Duration	6 Months	1 Year (Minimum)	1 Year (Minimum)	1 Year (Minimum)	1 Year (Minimum)
Subscription Fee	\$450,000	Y1 – \$8.6M	Y1 – \$9.7M	Y1 – \$11.8M	Y1 – \$24.1M

Deloitte will work with the Client to determine their configuration requirements and the corresponding Subscription Fees in a mutually agreed SOW. Note: the prices listed herein are valid through the NASPO Cloud Master Agreement period of performance or otherwise amended.

Professional and Consulting Services can be added to any of our License Subscriptions to cover additional services such as migration planning, readiness assessment, module integration architectures, deployment, development and testing, monitoring support, operations support, and security assessments. Labor Categories and rates are defined under Section 1.21., Professional and Consulting Service

## 1.25. LaborWise™ ACA for 1095-B Reporting Software as a Service

### 1.25.1. Product Description

LaborWise™ ACA is a SaaS product that supports compliance with the requirements set forth in the Affordable Care Act (ACA). The product has multiple features, each giving distinct capabilities to users.

- Data aggregation and management engine - LaborWise ACA will import data provided in the format specified in the Interface Control Document (ICD) from a variety of source systems, aggregate and validate the data, and prepare the data to populate the 1095-B forms.
- Case Worker portal - LaborWise ACA enables Licensee employees to access healthcare benefit recipient's relevant information, respond to inquiries, and make any necessary changes to the data to enable accurate reporting.
- Tax 1095-B forms production - LaborWise ACA takes the prepared tax data and produces print-ready files for use in printing and mailing the 1095-B forms to healthcare benefit recipient. The SaaS application also produces files to enable Licensee to electronically submit 1095-B forms to the IRS.

### 1.25.2. LaborWise™ ACA for 1095-B Reporting License Fee

Deloitte Consulting will provide access to the SaaS application on an annual fee basis set forth below and per the License Agreement attached hereto as 7.0 Appendix F. The fees are determined based on the number of unique 1095-B forms generated through the SaaS Application with a minimum list price of \$350,000 per year and a minimum NASPO member price of \$340,000 per year. Included in these fees are a number of re-printed 1095-B forms equal to 3% of the total number of 1095-B forms. Each form re-printed above 3% of the total number of 1095-B forms will be priced at the same amount as a unique 1095-B form. Also included in these fees are maintenance and support services, as defined in the License Agreement. These fees do not include implementation services.

Upon execution of the License Agreement and then, on a recurring annual basis on November 1<sup>st</sup> of each tax year, Deloitte Consulting will invoice Licensee for the applicable subscription fees, based upon the estimated number of 1095-B forms, as set forth below. After January 31, the subscription fees for any additional 1095-B forms generated will be invoiced on a monthly basis.

Quantity of Unique Forms	List Price per Form	NASPO Price per Form
200,000 – 1,000,000 Forms	\$1.75	\$1.70
1,000,001 or more Forms	\$1.55	\$1.50

Prices effective through September 30, 2020.

### 1.25.3. LaborWise™ ACA for 1095-B Reporting Services

Deloitte Consulting will provide the following services for the Licensee as part of the License Agreement. These services are required in order for Deloitte Consulting to perform its obligations, including delivery of the IRS Submission file.

#### 1095-B Form Generation

- Deloitte Consulting will be responsible for the creation of the mail piece (envelope, cover letter, 1095-B form) per IRS standards.
- Deloitte Consulting will be responsible for the generation of 1095-B forms. One 1095-B form will be generated and mailed per recipient.

#### 1095-B Cover Letter

- Deloitte Consulting will tailor the cover letter content sent as part of each 1095-B correspondence to include the logo of the Licensee, contact information, and additional notes. The cover letter is limited to one page in length. Licensee will provide the specific content of the cover letter by October 10th of the tax year (e.g., for the tax year 2019 the cover letter content to be provided by October 10 2019).

#### Case-Worker Portal

- Deloitte Consulting will be responsible for the hosting, administration, and monitoring of a Licensee case-worker portal.
- Deloitte Consulting will provide a self-directed training module to be used by Licensee case-worker users.
- The case-worker portal will provide functionality for Licensee case-worker users to perform functions related to re-printing, correcting, resending corrected 1095-B forms, and investigating 1095-B forms to answer questions received from recipients.

#### Data Extracts and Correction Process

- Licensee will create and send to Deloitte Consulting a test file, containing the majority of the eligibility segments of the healthcare benefit recipients, in the format specified in the ICD to be provided by Deloitte Consulting. Deloitte Consulting will notify Licensee of any data quality issues identified in the data extracts as per the business rules documented in the ICD, and Licensee will correct such data quality issues and resubmit the files pursuant to the ICD.
- Licensee will create and send to Deloitte Consulting an initial submission file containing all healthcare benefit recipients that received coverage for the tax year by January 5th of the following year.
- Deloitte Consulting will accept delta files with corrections, new members, or coverage changes after the healthcare benefit recipients' initial submission data has been processed and submitted to the IRS.

#### Information Reporting to Licensee

- Deloitte Consulting will provide a data extract to the Licensee at a mutually agreed upon time after the last correction file for the tax year is processed. The extract will be delivered as direct dump of the normalized tables storing 1095-B data in the SaaS Application database. Deloitte Consulting will provide the associated data dictionary to the Client. In addition, Deloitte Consulting will provide PDF files for each 1095-B to the Licensee.
- Deloitte Consulting will maintain an audit log of all data changes or corrections and will provide this data to the Licensee. This should include items such as: date the change was made, record of changes and action taken (update/delete)
- A monthly operations report will be provided to include postmark counts for original and corrected 1095-B forms, agreed upon usage statistics for Case-Worker Portal, system availability, response times, and other items as mutually agreed to by the parties.

#### Licensee Information Reporting to the IRS

- Deloitte Consulting will be responsible for the generation of the IRS Submission file to the Affordable Care Act Information Return System (AIR). All IRS Submission files will be transferred from Deloitte Consulting to Licensee and Licensee will submit them to IRS. The composition of the IRS Submission file will conform to the applicable IRS guidelines for content and format. Deloitte Consulting can provide a sample submission file to the Licensee for exchanging with the IRS for testing, if requested, on a mutually agreed schedule.
- Subject to the Licensee's timely delivery of initial submission, the IRS Submission file(s) consisting of data from the initial submission will be provided to the Licensee no later than March 25, 20yy.
- After providing the IRS Submission file to Licensee by March 25, 20yy, Deloitte Consulting will be responsible for making corrections to the IRS Submission file based on the corrections received from the Licensee. The corrected 1095-B forms will be submitted to the Licensee for IRS Submission at intervals as mutually agreed to by the parties.

## 1.26. Program Integrity Interactive SaaS

### 1.26.1. Product Description

Program Integrity Interactive, powered by Pallium™, analyzes benefit program data, eligibility criteria, and payment trends to identify risk factors and behavior patterns that may indicate fraud schemes or payment anomalies. Pallium is the proprietary rule and model environment upon which Program Integrity (PI) Interactive is built. PI Interactive utilizes machine learning to refine its ruleset over time and advanced analytics to provide insights to broader trends. PI Interactive allows benefit program owners to monitor and report anomalies, understand trends and take program actions to reduce future fraud, errors, and improper payments.

Program Integrity Interactive Components. PI Interactive is comprised of a robust case management system with analytics and reporting capability for individual modules created for the program areas listed in the table below. Modules are defined as either Eligibility or Payments. The Eligibility Module ingests eligibility determination data to evaluate for anomalies. The Payment Module ingests post-benefit payment data (claims, retail purchases, etc.) to evaluate for anomalies. Either module can be applied against the benefit programs listed below.

#### PI Interactive Components

Platform	<ul style="list-style-type: none"> <li>• Case Management</li> <li>• Role based workflow</li> <li>• Customizable reporting and dashboards</li> </ul>
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#### PI Interactive Components

	<ul style="list-style-type: none"> <li>• Library of Analytics and Rules</li> </ul>
Benefit Program	<ul style="list-style-type: none"> <li>• Medicaid Eligibility</li> <li>• Medicaid Claims</li> <li>• SNAP Eligibility</li> <li>• Procurement</li> <li>• Child Care</li> <li>• WIC Eligibility</li> </ul>

### 1.26.2. PI Interactive Software Implementation Fee and Annual Subscription Fee

Program Integrity Interactive (PI Interactive) is purchased on a subscription basis. The first year of implementation will be comprised of start-up activities followed by normal subscription activities. The following represent the implementation and first year subscription activities related to purchase of the software.

- Requirements - At the beginning of this Order, Licensee will provide all existing documentation on the relevant source system's Data Models and code of the existing system. Deloitte reviews this information and maps it to the data elements in PI Interactive. Deloitte then conducts up to five (5) program requirements, data mapping and risk prioritization sessions of up to four (4) hours in length with Licensee. These sessions are collaborative sessions in which Deloitte works with Licensee to understand the existing data models, current program risk factors, and program requirements to calibrate the analytic models and rules in PI Interactive to that of the licensee.
- Implementation – Deloitte works with the Licensee to complement workflow mapping, develop any Licensee program specific rules and models, configures the data ingestion, and sets up the user interface during implementation.

- Go-Live Plan - Deloitte creates an activation plan for the day of go live. This plan includes a list of required activities, the responsible parties assigned to those activities, and a schedule for completion. Deloitte will review the implementation plan with Licensee to obtain agreement to the plan.
- Training - Deloitte provides up to three (3) webinars or in-person sessions 3 weeks prior to go live. These training sessions cover the features of the product for each role and how to use PI Interactive platform and licensed modules. Training also includes documentation that explains use of the product for future users.
- Off-site Operational Support - After go-live, Deloitte provides a help desk during normal business hours to address user issues. Issues affecting the availability of the system are responded to within an eight (8) hour window. Issues that do not impact the availability of the system are documented, prioritized and addressed as part of monthly maintenance releases.
- Subscription Support – As part of subscription support Deloitte continues to support:
  - Helpdesk services
  - Rule and model revisions limited to analytic insights obtained from PI Interactive information processing
  - Data hosting charges based on member lives covered
  - Software maintenance and infrastructure patches

The table below outlines the price per benefit program, per module. Add-on programs and modules following the first installation drive cost savings and cross program discounts for implementation and subscription. Deloitte offers discounts on module subscription fees based on number of modules and program areas. Note, the prices and discounts listed herein are valid through February 2021 and may change after that date at Deloitte’s discretion.

One-time implementation fee:

List Price – Implementation (One time Fee)		
Eligibility Module	PaymentModule	Dual Modules
\$699,900.00	\$749,900.00	\$835,800.00

Subscription fees:

Number of Lives Managed	Subscription (Annual Fee)		
Up to 500,000	\$250,000.00	\$350,000.00	\$510,000.00
500,001 - 1,000,000	\$375,000.00	\$475,000.00	\$722,500.00
1,000,001 - 1,500,000	\$500,000.00	\$600,000.00	\$935,000.00
1,500,001 - 2,000,000	\$625,000.00	\$725,000.00	\$1,147,500.00
2,000,001 - 3,000,000	\$875,000.00	\$975,000.00	\$1,572,500.00
3,000,001 - 4,000,000	\$1,125,000.00	\$1,225,000.00	\$1,997,500.00
4,000,001 - 5,000,000	\$1,375,000.00	\$1,475,000.00	\$2,422,500.00

Initial Software implementation includes:

Included in Base	
Concurrent Users	50
Storage (TB)	1

Data for 500k lives covered	
Annual Eligibility Transactions	6 Million
Annual Payment Transactions	10 Million

### 1.26.3. Additional Storage and User Fees

Our data storage capacity covered as part of the subscription fees is based on our experience in working with Government and Commercial customers. PI Interactive is designed to maximize on the storage allowance build into the subscription fees outlined above. Should a licensee need additional data storage or users we offer these add on options as outlined below.

Add-on pricing	
Additional concurrent users (Set of 5) Monthly fee	\$ 3,000
Storage (TB/month)	\$ 150

### 1.26.4. PI Interactive Professional and Consulting Services

Professional and Consulting services can be added to any of our subscription plans to cover additional services to support a licensee’s program integrity function. These services can be added on a time and material basis. These tasks include but are not limited to table below:

#### Platform Support Services

Service Type	Task
	Fraud Scheme Requirements Analysis
	Program Integrity Process Re-engineering and Platform Enhancements
Program Integrity	Clinical Review
Domain Specialist	Investigative Support
	Medical Record Review
	Referral and Recovery Support
Platform Analytics Enhancements	New Rule and Model development
	Platform Enhancements
	Workflow Enhancements
	System design and Architecture Enhancements
	Exploratory Analytics

#### 1.26.4.1. Program Integrity Services

Additional professional services may be acquired to address specific needs related to a benefit program’s use of the software. The professional service rates for PI Interactive are as follows:

Program Integrity Domain Specialists	
Program Integrity Domain Specialist 1	\$ 142.62
Program Integrity Domain Specialist 2	\$ 165.24

Program Integrity Domain Specialist 3	\$ 203.31
<b>Platform &amp; Analytics Enhancements</b>	
Consulting Engineer 1	\$ 129.75
Consulting Engineer 2	\$ 142.69
<b>Platform &amp; Analytics Enhancements</b>	
Consulting Engineer 3	\$ 169.14
DevOps Engineer 1	\$ 144.97
DevOps Engineer 2	\$ 183.36
DevOps Engineer 3	\$ 199.86
Big Data Scientist 1	\$ 144.97
Big Data Scientist 2	\$ 183.36
Big Data Scientist 3	\$ 199.86
Solutions Architect 1	\$ 181.21
Solutions Architect 2	\$ 229.20
Solutions Architect 3	\$ 249.82
Principal Solutions Architect	\$ 287.29

Note: the prices listed herein are valid through February 2021 and may change after that date at Deloitte's discretion

## 1.27. HealthPrism™

### 1.27.1. Product Description

HealthPrism™ is a flexible population health analytics platform that uses drivers of health (DoH) data and predictive models to deliver insights into populations at elevated risk of various health conditions, such as opioid use disorder, diabetes, hypertension, and others. The solution empowers decision makers to uncover barriers to treatment a population is facing and increase the accuracy and speed-to-delivery of treatment and interventions.

HealthPrism™ visualizes social determinants of health (SDoH) and other drivers of health (DoH) data quickly to help inform effective decision making. This tool drives positive health outcomes by using comprehensive DoH data on



240+ million persons across the US. It consists of 20+ disease states, 8+ years of history, and 150 predictive models that stand on top of data, linking vulnerable populations to critically needed programs, interventions, and resources.

### 1.27.2. Product Background

The National Academy of Medicine has claimed that 80% of someone’s health profile is dictated by their social determinants of health (SDoH) – their economic stability, education, social behavior, and community factors.<sup>1</sup> By understanding a community’s SDoH and DoH, we can better understand their health risks and determine what preventions and interventions can be provided to help ensure healthier and more equitable outcomes for all.

HealthPrism™ brings data and predictive models to government health and human services agencies, commercial health providers, law enforcement agencies, and other health-related organizations to give insight into risks and barriers to treatment of diseases based on population DoH variables. HealthPrism™ uses data on 240+ million adults across the United States with 1,500 social determinants of health data points to identify tailored intervention recommendations for highly vulnerable populations. HealthPrism™ data is curated from public and commercially available sources. HealthPrism™ includes predictive risk models for diabetes, hypertension, cardiovascular disease, opioid use disorder, depression, and many other health conditions. Importantly, HealthPrism™ provides upwards of 8 years of historical DoH data to inform pathways and patterns critical to early identification, improved health outcomes, and reduced healthcare costs.

The value of HealthPrism™ is provided on an ongoing basis. Value is realized through the avoidance of various diseases and health conditions within a population. There are two parts required to realize these benefits: (1) the early identification of at-risk individuals, and (2) the successful intervention for high-risk individuals. HealthPrism™ provides Insight Advisors who are medical and data specialists (e.g. MD, Epidemiologist, nurse practitioner etc.) to help interpret data and provide strategic guidance.

<sup>1</sup> Magnan S. Social Determinants of Health 101 for Health Care: Five Plus Five. NAM Perspectives. Discussion Paper, National Academy of Medicine, Washington, DC. 2017.

### 1.27.3. HealthPrism™ Components

HealthPrism™ is sold as software as a service (SaaS) with optional wraparound consulting services (insights as a service). The base product will be offered as an annual-fixed fee subscription. There are multiple subscription options depending on the size of the relevant population. Price increases with each subscription level. Optional wraparound services can be ordered via a professional services Statement of Work at the Deloitte Consulting professional services rates.

HealthPrism™ Components	
Base Product	<ul style="list-style-type: none"> <li>• Cloud Hosting on Deloitte environment (OpenCloud with GCP usage)</li> <li>• Bi-monthly current data pulls over a 12-month period and up to 8 years of historical data</li> <li>• Pre-built predictive models</li> <li>• Pre-built Population and Retrospective View to view data and models</li> <li>• Insight Advisor (a medical and data expert) to provide strategic guidance</li> <li>• Deloitte management and staff and outsourced overhead (USDC and USI)</li> </ul>
Wraparound Services	<ul style="list-style-type: none"> <li>• Incorporation of client data into training/operation of predictive models</li> <li>• Integration of client workflows</li> <li>• Customizable UI/UX</li> <li>• Development of product/data environments and strategy</li> </ul>

#### 1.27.4. HealthPrism™ Licensing

HealthPrism™ provides the following Licensed Software subject to the terms and conditions set forth in the License Agreement depending on the size of the relevant population. Initial implementation is included in the monthly subscription fee, which is required for at least the first three months of service; additional options are listed for data-only subscription fees after initial implementation.

Licensed Software	Description
HealthPrism™	HealthPrism™ is a tool that uses social determinants of health data and can be combined with customer medical claims data (at customer request) to get the view of a population’s health or future health risk. The tool identifies barriers to treatment and optimal interventions for at-risk populations. The tool is primarily marketed towards government and public sector but could also be sold in the commercial marketplace

Monthly Subscription fees:

Size of Population	Monthly Price
Proof of Concept (<100k)	\$99,000
Small (<4M)	\$189,000
Medium (4-10M)	\$289,000
Large (10-15M)	\$389,000
Extra Large (15M+)	\$489,000
National	\$589,000

Monthly prices are for implementation, including aggregated descriptive and predictive data alongside relevant insight advisor and subject matter expert services. Implementation typically lasts a minimum of three months. Post-implementation data refreshes start at \$49k and increase based on population size and frequency.

Provided data is aggregated to a desired geographic area. Individual-level data can be provided for an additional cost.

#### 1.27.5. HealthPrism™ Professional and Fees

Professional and Consulting services can be added to any of our subscription plans to cover additional services to support a licensee’s program integrity function. These services can be added on a time and material basis. These tasks may include but are not limited to table below:

Platform Support Services

Insight Advisors	Task
Clinical & Public Health Specialists	Public Health Research
	Community Outreach Coordination
	Project Management
	Investigative Support
	Specialist Advising
	Health and Social Determinants Expertise
Analytics & Epidemiology Specialists	New Rule and Model development
	Platform Enhancements
	Data Visualization
	System design and Architecture Enhancements
	Exploratory Analytics

## 1.28 Navigator™ – Digital Adoption Platform SaaS (new Deloitte Product)

### 1.28.1 Product Description

Navigator™ Deloitte’s Digital Adoption tool. The tool was created to fulfill a need caused by the government’s digital transformation initiatives which deal with complex customer and employee software application layers. Overwhelming software sprawl makes it difficult for the government to understand and manage application adoption.

Navigator™ is a browser-based digital adoption training platform that provides guided assistance to users embedded within a designated application through a series of application “tours”. These tours provide guided walkthroughs of the application and enable the user to gain familiarity and access extra help as needed, without having to navigate away or use a second monitor to read training documentation or process steps. Through Navigator™, users get step-by-step instructions, tips, and policy/guidance directly within the application being used. Navigator™ reduces the duration and cost of training.

The asset works by layering training data, tours, on top of the client’s existing policies procedure document. For example, a client employee may be referencing an administrative policy manual online. Via a plugin, Navigator™ will read the page number the user sees on the screen and provide the relevant tour.

Deloitte Consulting maintains an information security program with documented policies, standards, and operational practices, and complies with all data security and privacy laws applicable to Deloitte Consulting in connection with its processing, including storage and hosting, of Licensee Data within the Licensed Software pursuant to this Agreement.

Navigator™ contains the functionality for tour development to be completely performed by the client. The client will have full access to create the documents as needed within the asset. Deloitte may be separately engaged through a services arrangement to support the client development of tours, but tour development is not included in the base solution licensing arrangement. Content in Navigator™ is intended to provide additional guidance through processes and workflows.

### 1.28.2 Use Cases/Components

#### Navigator™ Use Cases

Pre-Launch Training	<ul style="list-style-type: none"> <li>• Case Management</li> <li>• Role based workflow</li> <li>• Customizable reporting and dashboards</li> <li>• Library of Analytics and Rules</li> </ul>
Post-Launch Support	<ul style="list-style-type: none"> <li>• Medicaid Eligibility</li> <li>• Medicaid Claims</li> <li>• SNAP Eligibility</li> <li>• Procurement</li> <li>• ChildCare</li> <li>• WIC Eligibility</li> </ul>
Ongoing Training & Online Assistance	Used to enhance training for new employees and/or new system updates and process changes, broadcasting new messages for updated trainings and important information and training both veteran and new staff members.

### 1.28.3 Delivery

The asset is licensed in one of two ways:

- License Only - In the standalone use case, the asset is licensed to the client for their own use with access to Deloitte application support which includes hosting, performance support, and quarterly enhancements.
- License plus Optional Managed Services - The asset is sold as a subscription (license) along with optional managed services offered by the Deloitte engagement team. Client has the ability to use the functionalities of the asset alongside Deloitte practitioners solely in connection with, and during the term of, the services engagement. When the period of performance for services ends, the licensed asset remains for full client use with access to Deloitte support team for the term of the license. Usage of the asset will continue for the license term and any renewals along with an annual renewal of the subscription license. The Navigator™ sample license agreement can be found in Appendix I.

Navigator™ is supported by a delivery pool that is setup to support multiple geographies. The Navigator Center of Excellence which provides customer service via a ticketing system will be able to scale across multiple centers to address multiple geographical needs/time zones within the US.

### 1.28.4 Implementation/Subscription Fees

Navigator™ is a licensed asset (see appendix I for license agreement). The client has the option to purchase the Navigator™ asset or the asset plus optional services. The license includes access to 1 application of the hosted environment for one year.

The minimum purchase of Navigator includes two line items: the license fee and one of three implementation packages (low, medium, or high) depending on the complexity of the Navigator integration with the hosted environment. Clients who choose the minimum purchase (and do not purchase any of the optional managed services) would be responsible for all tour content creation and related analysis to determine how best to roll-out

Navigator to end users.

In addition to the minimum purchase, Deloitte offers optional managed services to provide content creation and ongoing support for Navigator after implementation. These optional managed services help to optimize Navigator and derive the maximum benefit from all of Navigator’s features.

Detailed Navigator™ pricing is outlined below:

		Description	Cost
License Fee (Mandatory)	<b>Full Access for 1 application with 1 hosted environment (Initial 1 year period)</b>	<ul style="list-style-type: none"> <li>Enables access to core features of Navigator™, including tour development, update, and publishing, as well as user dashboard and analytics.</li> <li>Include four (4) tour creator accounts</li> <li>Includes standard Navigator support which includes resolution of incidents (“break-fix” maintenance) and root cause analysis support to address Licensed Software and/or computing infrastructure problems, performance monitoring and management, patching, security and access control management, and the resolution of end user support requests</li> </ul>	<b>\$40,000 per year (less than 1600 end users) \$50,000 per year (greater than 1600 end users)</b>
Implementation Packages (Mandatory)	<b>Low Complexity Implementation Package</b>	<ul style="list-style-type: none"> <li>User provisioning</li> <li>Configure Navigator™ (Setup org, users and role setup)</li> <li>Configure Plugin</li> <li>Configure Navigator™ for App integration</li> <li>Custom validation scripts (for 2 tours) developed and embedded in plugin</li> <li>Auto trigger scripts (for 2 tours) developed and embedded in plugin</li> <li>Full testing including end-to-end testing and end user testing</li> <li>Develop and provide a setup and configuration plan</li> <li>Conduct a kick-off meeting with the client to explain the setup and configuration plan, review roles and responsibilities, and collect client-specific information required for setup and configuration</li> <li>Work with the client’s technical/IT department to address any client specific requirements (such as firewall access)</li> <li>Work with client’s designated representative to determine the user groups and roles that will be configured in Navigator</li> <li>Conduct training for the designated number of tour creator accounts</li> </ul>	<b>\$35,094</b>
	<b>Medium Complexity Implementation Package</b>	<ul style="list-style-type: none"> <li>User provisioning</li> <li>Configure Navigator™ (Setup org, users and role setup)</li> <li>Configure Plugin</li> <li>Configure Navigator™ for App integration</li> <li>Custom validation scripts (for ~5 tours) developed and embedded in plugin</li> <li>Auto trigger scripts (for ~ 5 tours) developed and embedded in plugin</li> <li>Full testing including end-to-end testing and end user testing</li> <li>Develop and provide a setup and configuration plan</li> <li>Conduct a kick-off meeting with the client to explain the setup and configuration plan, review roles and</li> </ul>	<b>\$57,142</b>

	<p>responsibilities, and collect client-specific information required for setup and configuration</p> <ul style="list-style-type: none"> <li>• Work with the client’s technical/IT department to address any client specific requirements (such as firewall access)</li> <li>• Work with client’s designated representative to determine the user groups and roles that will be configured in Navigator</li> <li>• Conduct training for the designated number of tour creator accounts</li> </ul>	
<p><b>High Complexity Implementation Package</b></p>	<ul style="list-style-type: none"> <li>• User provisioning</li> <li>• Configure Navigator™ (Setup org, users and role setup)</li> <li>• Configure Plugin</li> <li>• Configure Navigator™ for App integration</li> <li>• Custom validation scripts (for ~10 tours) developed and embedded in plugin</li> <li>• Auto trigger scripts (for ~10 tours) developed and embedded in plugin</li> <li>• Full testing including end-to-end testing and end user testing</li> <li>• Develop and provide a setup and configuration plan</li> <li>• Conduct a kick-off meeting with the client to explain the setup and configuration plan, review roles and responsibilities, and collect client-specific information required for setup and configuration</li> <li>• Work with the client’s technical/IT department to address any client specific requirements (such as firewall access)</li> <li>• Work with client’s designated representative to determine the user groups and roles that will be configured in Navigator</li> <li>• Conduct training for the designated number of tour creator accounts</li> </ul>	<p><b>\$91,643</b></p>

Optional Managed Services Pricing (in addition to License Fee and Implementation Costs)		Description	Cost
Center of Excellence Services: provides break-fix support and updates on tour creations.	Use Case Assessment	<ul style="list-style-type: none"> <li>An assessment of the Licensee’s system on which Navigator will be installed to determine which processes Navigator could be used for, which user groups would benefit from the tours, and how many tours are recommended</li> <li>Timeline: 8 weeks</li> </ul>	\$98,354
	Ongoing Tour Creation Services	<ul style="list-style-type: none"> <li>Additional tour building</li> <li>3 packages</li> <li>SMALL – Up to 400 windows/steps (~10-15 tours)</li> <li>MEDIUM – Up to 600 windows/steps (~15-20 tours)</li> <li>LARGE – Up to 800 windows/steps (~20-25 tours)</li> </ul>	S: \$41,335 M: \$62,004 L: \$82,671
	Ongoing COE Support (recommended)	<ul style="list-style-type: none"> <li>COE support covering ongoing training, troubleshooting and support needs to Navigator™ Tour Creators</li> <li>Timeframe: 12 months</li> </ul>	\$33,066
Optional Setup	Additional Hosted Environment	<ul style="list-style-type: none"> <li>Timeframe: 2 weeks</li> <li>Cost of hosting</li> <li>Implementation labor</li> </ul>	\$18,405
	Additional Tour Creator Accounts	Enables access to core features of Navigator™, including tour development, update, and publishing, as well as user dashboard and analytics	\$200 per additional login
	Ongoing Renewal of Navigator™ (12 month renewal for option years)	Enables access to core features of Navigator™, including tour development, update, and publishing, as well as user dashboard and analytics	End Users Below 1600: \$40,000  End Users Above 1600: \$50,000

Additional professional services may be acquired to address specific needs related to a Client’s use of the software. Labor Categories and rates are defined under Section 1.21., Professional and Consulting Service

## 1.29. Close as You Go Software as a Service

### 1.29.1. Product Description

Deloitte’s Close as You Go (“CAYG”) is a secure cloud-based software platform that helps state and local government agencies by guiding, generating, compiling, and immutably tracking the eligibility information required to enable valid claims for grant funding. With CAYG, state and local governments or other potential sub-applicants (“Clients”) can expedite recovery documentation aggregation, cost eligibility mapping, and reimbursement request packaging for programs such as the Federal Emergency Management Agency’s (FEMA) Public Assistance (PA) program. CAYG



helps Clients reduce the likelihood of submitting ineligible expenses, referencing outdated contracts, or following improper procurement practices that can cause audits, adverse findings, or even funding claw backs down the line. Supported by blockchain technology, the platform tracks actions taken by uploaders, reviewers, and administrators, increasing transparency and efficiency in preparedness and recovery processes.

CAYG supports the following three distinct roles in the platform:

Role	Capabilities
Uploader	<ul style="list-style-type: none"> <li>• Upload and index documentation to demonstrate eligibility for grant funding streams</li> <li>• Complete workflows aligned to grant funding eligibility requirements</li> <li>• Submit workflows and documentation for review</li> <li>• Manage inventory of materials, equipment, assets, and employees</li> </ul>
Reviewer	<ul style="list-style-type: none"> <li>• Review submissions from uploaders</li> <li>• Approve or reject submissions and add substantiation</li> <li>• Track comments from uploader</li> </ul>
Administrator	<ul style="list-style-type: none"> <li>• Add and remove users in the platform</li> <li>• Change roles of users (e.g., admin, uploader)</li> <li>• Add workflows aligned to grant funding eligibility requirements (e.g., Federal Acquisition Regulations, 2CFR200 or program policy guidance)</li> <li>• Add and customize workflows based on grantee-specific requirements</li> <li>• Add and customize indexing requirements in documentation</li> </ul>

CAYG supports Clients through the following features:

Close as You Go feature	Description
Organizational Profile	<ul style="list-style-type: none"> <li>• Add information pertaining to the sub-applicant that determines what eligibility requirements apply</li> </ul>
Workflows	<ul style="list-style-type: none"> <li>• Answer a series of pre-loaded questions designed to increase adherence to and demonstrate eligibility with federal procurement standards (e.g., Federal Acquisition Regulations and program policy guidance)</li> </ul>
Document Indexing	<ul style="list-style-type: none"> <li>• Highlight information demonstrating the essential elements of information for eligibility in existing documents (e.g., Pay Policy). This allows the information to be indexed for review by grantors</li> </ul>
Vendor Management	<ul style="list-style-type: none"> <li>• Add a list of your vendors for quick access to contracts and other documentation specific to each individual vendor</li> </ul>

Plans, Policies, Procedures, Permits	<ul style="list-style-type: none"> <li>• Upload policies (e.g., emergency pay policies, standard procurement, purchasing policies) to validate activities or costs against stated policies</li> <li>• Create a repository of relevant standard procedures, such as standards of conduct</li> <li>• Store clerical documentation, such as Hazard Mitigation or Debris Management Plans, and tag relevant essential elements of information of eligibility in those documents</li> </ul>
Assets, Equipment, Materials	<ul style="list-style-type: none"> <li>• Upload information required to determine facility eligibility, including pre-disaster photos, maintenance records and proof of legal responsibility</li> <li>• Document the inventory of equipment including title and insurance as well as materials, itemizing inventory in alignment with grantor rate schedules</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Capture pay rates, exemption status, activity eligibility, and other payroll information to demonstrate eligibility for claims (e.g., overtime and fringe benefit calculations for Force Account Labor)</li> </ul>
Project Worksheet Aggregation	<ul style="list-style-type: none"> <li>• Upload and apportion invoices (e.g., debris removal contractor invoice) and align them against relevant projects to submit for reimbursement</li> </ul>
Invoicing	<ul style="list-style-type: none"> <li>• Immutably store invoices</li> </ul>
Alert System	<ul style="list-style-type: none"> <li>• Alert users when contracts are expiring</li> <li>• Alert reviewers when new documentation and workflows are ready for review</li> <li>• Alert users when a submission has been rejected and requires re-submission</li> </ul>
Generation of Documentation Packets	<ul style="list-style-type: none"> <li>• Compile and aggregate validated documentation and workflows in exportable format</li> </ul>

### 1.29.2. Close as You Go Annual Subscription Fee

Close as You Go is licensed on a subscription basis for use of and access to the application. The CAYG sample license agreement can be found in Appendix J. In addition, the following one-time implementation activities may apply for State Agency Clients in relation to the purchase of the software:

- **Requirements:** Deloitte will conduct up to four (4) sessions up to four (4) hours each (16 total) in length with Client upfront to determine program eligibility requirements, both state and grant program-specific, that will need to be incorporated within CAYG.
- **Implementation:** Deloitte will work with Client to conduct workflow mapping, develop and incorporate Client-program specific rules and regulations, update workflows, and determine methodology for rollout to sub-applicants.
- **Go-live plan:** In coordination with the Client, Deloitte will provide an activation and rollout plan for the day of go live. This plan will include a list of required activities, the responsible parties for each activity, and the agreed upon schedule for completion.
- **Training:** Deloitte will provide up to three (3) webinars, 2-3 weeks prior to go live. These training sessions will cover the features of the product for each role and how to use the CAYG platform. Support documentation for future users is also provided.

- Off-site operational support: After go-live, Deloitte will provide a help desk during normal business hours to address user issues. Response time frames and service level agreements are stipulated in Schedule B of the CAYG license agreement.

**One-time Implementation Fee (State Agencies):**

CAYG implementation fees fall into a range based on the level of support desired by the Client and are subject to change based on Client requirements.

	List Price – Implementation (one-time)		
Option	Base	Medium	High
<i>Description of customization range</i>	Workflow configuration and select interface tailoring (e.g., Client logo in platform)	Select ad-hoc feature requests (e.g., State-specific dashboard, APIs to connect to third party data sources)	Tailored feature requests not aligned to existing CAYG roadmap (e.g., enhanced analytics, dashboarding)
<i>Estimated price</i>	\$20,000 – \$250,000	\$250,000 – \$1,500,000	> \$1,500,000

**Subscription Fee:**

CAYG subscription fees are based upon the number of sub-applicants using the platform to prepare, aggregate, and ultimately submit information relating to grant funding claims. Each sub-applicant includes up to five (5) users that can be added to the sub-applicant’s organizational instance of CAYG.

**Subscription Fees (annual):**

SKU	Number of Sub-applicants per SKU	Annual Subscription Fee
CAYG-1	1	\$ 21,999.00
CAYG-5	5	\$ 87,995.00
CAYG-10	10	\$ 131,990.00
CAYG-25	25	\$ 274,975.00
CAYG-100	100	\$ 879,900.00
CAYG-250	250	\$ 1,649,750.00

**Add-ons:**

Add-on	Additional Annual Cost
Additional block of 5 user[s]	\$11,999 per additional block of 5 users added for a given sub-applicant
Additional volume charges	\$14,999 per increment of \$1 million of the total value* of each request for grant reimbursement package made to the grantor during term, billed as incurred quarterly

*Note: \*Total value is calculated as the total requested amount of expenditures included in a request for reimbursement package to the grantor (e.g., FEMA). The requested amount does not include invoiced costs that are not being requested for reimbursement on a Project Worksheet. This submission charge is not contingent on approval of those costs by the grantor or the state.*

### 1.29.3 Close as You Go a la Carte Services

In addition to the product subscription, professional and consulting services can be added to the CAYG subscription plan to cover additional services to support a licensee’s grant preparedness, response, and recovery efforts. These services can be added on a time and material basis. These tasks include, but are not limited to, those outlined in the table below:

Service Type	Task
Grant management and eligibility domain specialist	Stringency requirement workflow build out
	Additional training on CAYG tool
Platform enhancements	Workflow enhancements
	Additional analytics
	Dashboarding

A la carte costs may vary depending on the specific requirement of the Client. Deloitte and Client will work on the details of the variable cost in a mutually agreed statement of work.

### 1.29.4 Close as You Go Professional Services

Additional professional services may be acquired to address specific needs related to a Client’s use of the software. Labor Categories and rates are defined under Section 1.21., Professional and Consulting Services.

## Appendices

## Appendix A: Sample Infor SaaS Agreement

### SUBSCRIPTION LICENSE AND SERVICES AGREEMENT

AGREEMENT NUMBER: \_\_\_\_\_

THIS SUBSCRIPTION LICENSE AND SERVICES AGREEMENT (the "Agreement") is between \_\_\_\_ ("Vendor") and \_\_\_\_\_ ("End User") as of the Effective Date. The parties agree as follows:

#### 1. Definitions.

- a. "Affiliate" means any entity, directly or indirectly, controlling, controlled by, or under common control with, Vendor.
- b. "Authorized Users" means: (i) Licensee's employees; and (ii) contractors authorized by Licensee to access the Subscription Software who, prior to obtaining access to the Subscription Software, have executed a non-disclosure agreement that protects Vendor's Confidential Information to the same extent as this Agreement, in each case registered in the database with a unique UserID and a unique password.
- c. "Confidential Information" means non-public information that is identified as or would be reasonably understood to be confidential and/or proprietary. Confidential Information of Vendor includes, without limitation, the Documentation and the Subscription Software, including any software code and all algorithms, methods, techniques, and processes revealed or utilized therein. Confidential Information of Licensee includes Licensee Data. Confidential Information does not include information that: (i) is or becomes known to the public without fault or breach of the Recipient; (ii) the Discloser regularly discloses to third parties without restriction on disclosure; (iii) the Recipient obtains from a third party without restriction on disclosure and without breach of a non-disclosure obligation known to Recipient; or (iv) is independently developed by the Recipient without use of Confidential Information.
- d. "Discloser" means the party providing Confidential Information to the Recipient.
- e. "Documentation" means the then-current Vendor-provided documentation relating to the features, functions, and use of the Subscription Software.
- f. "Documented Defect" means a material deviation between the then-current, general release version of the Subscription Software and its Documentation.
- g. "Effective Date" means the date identified on the signature page of this Agreement as the Effective Date.
- h. "Initial Subscription Term" means the initial subscription period set forth on the applicable Order Form.
- i. "Intellectual Property Rights" means any and all rights in patents, copyrights, trademarks and service marks.
- j. "Licensee Data" means information provided, entered or uploaded for use by or with the Subscription Software by the Licensee or its Authorized Users.
- k. "License Restriction" means any limitation on the use of the Subscription Software identified in an Order Form (e.g., number of Authorized Users, locations, connections).
- l. "Order Form" means each order form between the parties incorporating the terms of this Agreement which shall contain, without limitation, a list of the Subscription Software and associated quantity and License Restriction, a description of the Subscription Services, Subscription Fees, and payment terms.
- m. "Personal Information" means information provided to Vendor by or at the direction of Licensee, or to which access was provided to Vendor in the course of Vendor's performance under this Agreement that: (i) identifies or can be used to identify an individual (including, without limitation, names, signatures, addresses, telephone numbers, e-mail addresses and other unique identifiers); or (ii) can be used to authenticate an individual (including, without limitation, employee identification numbers, government-issued identification numbers, passwords or PINs, financial account numbers, credit report information, biometric or health data, answers

to security questions and other personal identifiers). Personal Information shall include any non-public personal information regarding any individual that is subject to applicable national, state, regional, and/or local laws and regulations governing the privacy, security, confidentiality and protection of non- public personal information.

- n. "Recipient" means the party receiving Confidential Information of the Discloser.
  - o. "Renewal Term" means any renewal or extension of Licensee's license to use the Subscription Software following the expiration of the Initial Subscription Term.
  - p. "Residual Knowledge" shall mean ideas, concepts, know-how or techniques related to the Discloser's technology and Confidential Information that are retained in the unaided memories of the Recipient who had rightful access to Confidential Information.
  - q. "Service Level Description" means the Service Level Description document applicable to the Subscription Services and attached as an exhibit to an Order Form.
  - r. "Subscription Fees" means the fees for the Subscription Services set forth on the applicable Order Form.
  - s. "Subscription Services" means the Subscription Software-related application hosting services and Support (as defined in Section 3(b)) that Vendor provides Licensee under this Agreement. At its sole discretion, Vendor may subcontract to a Third Party Licensor the obligation to provide the Subscription Services to Licensee; provided however, that Vendor will remain fully responsible for the provision of such Subscription Services in accordance with this Agreement.
  - t. "Subscription Software" means collectively or individually the computer software programs identified in the applicable Order Form for which Vendor is providing the Subscription Services.
  - u. "Subscription Term" means the Initial Subscription Term or any Renewal Term, as applicable.
  - v. "Third Party Licensor" means a third party whose software products ("Third Party Products") have been made available to Vendor for distribution and licensing under the terms of its agreement with such Third Party Licensor (a "Third Party Agreement"). Licensee acknowledges and agrees that any such Third Party Licensor is a third party beneficiary to this Agreement with respect to enforcing Licensee's obligations related to the Subscription Software and Subscription Services
  - w. "Updates" means generally available updates, enhancements or modifications to the then-current, general release version of the Subscription Software that are not separately priced or licensed as new products.
  - x. "UserID" means a unique user identification credential used in combination with a unique password to access the Subscription Services.
2. License. Subject to the terms and conditions of this Agreement and the applicable Order Form, Vendor hereby grants to Licensee a non-exclusive, non-transferable, limited license (without the right to sublease or sublicense) to access and use the Subscription Software and the Subscription Services, during the Subscription Term, in an operating environment hosted by Vendor, for Licensee's own internal use. Any rights not expressly granted in this Agreement are expressly reserved.
- a. Documentation. Licensee may make a reasonable number of copies of the Documentation for the Subscription Software for its internal use in accordance with the terms of this Agreement.
  - b. License Restriction. Licensee's use of the Subscription Software and Subscription Services is subject to any License Restriction specified in the applicable Order Form.
  - c. Additional Restrictions on Use of the Subscription Software and Subscription Services. In no event shall Licensee access the Subscription Software on any environment outside the hosted environment selected by Vendor as part of the Subscription Services. In no event shall Licensee or its Authorized Users possess or control the Subscription Software or any related software code. Licensee is prohibited from causing or permitting the reverse engineering, disassembly or de-compilation of the Subscription Software. Except as expressly provided by this Agreement, Licensee is prohibited from using the Subscription Software to provide service bureau services to third parties. Licensee will not allow the Subscription Software to be used by, or disclose all or any part of the Subscription Software to, any person except Authorized Users. Licensee acknowledges and agrees that U.S. export control laws and other applicable export and import laws govern its use of the Subscription Software and Licensee will neither export or



re-export, directly or indirectly, the Subscription Software, nor any direct product thereof in violation of such laws, or use the Subscription Software for any purpose prohibited by such laws.

- d. Intellectual Property Rights Notices. Licensee is prohibited from removing or altering any of the Intellectual Property Rights notice(s) embedded in the Subscription Software or that Vendor otherwise provides with the Subscription Services. Licensee must reproduce the unaltered Intellectual Property Rights notice(s) in any full or partial copies that Licensee makes of the Documentation.
- e. Ownership. Use of the Subscription Software and Subscription Services does not grant any ownership rights in or to the Subscription Software, the Subscription Services, or the Documentation. Licensee Data shall be the sole property of Licensee; however, Infor may aggregate anonymous statistical data regarding use and functioning of its system by its various licensees, and all such data (none of which shall be considered Licensee Data), will be the sole property of Infor.

3. Subscription Services.

- a. Hosted Environment. Vendor will provide the application hosting environment, including the hardware, equipment, and systems software configuration on which Vendor supports use of the Subscription Software and Subscription Services, on servers located at a facility selected by Vendor.
- b. Support. Vendor shall (a) provide Licensee with access (via the internet, telephone or other means established by Vendor) to Vendor's support helpline, (b) install, when and if generally available, Updates; and (c) use reasonable efforts to correct or circumvent any material deviation between the then-current, general release version of the Subscription Software and its Documentation (the foregoing referred to collectively as "Support"). Support is included in the Subscription Fee.
- c. User Accounts. Licensee is responsible for maintaining its own Authorized User UserIDs and passwords which can be managed through the Subscription Software interface. Licensee is responsible for maintaining the confidentiality of Licensee's UserIDs and passwords and shall cause its Authorized Users to maintain the confidentiality of their UserIDs and Passwords. Licensee is responsible for all uses of and activities undertaken with UserIDs registered on Licensee's account. Licensee agrees to immediately notify Vendor of any unauthorized use of Licensee's UserIDs of which Licensee becomes aware.
- d. Connectivity. Vendor will be responsible for maintaining connectivity from its network to the Internet which is capable of servicing the relevant Internet traffic to and from the hosted environment. Licensee is responsible for providing connectivity to the Internet for itself and its Authorized Users. Licensee shall also be responsible for ensuring that latency and available bandwidth from the user's desktop to Vendor's hosted routers is adequate to meet Licensee's desired level of performance. If Licensee requires a VPN or private network connection to the Subscription Services, Licensee is responsible for all costs associated with any specialized network connectivity required by Licensee.
- e. Restrictions. Vendor shall have no obligation to correct a problem caused by Licensee's negligence, Licensee's equipment malfunction or other causes beyond the control of Vendor.

4. Payment and Taxes.

- a. Payment. Licensee shall pay Vendor the Subscription Fees set forth on the Order Form. Subscription Fees are payable in advance and Vendor will invoice Licensee for Subscription Fees prior to the commencement of the portion of the Subscription Term to which such fees apply. After the Initial Subscription Term, the Subscription Fees shall be subject to annual adjustment. Except as otherwise set forth in this Agreement, Subscription Fees are non-refundable. Licensee will pay each Vendor invoice in accordance with the payment terms set forth on the Order Form. Late payments are subject to a late charge equal to the lesser of: (i) one and one-half percent (1½%) per month; and (ii) the highest rate permitted by applicable law. Notwithstanding anything to the contrary in this Agreement, Vendor reserves the right to suspend access to the Subscription Services in the event of any past due Subscription Fees.
- b. Taxes. Licensee is responsible for paying all taxes relating to this Agreement (except for taxes based on Vendor's net income or capital stock). Applicable tax amounts (if any) are not included in the Subscription Fees set forth on any Order Form. Vendor will invoice Licensee for applicable tax amounts and such invoices are payable in accordance with Section 4(a) and the Order Form.

5. Limited Warranties, Disclaimer of Warranties, and Remedies.

- a. Right to Grant License. Vendor warrants that it has obtained rights in the Subscription Software sufficient to grant the licenses granted to Licensee under this Agreement. Licensee’s exclusive remedy, and Vendor’s exclusive obligation, for a breach of this warranty is set forth in Section 7 (Indemnity).
- b. Limited Subscription Software Warranty by Vendor and Remedy for Breach. Vendor warrants that the Subscription Software licensed to Licensee will operate without a Documented Defect for a period of ninety (90) days from the applicable Subscription Service Ready Date defined in the applicable Order Form. Vendor’s sole obligation with respect to a breach of the foregoing warranty shall be to repair or replace the Subscription Software giving rise to the breach of warranty. If Vendor is unable to repair or replace such Subscription Software within a reasonable period of time, then, subject to the limitations set forth in Section 14 of this Agreement, Licensee may pursue its remedies at law to recover direct damages resulting from the breach of this warranty. The remedies in this Section 5(b) are exclusive and in lieu of all other remedies, and represent Vendor’s sole obligations, for a breach of the foregoing warranty. Licensee must provide notice to Vendor of any warranty claim within the warranty period. For clarity, Licensee’s entitlement to Support (as defined in Section 3(b)) in connection with any Documented Defect shall continue throughout the Subscription Term.
- c. Malicious Code. Vendor represents that it has used commercially reasonable best efforts utilizing generally accepted industry tools and practices to provide Subscription Software that does not contain any “time bombs,” “worms,” “viruses,” “Trojan horses,” “protect codes,” “data destruct keys,” or other programming devices that are intended to access, modify, delete, damage, deactivate or disable the Subscription Services (“Malicious Code”). As Licensee’s sole remedy for breach of this representation, Vendor shall take action immediately to investigate, identify and remove such Malicious Code from the Subscription Software.
- d. Limited Services Warranty and Remedy for Breach. Vendor warrants to Licensee that, Vendor will render the Subscription Services with commercially reasonable care and skill. Vendor further warrants that the hosted environment will be available at all times throughout the Subscription Term, subject to the exceptions and allowances described in the Availability section of the applicable Service Level Description. The level of unavailability shall not exceed one half of one percent (0.5%) per month, excluding Scheduled Maintenance as described in the applicable Service Level Description (the “Down Time Warranty”). In the event of a breach of the foregoing warranty Vendor shall apply service level credits based on the actual availability measure for the applicable period as follows:

<u>Availability</u>	<u>Service Level Credit</u>
99.500% or greater	No Service Level Credit
99.499% - 99.000%	5% of the monthly prorated subscription fee
98.999% - 98.500%	15% of the monthly prorated subscription fee
98.499% - 95.000%	25% of the monthly prorated subscription fee
Below 95.000%	35% of the monthly prorated subscription fee

Service level credits for Subscription Fees paid on an annual or quarterly basis shall be based on a monthly equivalent fee. For example, a 5% service level credit on an annual subscription fee shall be 5% of 1/12 of the annual fee. Service level credits shall be applied to Licensee’s next invoice or, if Licensee has paid the final invoice under this Agreement, service level credits shall be paid to Licensee within thirty (30) calendar days following the determination that the credit is due. The service level credit is the exclusive remedy and is in lieu of all other remedies for breach of the Down Time Warranty.

- e. Disclaimer of Warranties. The limited warranties in this Section 5 are made to Licensee exclusively and are in lieu of all other warranties. VENDOR AND ITS THIRD-PARTY LICENSORS MAKE NO OTHER WARRANTIES WHATSOEVER, EXPRESS OR IMPLIED, WITH REGARD TO THE SUBSCRIPTION SOFTWARE AND SUBSCRIPTION SERVICES PROVIDED UNDER THIS AGREEMENT AND/OR ANY ORDER FORM, IN WHOLE OR IN PART. VENDOR AND ITS THIRD-PARTY LICENSORS EXPLICITLY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE. VENDOR AND ITS THIRD-PARTY LICENSORS EXPRESSLY DO NOT

WARRANT THAT THE SUBSCRIPTION SOFTWARE OR SUBSCRIPTION SERVICES, IN WHOLE OR IN PART, WILL BE ERROR FREE, OPERATE WITHOUT INTERRUPTION OR MEET LICENSEE'S REQUIREMENTS.

- f. Abrogation of Limited Warranty. Vendor will have no obligation under this Section 5 to the extent that any alleged breach of warranty is caused by any modification of the Subscription Software not performed by or on behalf of Vendor. To the extent that an alleged breach of warranty concerns a Third Party Product that is subject to a more limited warranty under a Third Party Agreement than specified in Section 5 above, Vendor's obligations hereunder will be further limited accordingly.
- g. FAILURE OF ESSENTIAL PURPOSE. THE PARTIES HAVE AGREED THAT THE LIMITATIONS SPECIFIED IN SECTIONS 5 AND 14 WILL SURVIVE AND APPLY EVEN IF ANY REMEDY SPECIFIED IN THIS AGREEMENT IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE, AND REGARDLESS OF WHETHER LICENSEE HAS ACCEPTED ANY SUBSCRIPTION SOFTWARE OR SUBSCRIPTION SERVICE UNDER THIS AGREEMENT.
- h. HIGH RISK ACTIVITIES. THE SUBSCRIPTION SOFTWARE IS NOT FAULT-TOLERANT AND IS NOT DESIGNED, MANUFACTURED OR INTENDED FOR USE AS ON-LINE CONTROL EQUIPMENT IN HAZARDOUS ENVIRONMENTS REQUIRING FAIL-SAFE PERFORMANCE, SUCH AS IN THE OPERATION OF NUCLEAR FACILITIES, AIRCRAFT NAVIGATION OR AIRCRAFT COMMUNICATION SYSTEMS, MASS TRANSIT, AIR TRAFFIC CONTROL, DIRECT LIFE SUPPORT MACHINES, OR WEAPONS SYSTEMS, IN WHICH THE FAILURE OF THE SUBSCRIPTION SOFTWARE COULD LEAD DIRECTLY TO DEATH, PERSONAL INJURY, OR SEVERE PHYSICAL OR ENVIRONMENTAL DAMAGE ("HIGH RISK ACTIVITIES"). ACCORDINGLY, VENDOR AND ITS THIRD PARTY LICENSORS DISCLAIM ANY EXPRESS OR IMPLIED WARRANTY OF FITNESS FOR HIGH RISK ACTIVITIES. LICENSEE AGREES THAT VENDOR AND ITS THIRD PARTY LICENSORS SHALL NOT BE LIABLE FOR ANY CLAIMS OR DAMAGES ARISING FROM OR RELATED TO THE USE OF THE SUBSCRIPTION SOFTWARE IN SUCH APPLICATIONS.
6. Confidential Information.
- a. Confidentiality. The Confidential Information disclosed under this Agreement may be used, disclosed or reproduced only to the extent necessary to further and fulfill the purposes of this Agreement. Except as otherwise permitted under this Agreement, the Recipient will not knowingly disclose to any third party, or make any use of the Discloser's Confidential Information. The Recipient will use at least the same standard of care to maintain the confidentiality of the Discloser's Confidential Information that it uses to maintain the confidentiality of its own Confidential Information, but in no event less than reasonable care. The non-disclosure and non-use obligations of this Agreement will remain in full force with respect to each item of Confidential Information for a period of ten (10) years after Recipient's receipt of that item; provided, however, that Licensee's obligations to maintain the Subscription Software and Documentation as confidential will survive in perpetuity. Each of Licensee and Vendor shall be responsible for the breach of the confidentiality terms contained in this Section 6 by any of its directors, officers, employees, Authorized Users, agents, accountants and advisors. Notwithstanding the foregoing, this Section is not intended to prevent (a) a Recipient from using Residual Knowledge, subject to any Intellectual Property Rights of the Discloser, or (b) Vendor or its Third Party Licensor's from using aggregated data regarding the use of the Subscription Services to provide reports or analytics to Licensee or to improve the performance of Vendor's or such Third Party Licensor's products, provided such data does not contain any Personal Information regarding Licensee, its employees, customers or Authorized Users. If the Recipient should receive any legal request or process in any form seeking disclosure of Discloser's Confidential Information, or if the Recipient should be advised by counsel of any obligation to disclose such Confidential Information, the Recipient shall (if allowed by law) provide the Discloser with prompt notice of such request or advice so that the Discloser may seek a protective order or pursue other appropriate assurance of the confidential treatment of the Confidential Information. Regardless of whether or not a protective order or other assurance is obtained, the Recipient shall furnish only that portion of the Discloser's Confidential Information which is legally required to be furnished and to use reasonable efforts to assure that the information is maintained in confidence by the party to whom it is furnished.
- b. Security Policies and Safeguards. Vendor shall establish and maintain administrative, technical, and physical safeguards designed to protect against the destruction, loss, unauthorized access or alteration of Licensee Data and Personal Information in the possession or under the control of Vendor or to which Vendor has access, which are: (i) no less rigorous than those maintained by Vendor for its own information of a similar nature; (ii) no less rigorous than generally accepted industry standards; and (iii) required by applicable laws. The security procedures and safeguards implemented and maintained by Vendor pursuant to this Section 6(b) shall include, without limitation:
- (i) User identification and access controls designed to limit access to Licensee's Data to authorized users;
  - (ii) the use of appropriate procedures and technical controls regulating data entering Vendor's network from any external source;
  - (iii) the use of encryption techniques when Licensee's Data is transmitted or transferred into or out of the hosted environment;

- (iv) physical security measures, including without limitation securing Licensee's Data within a secure facility where only authorized personnel and agents will have physical access to Licensee Data;
    - (v) operational measures, including without limitation IT Service Management (ITSM) processes designed to ensure the correct and secure operations of information processing activities;
    - (v) periodic employee training regarding the security programs referenced in this Section; and
    - (vi) periodic testing of the systems and procedures outlined in this Section.
  - c. **Review of Controls.** Once in each 12-month period during the Subscription Term, Vendor shall, at its cost and expense, engage a duly qualified independent auditor to conduct a review of the design and operating effectiveness of Vendor's defined control objectives and control activities in connection with the Subscription Services. Vendor shall cause such auditor to prepare a report in accordance with the American Institute of Certified Public Accountants Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or an equivalent standard, which may include ISAE 3402 (the "Audit Report"). Licensee shall have the right to request and receive a copy of the Audit Report and Licensee may share a copy of such Audit Report with its auditors and regulators, provided that, such Audit Report shall be Vendor's Confidential Information (as defined in this Agreement).
  - d. **Security Incident Response.** In the event that Vendor becomes aware that the security of any Licensee Data or Personal Information has been compromised, or that such Licensee Data or Personal Information has been or is reasonably expected to be subject to a use or disclosure not authorized by this Agreement (an "Information Security Incident"), Vendor shall: (i) promptly (and in any event within 24 hours of becoming aware of such Information Security Incident), notify Licensee, in writing, of the occurrence of such Information Security Incident; (ii) investigate such Information Security Incident and conduct a reasonable analysis of the cause(s) of such Information Security Incident; (iii) provide periodic updates of any ongoing investigation to Licensee; (iv) develop and implement an appropriate plan to remediate the cause of such Information Security Incident to the extent such cause is within Vendor's control; and (v) cooperate with Licensee's reasonable investigation or Licensee's efforts to comply with any notification or other regulatory requirements applicable to such Information Security Incident.
- 7. **Indemnity by Vendor.** Vendor will defend, indemnify and hold Licensee harmless from and against any loss, cost and expense to the extent arising from a third party claim against Licensee that the Subscription Software infringes any Intellectual Property Rights of others. Vendor's obligations under this indemnification are expressly conditioned on the following: (i) Licensee must promptly notify Vendor of any such claim; (ii) Licensee must, in writing, grant Vendor sole control of the defense of any such claim and of all negotiations for its settlement or compromise so long as such settlement or compromise does not result in payment of money by Licensee or an admission of guilt by Licensee (if Licensee chooses to represent its own interests in any such action, Licensee may do so at its own expense, but such representation must not prejudice Vendor's right to control the defense of the claim and negotiate its settlement or compromise); (iii) Licensee must reasonably cooperate with Vendor to facilitate the settlement or defense of the claim. Vendor will not have any liability hereunder to the extent the claim arises from (a) any modification of the Subscription Software by, on behalf of, or at the request of Licensee; or (b) the use or combination of the Subscription Software with any computer, computer platform, operating system and/or data base management system other than provided by Vendor. If any Subscription Software is, or in Vendor's opinion is likely to become, the subject of an Intellectual Property Rights infringement claim, then Vendor, at its sole option and expense, will either: (A) obtain for Licensee the right to continue using the Subscription Software under the terms of this Agreement; (B) replace the Subscription Software with products that are substantially equivalent in function, or modify the Subscription Software so that it becomes non-infringing and substantially equivalent in function; or (C) refund to Licensee the un-used portion of the Subscription Services fee, if any, paid to Vendor for the Subscription Software giving rise to the infringement claim, and discontinue Licensee's use of such Subscription Software. THE FOREGOING SETS FORTH VENDOR'S AND ITS THIRD PARTY LICENSORS' EXCLUSIVE OBLIGATION AND LIABILITY WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS.
- 8. **Term and Termination.**
  - a. **Term.** With respect to the Subscription Software, the Initial Subscription Term shall be as set forth on the applicable Order Form. After the Initial Subscription Term, the Subscription Term shall automatically renew for successive one-year Renewal Terms, unless either party provides written notice of non-renewal to the other party at least ninety (90) days prior to expiration of the Initial Subscription Term or then current Renewal Term, as the case may be. Except as set forth in Section 8(b), the Subscription Term cannot be terminated prior to its expiration date.
  - b. **Right of Termination.** If either party breaches any material obligation in this Agreement or an Order Form (including, without limitation, any obligation to pay Subscription Fees), and fails to remedy such breach (if such breach can be remedied) within thirty (30) days of receipt of written notice of such breach, the other party may terminate this Agreement (including all Order Forms hereunder). Notwithstanding the foregoing, to the extent such material breach cannot be remedied through efforts of the breaching

party, the other party has the right to terminate this Agreement (including all Order Forms hereunder) on less than thirty days' written notice.

- c. **Effect of Termination.** Upon termination of this Agreement by either party, Licensee's license to access and use the Subscription Software and Subscription Services shall immediately terminate as of the effective date of such termination. Termination of this Agreement will not release either party from making payments which may be owing to the other party under the terms of this Agreement through the effective date of such termination. Termination of this Agreement will be without prejudice to the terminating party's other rights and remedies pursuant to this Agreement, unless otherwise expressly stated herein.
  - d. **Return of Licensee Data.** Upon termination or expiration of this Agreement, Vendor shall promptly make all Licensee Data available to Licensee as a native database export provided through Vendor's FTP server. In the event that Licensee requires the return of Licensee Data in an alternate format or requires any other termination assistance services, Vendor and Licensee shall mutually agree upon the scope of such termination assistance services and the fees and expenses payable for such termination assistance services.
  - e. **Survival of Obligations.** All obligations relating to non-use and non-disclosure of Confidential Information, limitation of liability, and such other terms which by their nature survive termination, will survive termination or expiration of this Agreement.
9. **Notices.** All notices and other communications required or permitted under this Agreement must be in writing and will be deemed given when: delivered personally; sent by registered or certified mail, return receipt requested; transmitted by facsimile confirmed by first class mail; or sent by overnight courier. Notices must be sent to a party at its address shown on the signature page of this Agreement, or to such other place as the party may subsequently designate for its receipt of notices in accordance with this Section. Licensee must promptly send copies of any notice of material breach and/or termination of the Agreement to Vendor, Attention: \_\_\_\_, or to such other place as Vendor may subsequently designate for its receipt of notices.
  10. **Force Majeure.** Except with respect to the payment of fees hereunder, neither party will be liable to the other for any failure or delay in performance under this Agreement due to circumstances beyond its reasonable control, including, without limitation, Acts of God, war, terrorist acts, accident, labor disruption, acts, omissions and defaults of third parties and official, governmental and judicial action not the fault of the party failing or delaying in performance, or the threat of any of the foregoing.
  11. **Assignment.** Licensee may not assign or transfer any of its rights or obligations under this Agreement without the prior written consent of Vendor, whether by operation of law or otherwise, including in connection with a change in control, merger, acquisition, consolidation, asset sale or other reorganization, and any attempt at such assignment or transfer will be void.
  12. **No Waiver.** A party's failure to enforce its rights with respect to any single or continuing breach of this Agreement will not act as a waiver of the right of that party to later enforce any such rights or to enforce any other or any subsequent breach.
  13. **Choice of Law; Severability.** This Agreement shall be governed by and interpreted in accordance with the laws of the State of New York, without application of any conflict of laws provisions thereof, and all claims relating to or arising out of this Agreement, or the breach thereof, whether sounding in contract, tort or otherwise, shall likewise be governed by the laws of the State of New York, without application of any conflict of laws provisions thereof. This Agreement is originally written in the English language and the English language version shall control over any translations. If any provision of this Agreement is illegal or unenforceable, it will be deemed stricken from the Agreement and the remaining provisions of the Agreement will remain in full force and effect. The United Nations Convention on the International Sale of Goods (CISG) shall not apply to the interpretation or enforcement of this Agreement.
  14. **LIMITATIONS OF LIABILITY.**
    - a. **LIMITED LIABILITY OF VENDOR.** EXCEPT WITH RESPECT TO INTELLECTUAL PROPERTY INDEMNIFICATION OBLIGATIONS UNDER SECTION 7, THE TOTAL LIABILITY OF VENDOR, ITS AFFILIATES AND THIRD PARTY LICENSORS IN CONNECTION WITH OR RELATED TO THE SUBSCRIPTION SOFTWARE, THE SUBSCRIPTION SERVICES, OR ANY OTHER MATTER RELATING TO THIS AGREEMENT (WHATEVER THE BASIS FOR THE CAUSE OF ACTION) WILL NOT EXCEED THE SUBSCRIPTION FEES PAID OR PAYABLE TO VENDOR HEREUNDER FOR THE TWELVE-MONTH PERIOD IN WHICH SUCH LIABILITY FIRST AROSE.
    - b. **EXCLUSION OF DAMAGES.** IN NO EVENT WILL VENDOR, ITS AFFILIATES OR THIRD PARTY LICENSORS BE LIABLE FOR ANY SPECIAL, PUNITIVE, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOST PROFITS, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, AND REGARDLESS OF WHETHER VENDOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE.

15. Audit Rights. Vendor (including any third party auditor retained by Vendor) may audit the records and systems of Licensee to ensure compliance with the terms of this Agreement and each applicable Order Form. Vendor will notify Licensee in writing at least ten (10) business days prior to any such audit. Any such audit will be conducted during regular business hours and will not interfere reasonably with Licensee's business activities. Vendor may audit Licensee no more than once in any twelve (12) month period. If an audit reveals that Licensee is using the Subscription Software or Subscription Services beyond the scope of the license granted herein (for example, in excess of the License Restriction), then, in addition to any other remedies available to Vendor, Licensee will promptly pay Vendor the underpaid Subscription Fees associated therewith based on Vendor's then-current list rates, as well as any applicable late charges.
16. Compliance with Laws. Licensee will comply with all laws, rules and regulations applicable to the use of the Subscription Software and the Subscription Services including, without limitation, by not submitting any Licensee Data that is illegal, defamatory, or that infringes any third party proprietary rights.
17. Entire Agreement. This Agreement contains the entire understanding of the parties with respect to its subject matter, and supersedes and extinguishes all prior oral and written communications between the parties about its subject matter. Any purchase order or similar document, which may be issued by Licensee in connection with this Agreement, does not modify, supplement or add terms to this Agreement. No modification of this Agreement will be effective unless it is in writing, is signed by each party, and expressly provides that it amends this Agreement. This Agreement and any signed agreement or instrument entered into in connection herewith or contemplated hereby, and any amendments hereto or thereto, to the extent signed and delivered by means of digital imaging, electronic mail or a facsimile machine, shall be treated in all manner and respects as an original agreement or instrument and shall be considered to have the same binding legal effect as if it were the original signed version thereof delivered in person. This Agreement and all Order Forms may be signed in counterparts.



## Appendix B: Sample Support Beacon SaaS Agreement

This Software License Agreement (“Agreement”) is made and entered into as of the day of, 201\_, by and between Deloitte Consulting LLP (“Deloitte Consulting”), a Delaware limited liability partnership, with an office located at \_\_\_\_, a \_\_\_\_ (“Licensee”), a \_\_ organized under the laws of the \_\_, with offices located at \_\_\_\_.

**1. Orders.** As set forth in an order, the form of which shall be substantially as set forth in Attachment 1 hereto, that is signed by both parties (each, an “Order”), Deloitte Consulting will make available to Licensee the software set forth in such Order (the “Licensed Software”) and, as applicable, the provision of any configuration, support, maintenance or other services in connection with such Licensed Software as set forth in such Order (the “Support and Maintenance”). All rights and obligations of the parties hereunder shall be deemed to apply to such Order as if fully set forth therein.

**2. License.** Subject to Licensee’s payment to Deloitte Consulting of the fees set forth in the applicable Order, Deloitte Consulting hereby grants to Licensee on the terms and conditions set forth in such Order and in this Agreement, a limited, non-exclusive and non-transferable license to use the Licensed Software solely for Licensee’s internal business purposes. The foregoing license for the Licensed Software is subject to the additional license restrictions set forth herein and in such Order. To the extent any Licensed Software provided to Licensee hereunder constitutes inventory within the meaning of section 471 of the Internal Revenue Code, such Licensed Software is licensed to Licensee by Deloitte Consulting as agent for its product company subsidiary on the terms and conditions contained in the applicable Order and in this Agreement. The Licensed Software may be accompanied by or include software made available by one or more third parties (“Third Party Software”). Third Party Software may be subject to its own separate software license terms and conditions.

**3. Payment of Invoices.** Licensee shall pay Deloitte Consulting for the Licensed Software and any Support and Maintenance, as set forth in the applicable Order. Deloitte Consulting’s invoices shall be due thirty (30) days from receipt. If payment is not received within thirty (30) days of receipt of an invoice, Deloitte Consulting may terminate the license granted to, and/or the provision of Support and Maintenance for, the applicable Licensed Software. Licensee shall be responsible for any taxes imposed in connection with any Order under this Agreement, other than taxes imposed by employment withholding for Deloitte Consulting’s personnel or on Deloitte Consulting’s income or property.

**4. Term and Termination.** An Order shall terminate upon expiration of the last day of the last license term set forth therein, unless sooner terminated as set forth below. Either party may terminate this Agreement or an Order for the other party’s material breach by giving thirty (30) days prior written notice to the other party, provided that the other party shall have the right to cure the breach within the notice period. Deloitte Consulting may terminate this Agreement or an Order or performance of any part of this Agreement or an Order upon written notice to Licensee if Deloitte Consulting determines

that the performance of any part of this Agreement or such Order would be in conflict with law, or independence or professional rules. In the event of any termination of this Agreement, this Agreement shall continue to apply to all Orders that are in existence and in effect at the effective date of such termination. If any Order is terminated pursuant to this Agreement, this Agreement shall continue to apply to all Orders that have not been terminated. Upon any termination of an Order, Licensee shall pay Deloitte Consulting for any fees and expenses due for licenses provided or Support and Maintenance rendered thereunder through the effective date of such termination. Following termination or expiration of this Agreement or the Order, you have fifteen (15) days in which to request a copy of Data from the Licensed Software, which will be made available to you for export or download

**5. Licensee Responsibilities.** Licensee shall be solely responsible for, among other things (a) providing all Licensee and/or third party data or information for use by the Licensed Software or Deloitte Consulting’s performance under this Agreement or the applicable Order (“Data”), and the accuracy and completeness thereof; (b) maintaining in effect at all times during the term of each Order all rights required for use of any Data in connection with the applicable Licensed Software; and (c) obtaining and providing Data in accordance with applicable laws. Licensee hereby authorizes the receipt, hosting, storing, transmitting and processing of any Data by Deloitte Consulting, its subcontractors and services providers in connection with their performance under this Agreement or the Order and to comply with legal obligations. In addition, Licensee shall be solely responsible for the performance of its personnel and agents and maintaining all software, hardware and other equipment used by Licensee to access and use the Licensed Software. Deloitte Consulting’s performance is dependent on Licensee’s timely and effective satisfaction of Licensee’s responsibilities under this Agreement or an Order and timely decisions and approvals of Licensee in connection therewith.

**6. Restrictions on Use.**

- a. All Licensed Software shall be solely for Licensee’s benefit and internal business purposes, and are not intended to be relied upon by any person or entity other than Licensee.
- b. Licensee is prohibited from and shall not: (i) de-compile, reverse engineer or disassemble the Licensed Software or apply any other process or procedure to derive the source code thereof, or allow any third party to do so; (ii) sell, re-license, rent, lease, provide service bureau or timeshare access to, the Licensed Software; (iii) use the Licensed Software for incorporation in any device, article, commodity, product or goods for use by or sale or lease to third parties, or for the provision of services to third parties; (iv) except as



expressly provided in the applicable Order, modify, publish, transmit, reproduce, create derivative works from, distribute, perform, display or in any way exploit the Licensed Software in whole or in part; or (v) use the Licensed Software or the output thereof in any way that is (1) fraudulent or misleading, harmful, offensive, or violates applicable law, rule or regulation (2) not authorized by this Agreement of the applicable Order, (3) in violation of the acceptable use policy attached hereto as Attachment 2 (“Acceptable Use Policy”), or (4) in violation of any terms of use for any Data that apply to Licensee by its licensors.

- c. The Licensed Software embodies valuable copyright, patent, trademark, trade secret and other intellectual property rights owned or licensed by Deloitte Consulting. Deloitte Consulting or its licensors retain all right, title and interest in all such proprietary rights and property, and Licensee shall have no interest in any such rights or property, nor will anything contained in this Agreement or any Order constitute a license or grant of any rights to Licensee with respect to any copyright, patent, trademark, trade secret or any other intellectual property right other than as specifically provided in Section 2 of this Agreement.
  - d. Deloitte Consulting reserves the right to, at any time, audit Licensee’s use of the Licensed Software to ensure it is being used in accordance with the terms of this Agreement and the applicable Order. Licensee agrees to cooperate with any such audit and provide reasonable assistance and access to relevant books, records and other information necessary to confirm such compliance. Deloitte Consulting reserves the right to take such action as it deems necessary, including suspension or termination of the license to the Licensed Software, or termination of such Order, if there has been a violation of the restrictions set forth in this Agreement or such Order.
7. Updates, Modifications and Enhancements. Except for the Support and Maintenance as specifically provided in the applicable Order, Deloitte Consulting shall have no obligation under this Agreement to provide updates, modifications or enhancements to the Licensed Software, or to provide maintenance, support or other services with respect to the Licensed Software. Any updates, modifications or enhancements provided to Licensee as part of the Support and Maintenance or otherwise shall be and remain the sole and exclusive property of Deloitte Consulting. The term “Licensed Software” as used herein shall include such updates, modifications or enhancements.
8. Confidentiality. To the extent that, in connection with this Agreement or an Order, either Deloitte Consulting or Licensee (each, the “receiving party”) comes into possession of any confidential information of the other (the “disclosing party”), it will not disclose such information to any third party without the disclosing party’s consent, using at least the same degree of care as it employs in maintaining in confidence its own

confidential information of a similar nature, but in no event less than a reasonable degree of care. The disclosing party hereby consents to the receiving party disclosing such information (a) as expressly set forth in such Order; (b) to contractors providing administrative, infrastructure and other support services to the receiving party and subcontractors providing services in connection with this Agreement or such Order, in each case, whether located within or outside of the United States, provided that such contractors and subcontractors have agreed to be bound by confidentiality obligations similar to those in this Section; (c) as may be required by law or regulation, or to respond to governmental inquiries, or in accordance with applicable professional standards or rules, or in connection with litigation pertaining to this Agreement or such Order; or to the extent such information (i) is or becomes publicly available other than as the result of a disclosure in breach hereof, (ii) becomes available to the receiving party on a nonconfidential basis from a source that the receiving party believes is not prohibited from disclosing such information to the receiving party, (iii) is already known by the receiving party without any obligation of confidentiality with respect thereto, or (iv) is developed by the receiving party independently of any disclosures made to the receiving party hereunder. Licensee agrees that any Data provided by Licensee hereunder may be used by Deloitte Consulting in connection with the Licensed Software.

9. Limited Warranty and Disclaimer.

- a. Deloitte Consulting warrants that the Licensed Software shall substantially conform to Deloitte Consulting’s then-current documentation for such Licensed Software. Licensee’s sole remedy for a breach of this limited warranty shall be the repair or replacement of any non-conforming Licensed Software.
- b. Deloitte Consulting represents and warrants that it has the right to grant the license to the Licensed Software as set forth in the applicable Order. Deloitte Consulting does not represent or warrant that the Licensed Software will meet Licensee’s requirements or that operation of the Licensed Software will be uninterrupted or error free. Deloitte Consulting shall not be liable for any loss or corruption of Licensee’s data caused by use of or access to any Licensed Software. **DELOITTE CONSULTING DISCLAIMS ALL OTHER REPRESENTATIONS AND WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.**

10. Indemnification. Deloitte Consulting agrees to defend Licensee against all third party claims that Licensed Software infringes a U.S. patent existing at the time of delivery and known to Deloitte Consulting or copyright or constitutes an unauthorized use of any trade secret of such third party, and to indemnify and hold harmless Licensee from any damages, liabilities and costs finally awarded by a court or amounts paid in a settlement agreed to by Deloitte Consulting, except to the extent that such

infringement or unauthorized use arises from, or could have been avoided except for (i) modification of such Licensed Software other than by Deloitte Consulting or its contractors, or use thereof in a manner not contemplated or permitted by the Order, (ii) the failure of the indemnified party to use any corrections or modifications made available by Deloitte Consulting, (iii) information, materials, instructions, specifications, requirements or designs provided by or on behalf of the indemnified party, or (iv) the use of such Licensed Software in combination with any platform, product, network or data not provided by Deloitte Consulting. If Licensee's use of such Licensed Software, or any portion thereof, is or is likely to be enjoined by order of a court of competent jurisdiction as such an infringement or unauthorized use, Deloitte Consulting, at its option and expense, shall have the right to (x) procure for Licensee the continued use of such Licensed Software, (y) replace such Licensed Software with a non-infringing item, or (z) modify such Licensed Software so it becomes non-infringing; provided that, if (y) or (z) is the option chosen by Deloitte Consulting, the replacement or modified Licensed Software is capable of performing substantially the same function. In the event Deloitte Consulting cannot reasonably procure, replace or modify such Licensed Software in accordance with the immediately preceding sentence, Deloitte Consulting may require Licensee to cease use of such Licensed Software and refund Licensee a pro-rata portion of the license fee paid by Licensee for the affected Licensed Software. The foregoing provisions of this paragraph constitute the sole and exclusive remedy of the indemnified parties, and the sole and exclusive obligation of Deloitte Consulting, relating to a claim that any Licensed Software infringes any patent, copyright or other intellectual property right of a third party. As a condition to the indemnity obligations contained herein, Licensee shall provide Deloitte Consulting with prompt notice of any claim for which indemnification shall be sought hereunder and shall cooperate in all reasonable respects with the indemnifying party in connection with any such claim. Deloitte Consulting shall be entitled to control the handling of any such claim and to defend or settle any such claim, in its sole discretion, with counsel of its own choosing.

11. **Limitation on Damages.** Neither party, its contractors or their respective personnel shall be liable for any claims, liabilities or expenses relating to this Agreement or an Order ("Claims") for an aggregate amount in excess of the fees paid by Licensee to Deloitte Consulting under such Order over the 12-month period immediately preceding the date on which the initial act or omission giving rise to the liability first occurs, except that the foregoing will not limit amounts owing by Licensee to Deloitte Consulting for the charges thereunder. In no event shall either party, its contractors or their respective personnel be liable for any loss of use, data, goodwill, revenues or profits (whether or not deemed to constitute a direct Claim), or any consequential, special, indirect, incidental, punitive or exemplary loss, damage or expense, relating to this Agreement or any Order. The provisions of this Section 11 shall not apply to any Claim for which one party has an express obligation to indemnify the

other under Section 10, to a breach of the license restrictions set forth in this Agreement or any Order, or to the extent resulting from a party's bad faith or intentional misconduct.

12. **Governing Law.** This Agreement and each Order, and all matters relating to this Agreement and each Order, shall be governed by the laws of the State of [XXX] (without giving effect to the choice of law principles thereof).
13. **General. Entire Agreement.** This Agreement, together with the applicable Order and its attachments, constitutes the entire agreement with respect to the subject matter hereof and thereof and supersedes all other oral or written representations, understandings, or agreements relating to the subject matter hereof and thereof. **Severability.** If any provision of this Agreement or any Order is found unenforceable, such provision shall not affect the other provisions, but such unenforceable provision shall be deemed modified to the extent necessary to render it enforceable, preserving to the fullest extent permitted the intent of the parties set forth in this Agreement or such Order. **Waivers and Amendments.** No delay or omission by a party in enforcing its rights or remedies under this Agreement or any Order shall impair such right or remedy or be deemed to be a waiver thereof. No waiver of any right or remedy under this Agreement or any Order with respect to any occurrence or event on one occasion shall be deemed a waiver of such right or remedy with respect to such occurrence or event on any other occasion. No amendment or waiver of this Agreement or any Order shall be valid unless in writing and signed by the parties thereto. **Binding Nature, Assignment and Contracting.** This Agreement and each Order shall be binding on the respective parties thereto and their respective permitted successors and assigns; provided, however, that, except as provided below, neither party may assign any of its rights or obligations (including interests or claims) relating to this Agreement or any Order without the prior written consent of the other. Licensee hereby consents to Deloitte Consulting subcontracting or assigning any portion of its obligations under this Agreement or any Order to any third party, including any affiliate or related entity, whether located within or outside the United States. **Survival and Interpretation.** All provisions which are intended by their nature to survive the performance of this Agreement and the applicable Order shall survive such performance, or the expiration or termination of this Agreement or such Order. In the event of any conflict or ambiguity between the terms of this Agreement and the terms of an Order, the terms of this Agreement shall control, except to the extent that an Order expressly provides that certain provisions therein shall control over specified provisions of this Agreement with respect to such Order. Each of the provisions of this Agreement or any Order shall apply to the fullest extent of the law, whether in contract, statute, tort (such as negligence) or otherwise, notwithstanding the failure of the essential purpose of any remedy. Any references herein to the term "including" shall be deemed to be followed by "without limitation." **Independent Contractor.** Each of Deloitte Consulting and Licensee is an independent contractor and

neither party is, nor shall be considered to be, nor shall purport to act as, the other's agent, partner, fiduciary, joint venturer, or representative. Force Majeure. Deloitte Consulting shall not be liable for any delays or nonperformance directly or indirectly resulting from circumstances or causes beyond its reasonable control, including fire, epidemic or other casualty, act of God, strike or labor dispute, war or other violence, or any law, order,

or requirement of any governmental agency or authority. Notices. All notices hereunder shall be (a) in writing, (b) delivered to the representatives of the parties at the addresses set forth herein or in the applicable Order, unless changed by either party by notice to the other party, and (c) effective upon receipt.

IN WITNESS WHEREOF, Deloitte Consulting and Licensee have caused this Agreement to be executed and delivered by their respective duly authorized representatives as of the date first set forth above.

DELOITTE CONSULTING LLP

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

[LICENSEE'S NAME]

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

ATTACHMENT 1

This Order is entered into pursuant to, and is governed by the terms and conditions of, the Software License Agreement between Deloitte Consulting LLP and [Licensee’s Name] dated [Date] (the “Agreement”).

1. Licensed Software

Deloitte Consulting will provide the following Licensed Software subject to the terms and conditions set forth in the Agreement and this Order:

*Support Beacon*

The Licensed Software will support up to x,xxx,xxx open cases for up to xx,xxx users

Order Term: The term of this Order is one year from the Effective Date of this Order (the “Initial Term”). The Initial Term will automatically renew for three successive one (1) year periods (each a “Renewal Term”), unless either party gives the other party written notice of non-renewal at least thirty (30) days prior to the expiration of the then-current term.

Payment Terms: Licensee shall pay the following license fees for the Licensed Software.

Payments according to this pricing schedule:

Open Child Support Caseload	1st Year Price	Annual Renewal License Fee
Less than 160,000	\$	
160,000 – 400,000	\$	
400,000+	\$	

Optional services identified in Section 2 of this Order will be invoiced on a time and materials basis according to this rate card:

Deloitte Consulting Services	Price Per Hour	Deloitte Consulting Services	Price Per Hour
Generalists		Performance Management	
IT Professional 1	\$	Project Manager 1	\$
IT Professional 2	\$	Project Manager 2	\$
IT Professional 3	\$	Program Manager	\$
Business Process Engineer 1	\$		
Business Process Engineer 2	\$		
Business Process Engineer 3	\$		
Functional Analyst 1	\$		

Functional Analyst 2	\$		
Functional Analyst 3	\$		
Consultants		Technical Specialists	
Consulting Engineer 1	\$	Subject Matter Expert 1	\$
Consulting Engineer 2	\$	Subject Matter Expert 2	\$

Fees for the Initial Term shall be invoiced upon execution of this Order and for each Renewal Term fees will be invoiced at the start of such Renewal Term. Any optional services requested that are billed on a time and materials basis will be billed by Deloitte Consulting on a monthly basis. Licensee will pay invoices within thirty (30) days from receipt of the applicable invoice.

1. Support and Maintenance

A. Implementation Support

Deloitte Consulting will provide the following implementation support for the Licensed Software subject to the terms and conditions set forth in this Agreement and this Order. The implementation support is expected to take approximately six months.

- **Data Mapping** - At the beginning of this Order, Licensee will provide all existing documentation on the relevant source system's Data Models and code of the existing system. Deloitte Consulting reviews this information and maps it to the ~400 data elements in Support Beacon. Deloitte Consulting then conducts up to five (5) JAD sessions of up to four (4) hours in length with Licensee. These JAD sessions are collaborative sessions in which Deloitte Consulting works with Licensee to create a design document that maps source system data elements to Support Beacon. The output of this meeting is a design document mapping source system data elements to Support Beacon. Licensee is responsible for extracting source system data, unless Licensee purchase the Source System Batch Jobs option to have Deloitte Consulting perform this work (described below). Deloitte Consulting is responsible for importing the agreed upon data elements into Support Beacon.
- **Conversion** - For a period of up to eight (8) weeks and no more than four (4) mock conversions, data will be extracted from Licensee's source system and sent to be loaded onto Support Beacon. Deloitte Consulting produces reports on the success of the data conversion and the exceptions which occurred. Deloitte Consulting and Licensee will work together to document testing scenarios. Both Deloitte Consulting and Licensee test the application to confirm data loaded into the application functions properly. Identified issues will be corrected before subsequent mock conversion runs.
- **Implementation Plan** - Deloitte Consulting creates an implementation plan for the day of go live. This plan includes a list of required activities, the responsible parties assigned to those activities, and a schedule for completion. Deloitte Consulting will review the implementation plan with Licensee to obtain agreement to the plan.
- **Training** - Deloitte Consulting provides up to five (5) webinars over six (6) weeks prior to go live. This webinar covers the features of the product for each role and how to use Support Beacon. Training also includes documentation that explains use of the product for future users.
- **Onsite Operational Support** - For a period of four (4) weeks after go live, Deloitte Consulting provides up to two (2) staff at an agreed upon site to respond to issues reported by users. Deloitte Consulting will document, triage and respond to issues as needed and agreed upon.
- **Configuration** - Licensee can provide Deloitte Consulting with a Licensee specific logo and Licensee specific terminology that Deloitte Consulting configures in the Licensee's instance of Support Beacon. For example, they can customize what a IV-D Director is called (IVD Director, State Director, Director, etc.) along with many other terms and phrases used in the tool.
- **Off-site Operational Support** - After go live, Deloitte Consulting provides a help desk during normal business hours to address user issues. Issues affecting the availability of the system are responded to immediately. Issues that do not impact the availability of the system are documented, prioritized and addressed as part of quarterly maintenance releases.

Options: If chosen by Licensee, as indicated below, the following options shall be billed on a time and materials basis according to the rate card set forth in Section 1 above.

- **State Specific Predictive Model** - The Support Beacon application contains a Nationwide predictive model for prioritizing cases. The accuracy of this predictive model can be improved by tailoring it for Licensee.

- Data Clean Up - Deloitte Consulting provides resources on a time and materials basis to assist Licensee in correcting any defects that might be uncovered as part of the mock conversion process. This includes implementing data fixes and code fixes to the Licensee's source system extracts to improve the data extracts to Support Beacon.
- Source System Batch Jobs - Support Beacon requires that data be extracted from Licensee's source system on a daily basis. This requires the creation of mainframe batch jobs (JCL) or ETLs (Informatica) that will extract this data. This service involves Deloitte Consulting developing this code for Licensee.
- In Person Training - This service provides additional training session(s) on a time and materials basis at location(s) to be selected provided by Licensee. These sessions conducted on an in-person basis.

**B. Maintenance Support**

The maintenance support for the Licensed Software is comprised of the resolution of incidents ("break-fix" maintenance) and root cause analysis support to address Licensed Software and/or computing infrastructure problems, performance monitoring and management, patching, security and access control management, and the resolution of end user support requests.

Customer Support – Deloitte Consulting's support team will be available 5 days a week (Monday to Friday) from 8:00 am to 5:00 pm Eastern Standard Time, excluding Deloitte Consulting and US national holidays. Priority Level 1 issues can be escalated (via email or phone) to the primary support contact for off-hours support. The support team can be contacted at a designated email address and / or phone number as provided in the Licensed Software.

Severity Level	Description	Response Target
Severity 1	A failure of the Licensed Software (or any component thereof) has occurred so as to render the Licensed Software incapable of providing as-designed services to the Users. Addressing Priority 1 Incidents will take precedence over all other Maintenance and Support Services and all other lower Priority Incidents. Priority 1 Incidents affect large portions of the User community. This includes high visibility problems involving upper management or time- sensitive issues.	Within 4 business hours
Severity 2	Problems exist with the Licensed Software (or any component thereof) that affects a limited number of Users on a regular basis, thereby preventing work (unless the work is revenue affecting) from being accomplished. Examples of this type of Priority are the inability to access query capabilities, or reports not operating.	Within 7 business days
Severity 3	An informational inquiry or non-recurring Incident that exists with the Licensed Software (or any component thereof) that affects a limited number of Users on an irregular basis and does not interfere with any query or report.	Within 90 business days

In accordance with the Standard Customer Support Severity Levels described above, Deloitte Consulting defines the following Response Targets for each Level.

Term	Definition	Service Level Objective
ResponseTarget	Measures the percentage of Incidents responded to within the established response target.	90% of incidents responded to within the targeted time.

IN WITNESS WHEREOF, the parties have entered into this Order as of [DATE] which shall be considered the Effective Date of this Order.

DELOITTE CONSULTING LLP

By: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Date: \_\_\_\_\_

[LICENSEE]

By: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Date: \_\_\_\_\_

## ATTACHMENT 2 Acceptable Use Policy

This Acceptable Use Policy (“AUP”) describes the prohibited uses of the Licensed Software. The examples described in this AUP are not exhaustive. We may modify this AUP at any time by posting a revised version on the site where you access the Licensed Software (the “Site”). By using or accessing the Site, you agree to the latest version of this AUP.

1. **Compliance with Laws.** You will comply with all applicable laws and regulations when using the Site and will not allow any illegal or improper use of the Site.
2. **No Security Violations.** You may not use the Site to violate the security or integrity of any network, computer or communications system, software application, or network or computing device (each, a “System”). Prohibited activities include:
  - Accessing or using any System without permission, including attempting to probe, scan, or test the vulnerability of a System or to breach any security or authentication measures used by a System.
  - Monitoring of data or traffic on a System without permission.
  - Forging TCP-IP packet headers, e-mail headers, or any part of a message describing its origin or route. The legitimate use of aliases and anonymous remailers is not prohibited by this provision.
3. **No Network Abuse.** You may not make network connections to any users, hosts, or networks unless you have permission to communicate with them. Prohibited activities include:
  - Monitoring or crawling of a System that impairs or disrupts the System being monitored or crawled.
  - Inundating a target with communications requests so the target either cannot respond to legitimate traffic or responds so slowly that it becomes ineffective.
  - Interfering with the proper functioning of any System, including any deliberate attempt to overload a system by mail bombing, news bombing, broadcast attacks, or flooding techniques.
  - Operating network services like open proxies, open mail relays, or open recursive domain name servers.
  - Using manual or electronic means to avoid any use limitations placed on a System, such as access and storage restrictions.
4. **No Illegal, Harmful, or Offensive Use or Content.** You may not use, or encourage, promote, facilitate or instruct others to use, the Site for any illegal, harmful, fraudulent, infringing or offensive use, or to transmit, store, display, distribute or otherwise make available content that is illegal, harmful, fraudulent, infringing or offensive. Prohibited activities or content include:
  - Any activities that are illegal, that violate the rights of others, or that may be harmful to others, our operations or reputation, including disseminating, promoting or facilitating child pornography, offering or disseminating fraudulent goods, services, schemes, or promotions, make-money-fast schemes, ponzi and pyramid schemes, phishing, or pharming.
  - Content that infringes or misappropriates the intellectual property or proprietary rights of others.
  - Content that is defamatory, obscene, abusive, invasive of privacy, or otherwise objectionable, including content that constitutes child pornography, relates to bestiality, or depicts non-consensual sex acts.
  - Content or other computer technology that may damage, interfere with, surreptitiously intercept, or expropriate any system, program, or data, including viruses, Trojan horses, worms, time bombs, or cancelbots.
5. **No E-Mail or Other Message Abuse.** All commercial email promoting goods or services you send using the Site must comply with all applicable laws, rules, regulations, industry codes and similar guidelines. Prohibited activities include:
  - Creating or sending hoax emails or chain emails;
  - Distributing, publishing, sending, or facilitating the sending of unsolicited mass e-mail or other messages, promotions, advertising, or solicitations (like “spam”), including commercial advertising and informational announcements;
  - Harvesting email addresses or collecting replies to messages sent from another internet service provider if those messages violate this AUP or the acceptable use policy of that provider;
  - Impersonating someone else without the sender’s explicit permission or altering or obscuring message header information.
6. **Monitoring and Enforcement.** We reserve the right, but do not assume the obligation, to investigate any violation of this AUP or misuse of the Site. We may investigate violations of this AUP or misuse of the Site, or remove, disable access to, or modify any content or resource that violates this AUP or any other agreement we have with you for use of the Site. We may report any activity that we suspect violates any law or regulation to appropriate law enforcement officials, regulators, or other appropriate third parties. Our reporting may include disclosing appropriate customer information. We also may cooperate with appropriate law enforcement agencies, regulators, or other appropriate third parties to help with the investigation and prosecution of illegal conduct by providing network and systems information related to alleged violations of this AUP.
7. **Suspension or Termination.** If you violate the AUP or authorize or help others to do so, we may suspend or terminate your access to the Site.
8. **Reporting of Violations of this AUP.** If you become aware of any violation of this AUP, you will immediately notify us and provide us with assistance, as requested, to stop or remedy the violation.



## Appendix C: Sample Mobile Beacon SaaS Agreement

This Software License Agreement (“Agreement”) is made and entered into as of the \_\_\_ day of \_\_, 201\_, by and between Deloitte Consulting LLP (“Deloitte Consulting”), a Delaware limited liability partnership, with an office located at \_\_\_\_\_, and \_\_ (“Licensee”), a organized under the laws of the \_\_, with offices located at \_\_\_\_\_.

1. Orders. As set forth in an order, the form of which shall be substantially as set forth in Attachment 1 hereto, that is signed by both parties (each, an “Order”), Deloitte Consulting will make available to Licensee the software set forth in such Order (the “Licensed Software”) and, as applicable, the provision of any configuration, support, maintenance or other services in connection with such Licensed Software as set forth in such Order (the “Support and Maintenance”). All rights and obligations of the parties hereunder shall be deemed to apply to such Order as if fully set forth therein.
2. License. Subject to Licensee’s payment to Deloitte Consulting of the fees set forth in the applicable Order, Deloitte Consulting hereby grants to Licensee on the terms and conditions set forth in such Order and in this Agreement, a limited, non-exclusive and non-transferable license to use the Licensed Software solely for Licensee’s internal business purposes. The foregoing license for the Licensed Software is subject to the additional license restrictions set forth herein and in such Order. To the extent any Licensed Software provided to Licensee hereunder constitutes inventory within the meaning of section 471 of the Internal Revenue Code, such Licensed Software is licensed to Licensee by Deloitte Consulting as agent for its product company subsidiary on the terms and conditions contained in the applicable Order and in this Agreement. The Licensed Software may be accompanied by or include software made available by one or more third parties (“Third Party Software”). Third Party Software may be subject to its own separate software license terms and conditions.
3. Payment of Invoices. Licensee shall pay Deloitte Consulting for the Licensed Software and any Support and Maintenance, as set forth in the applicable Order. Deloitte Consulting’s invoices shall be due thirty (30) days from receipt. If payment is not received within thirty (30) days of receipt of an invoice,
5. Licensee Responsibilities. Licensee shall be solely responsible for, among other things (a) providing all Licensee and/or third party data or information for use by the Licensed Software or Deloitte Consulting’s performance under this Agreement or the applicable Order (“Data”), and the accuracy and completeness thereof; (b) maintaining in effect at all times during the term of each Order all rights required for use of any Data in connection with the applicable Licensed Software; and (c) obtaining and providing Data in accordance with applicable laws. Licensee hereby authorizes the receipt, hosting, storing, transmitting and processing of any Data by Deloitte Consulting, its subcontractors and services providers in connection with their performance under this Agreement or the Order and to comply with legal obligations. In addition, Licensee shall be solely responsible for the performance of its personnel and agents and maintaining all software, hardware and other equipment used by Licensee to access and use the Licensed Software. Deloitte Consulting’s performance is dependent on Licensee’s timely and effective satisfaction of Licensee’s responsibilities under this Agreement or an Order and timely decisions and approvals of Licensee in connection therewith.
4. Term and Termination. An Order shall terminate upon expiration of the last day of the last license term set forth therein, unless sooner terminated as set forth below. Either party may terminate this Agreement or an Order for the other party’s material breach by giving thirty (30) days prior written notice to the other party, provided that the other party shall have the right to cure the breach within the notice period. Deloitte Consulting may terminate this Agreement or an Order or performance of any part of this Agreement or an Order upon written notice to Licensee if Deloitte Consulting determines that the performance of any part of this Agreement or such Order would be in conflict with law, or independence or professional rules. In the event of any termination of this Agreement, this Agreement shall continue to apply to all Orders that are in existence and in effect at the effective date of such termination. If any Order is terminated pursuant to this Agreement, this Agreement shall continue to apply to all Orders that have not been terminated. Upon any termination of an Order, Licensee shall pay Deloitte Consulting for any fees and expenses due for licenses provided or Support and Maintenance rendered thereunder through the effective date of such termination. Following termination or expiration of this Agreement or the Order, you have fifteen (15) days in which to request a copy of Data from the Licensed Software, which will be made available to you for export or download
6. Restrictions on Use.
  - a. All Licensed Software shall be solely for Licensee’s benefit and internal business purposes, and are not intended to be relied upon by any person or entity other than Licensee.
  - b. Licensee is prohibited from and shall not: (i) de-compile, reverse engineer or disassemble the Licensed Software or apply any other process or procedure to derive the source code thereof, or allow any third party to do so; (ii) sell, re-license, rent, lease, provide service bureau or timeshare access to, the Licensed Software; (iii) use the Licensed Software for incorporation in any device, article, commodity, product or goods for use by or sale or lease

- to third parties, or for the provision of services to third parties; (iv) except as expressly provided in the applicable Order, modify, publish, transmit, reproduce, create derivative works from, distribute, perform, display or in any way exploit the Licensed Software in whole or in part; or (v) use the Licensed Software or the output thereof in any way that is (1) fraudulent or misleading, harmful, offensive, or violates applicable law, rule or regulation (2) not authorized by this Agreement of the applicable Order, (3) in violation of the acceptable use policy attached hereto as Attachment 2 (“Acceptable Use Policy”), or (4) in violation of any terms of use for any Data that apply to Licensee by its licensors. In addition, Licensee shall not use or permit third parties to use the Licensed Software in any way that (A) interferes with or disrupts other network users, network services or network equipment, including spamming; (B) results in the introduction of computer worms or viruses; (C) involves the use of false identities; or (D) attempts to gain unauthorized entry to any servers or databases through which such Licensed Software is provided.
- c. The Licensed Software embodies valuable copyright, patent, trademark, trade secret and other intellectual property rights owned or licensed by Deloitte Consulting. Deloitte Consulting or its licensors retain all right, title and interest in all such proprietary rights and property, and Licensee shall have no interest in any such rights or property, nor will anything contained in this Agreement or any Order constitute a license or grant of any rights to Licensee with respect to any copyright, patent, trademark, trade secret or any other intellectual property right other than as specifically provided in Section 2 of this Agreement.
  - d. Deloitte Consulting reserves the right to, at any time, audit Licensee’s use of the Licensed Software to ensure it is being used in accordance with the terms of this Agreement and the applicable Order. Licensee agrees to cooperate with any such audit and provide reasonable assistance and access to relevant books, records and other information necessary to confirm such compliance. Deloitte Consulting reserves the right to take such action as it deems necessary, including suspension or termination of the license to the Licensed Software, or termination of such Order, if there has been a violation of the restrictions set forth in this Agreement or such Order.
7. Updates, Modifications and Enhancements. Except for the Support and Maintenance as specifically provided in the applicable Order, Deloitte Consulting shall have no obligation under this Agreement to provide updates, modifications or enhancements to the Licensed Software, or to provide maintenance, support or other services with respect to the Licensed Software. Any updates, modifications or enhancements provided to Licensee as part of the Support and Maintenance or otherwise shall be and remain the sole and exclusive property of Deloitte Consulting. The term “Licensed Software” as used herein shall include such updates, modifications or enhancements.
  8. Confidentiality. To the extent that, in connection with this Agreement or an Order, either Deloitte Consulting or Licensee (each, the “receiving party”) comes into possession of any confidential information of the other (the “disclosing party”), it will not disclose such information to any third party without the disclosing party’s consent, using at least the same degree of care as it employs in maintaining in confidence its own confidential information of a similar nature, but in no event less than a reasonable degree of care. The disclosing party hereby consents to the receiving party disclosing such information (a) as expressly set forth in such Order; (b) to contractors providing administrative, infrastructure and other support services to the receiving party and subcontractors providing services in connection with this Agreement or such Order, in each case, whether located within or outside of the United States, provided that such contractors and subcontractors have agreed to be bound by confidentiality obligations similar to those in this Section; (c) as may be required by law or regulation, or to respond to governmental inquiries, or in accordance with applicable professional standards or rules, or in connection with litigation pertaining to this Agreement or such Order; or (d) to the extent such information (i) is or becomes publicly available other than as the result of a disclosure in breach hereof, becomes available to the receiving party on a nonconfidential basis from a source that the receiving party believes is not prohibited from disclosing such information to the receiving party, is already known by the receiving party without any obligation of confidentiality with respect thereto, or (iv) is developed by the receiving party independently of any disclosures made to the receiving party hereunder. Licensee agrees that any Data provided by Licensee hereunder may be used by Deloitte Consulting in connection with the Licensed Software.
  9. Limited Warranty and Disclaimer.
    - a. Deloitte Consulting warrants that the Licensed Software shall substantially conform to Deloitte Consulting’s then-current documentation for such Licensed Software. Licensee’s sole remedy for a breach of this limited warranty shall be the repair or replacement of any non-conforming Licensed Software.
    - b. Deloitte Consulting represents and warrants that it has the right to grant the license to the Licensed Software as set forth in the applicable Order. Deloitte Consulting does not represent or warrant that the Licensed Software will meet Licensee’s requirements or that operation of the Licensed Software will be uninterrupted or error free. Deloitte Consulting shall not be liable for any loss or corruption of Licensee’s data caused by use of or access to any Licensed Software. **DELOITTE CONSULTING DISCLAIMS ALL OTHER REPRESENTATIONS AND WARRANTIES, EITHER EXPRESSOR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.**
  10. Indemnification. Deloitte Consulting agrees to defend Licensee against all third party claims that Licensed Software infringes a U.S. patent existing at the time of delivery and known to Deloitte Consulting or copyright or constitutes an

unauthorized use of any trade secret of such third party, and to indemnify and hold harmless Licensee from any damages, liabilities and costs finally awarded by a court or amounts paid in a settlement agreed to by Deloitte Consulting, except to the extent that such infringement or unauthorized use arises from, or could have been avoided except for (i) modification of such Licensed Software other than by Deloitte Consulting or its contractors, or use thereof in a manner not contemplated or permitted by the Order, (ii) the failure of the indemnified party to use any corrections or modifications made available by Deloitte Consulting, (iii) information, materials, instructions, specifications, requirements or designs provided by or on behalf of the indemnified party, or (iv) the use of such Licensed Software in combination with any platform, product, network or data not provided by Deloitte Consulting. If Licensee's use of such Licensed Software, or any portion thereof, is or is likely to be enjoined by order of a court of competent jurisdiction as such an infringement or unauthorized use, Deloitte Consulting, at its option and expense, shall have the right to (x) procure for Licensee the continued use of such Licensed Software, (y) replace such Licensed Software with a non-infringing item, or (z) modify such Licensed Software so it becomes non-infringing; provided that, if (y) or (z) is the option chosen by Deloitte Consulting, the replacement or modified Licensed Software is capable of performing substantially the same function. In the event Deloitte Consulting cannot reasonably procure, replace or modify such Licensed Software in accordance with the immediately preceding sentence, Deloitte Consulting may require Licensee to cease use of such Licensed Software and refund Licensee a pro-rata portion of the license fee paid by Licensee for the affected Licensed Software. The foregoing provisions of this paragraph constitute the sole and exclusive remedy of the indemnified parties, and the sole and exclusive obligation of Deloitte Consulting, relating to a claim that any Licensed Software infringes any patent, copyright or other intellectual property right of a third party. As a condition to the indemnity obligations contained herein, Licensee shall provide Deloitte Consulting with prompt notice of any claim for which indemnification shall be sought hereunder and shall cooperate in all reasonable respects with the indemnifying party in connection with any such claim. Deloitte Consulting shall be entitled to control the handling of any such claim and to defend or settle any such claim, in its sole discretion, with counsel of its own choosing.

11. **Limitation on Damages.** Neither party, its contractors or their respective personnel shall be liable for any claims, liabilities or expenses relating to this Agreement or an Order ("Claims") for an aggregate amount in excess of the fees paid by Licensee to Deloitte Consulting under such Order over the 12-month period immediately preceding the date on which the initial act or omission giving rise to the liability first occurs, except that the foregoing will not limit amounts owing by Licensee to Deloitte Consulting for the charges thereunder. In no event shall either party, its contractors or their respective personnel be liable for any loss of use, data, goodwill, revenues or profits (whether or not deemed to constitute a direct Claim), or any consequential, special, indirect, incidental, punitive or

exemplary loss, damage or expense, relating to this Agreement or any Order. The provisions of this Section 11 shall not apply to any Claim for which one party has an express obligation to indemnify the other under Section 10, to a breach of the license restrictions set forth in this Agreement or any Order, or to the extent resulting from a party's bad faith or intentional misconduct.

12. **Governing Law.** This Agreement and each Order, and all matters relating to this Agreement and each Order, shall be governed by the laws of the State of [XXX] (without giving effect to the choice of law principles thereof).
13. **General. Entire Agreement.** This Agreement, together with the applicable Order and its attachments, constitutes the entire agreement with respect to the subject matter hereof and thereof and supersedes all other oral or written representations, understandings, or agreements relating to the subject matter hereof and thereof. **Severability.** If any provision of this Agreement or any Order is found unenforceable, such provision shall not affect the other provisions, but such unenforceable provision shall be deemed modified to the extent necessary to render it enforceable, preserving to the fullest extent permitted the intent of the parties set forth in this Agreement or such Order. **Waivers and Amendments.** No delay or omission by a party in enforcing its rights or remedies under this Agreement or any Order shall impair such right or remedy or be deemed to be a waiver thereof. No waiver of any right or remedy under this Agreement or any Order with respect to any occurrence or event on one occasion shall be deemed a waiver of such right or remedy with respect to such occurrence or event on any other occasion. No amendment or waiver of this Agreement or any Order shall be valid unless in writing and signed by the parties thereto. **Binding Nature, Assignment and Contracting.** This Agreement and each Order shall be binding on the respective parties thereto and their respective permitted successors and assigns; provided, however, that, except as provided below, neither party may assign any of its rights or obligations (including interests or claims) relating to this Agreement or any Order without the prior written consent of the other. Licensee hereby consents to Deloitte Consulting subcontracting or assigning any portion of its obligations under this Agreement or any Order to any third party, including any affiliate or related entity, whether located within or outside the United States. **Survival and Interpretation.** All provisions which are intended by their nature to survive the performance of this Agreement and the applicable Order shall survive such performance, or the expiration or termination of this Agreement or such Order. In the event of any conflict or ambiguity between the terms of this Agreement and the terms of an Order, the terms of this Agreement shall control, except to the extent that an Order expressly provides that certain provisions therein shall control over specified provisions of this Agreement with respect to such Order. Each of the provisions of this Agreement or any Order shall apply to the fullest extent of the law, whether in contract, statute, tort (such as *negligence*) or otherwise, notwithstanding the failure of the

essential purpose of any remedy. Any references herein to the term "including" shall be deemed to be followed by "without limitation." *Independent Contractor*. Each of Deloitte Consulting and Licensee is an independent contractor and neither party is, nor shall be considered to be, nor shall purport to act as, the other's agent, partner, fiduciary, joint venturer, or representative. *Force Majeure*. Deloitte Consulting shall not be liable for any delays or nonperformance directly or indirectly resulting from circumstances or causes beyond its

reasonable control, including fire, epidemic or other casualty, act of God, strike or labor dispute, war or other violence, or any law, order, or requirement of any governmental agency or authority. *Notices*. All notices hereunder shall be (a) in writing, (b) delivered to the representatives of the parties at the addresses set forth herein or in the applicable Order, unless changed by either party by notice to the other party, and (c) effective upon receipt.

IN WITNESS WHEREOF, Deloitte Consulting and Licensee have caused this Agreement to be executed and delivered by their respective duly authorized representatives as of the date first set forth above.

DELOITTE CONSULTING LLP

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

[LICENSEE]

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

ATTACHMENT 1  
 ORDER

This Order is entered into pursuant to, and is governed by the terms and conditions of, the Software License Agreement between Deloitte Consulting LLP (“Deloitte Consulting”) and [Licensee’s Name] (“Licensee”) dated [Date] (the “Agreement”).

1. Licensed Software

Deloitte Consulting will provide the following Licensed Software subject to the terms and conditions set forth in the Agreement and this Order:

*Mobile Beacon*

Order Term: The term of this Order is one year from the Effective Date of this Order (the “Initial Term”). The Initial Term will automatically renew for four (4) successive one (1) year periods (each a “Renewal Term”), unless either party gives the other party written notice of non-renewal at least thirty (30) days prior to the expiration of the then-current term for a total of (5) five years.

Payment Terms: Licensee shall pay the following license fees for the Licensed Software.

Payments according to this pricing schedule:

1st Year Price	Annual Renewal License Fee
\$800,000	\$250,000

Optional services identified in Section 2 of this Order will be invoiced on a time and materials basis according to this rate card:

Deloitte Consulting Services	Price Per Hour	Deloitte Consulting Services	Price Per Hour
Generalists		Performance Management	
IT Professional 1	\$	Project Manager 1	\$
IT Professional 2	\$	Project Manager 2	\$
IT Professional 3	\$	Program Manager	\$
Business Process Engineer 1	\$		
Business Process Engineer 2	\$		
Business Process Engineer 3	\$		
Functional Analyst 1	\$		
Functional Analyst 2	\$		
Functional Analyst 3	\$		
Consultants		Technical Specialists	
Consulting Engineer 1	\$	Subject Matter Expert 1	\$

Consulting Engineer 2	\$	Subject Matter Expert 2	\$
Consulting Engineer 3	\$	Subject Matter Expert 3	\$
DevOps Engineer 1	\$	Database Management Specialist 1	\$

Fees for the Initial Term shall be invoiced upon execution of this Order and for each Renewal Term fees will be invoiced at the start of such Renewal Term. Any optional services requested that are billed on a time and materials basis will be billed by Deloitte Consulting on a monthly basis. Licensee will pay invoices within thirty (30) days from receipt of the applicable invoice.

2. Support and Maintenance  
 A. Implementation Support

Deloitte Consulting will provide the following implementation support for the Licensed Software subject to the terms and conditions set forth in this Agreement and this Order. The implementation support is expected to take approximately six months.

- Installation – Deloitte Consulting creates an implementation plan for the day of go live. This plan includes a list of required activities, the responsible parties assigned to those activities, and a schedule for completion. Deloitte Consulting will review the implementation plan with the Licensee to obtain agreement to the plan. Deloitte Consulting also provides assistance to the State licensee to extract data from the State and set up the necessary nightly process to send the information to Mobile Beacon via batch jobs.
- Configuration – The Licensee will provide Deloitte Consulting with all required configurable components (i.e.: purchased imagery, Licensee specific logo, Licensee specific terminology, and Licensee specific application text and links) that Deloitte Consulting configures in the Licensee’s instance of Mobile Beacon. For example, the Licensee can customize the information on Licensee specific screens, such as child support office locations and the Licensee Child Support Handbook.
- Data Mapping – The Licensee will provide all existing documentation on the relevant source system’s data models and code of the existing system. Deloitte Consulting reviews this information and maps it to the data elements in Mobile Beacon. Deloitte Consulting then conducts up to three (3) JAD sessions of up to four (4) hours in length with the Licensee. These JAD sessions are collaborative sessions in which Deloitte Consulting works with the Licensee to create a design document that maps source system data elements to Mobile Beacon. The output of these meetings is a design document mapping source system data elements to Mobile Beacon. The Licensee is responsible for extracting source system data. Deloitte Consulting is responsible for importing the agreed upon data elements into Mobile Beacon.
- Conversion – For a period of up to four (4) weeks and no more than four (4) mock conversions, data will be extracted from the Licensee’s source system and sent to be loaded into Mobile Beacon. Deloitte Consulting produces reports on the success of the data conversion and the exceptions which occurred. Deloitte Consulting and the Licensee will work together to document testing scenarios. Both Deloitte Consulting and the Licensee test the application to confirm data loaded into the application functions properly. Identified issues will be corrected before subsequent mock conversion runs.
- Off-Site Operational Support – After go live, Deloitte Consulting provides support of nightly batch processing.

Options: If chosen by Licensee, as indicated below, the following options shall be billed on a time and materials basis according to the rate card set forth in Section 1 above.

- Child Support Estimator – Ability for general users and logged in users to enter information in order to predict an estimate on the amount of child support that may be received or due once a child support case is created.
- Form Request – Ability for general users and logged in users to enter demographic information to request physical child support forms to be mailed to them.
- Mobile Beacon Account Updates – Ability for logged in users to update the e-mail address and password associated to their Mobile Beacon account.
- Member Demographic Updates – Ability for logged in users to update their demographic information (date of birth, address, contact numbers, and employment) through Mobile Beacon.
- Mobile App Deployment – Ability for Licensee to deploy Mobile Beacon as an App instead of a mobile website.
- System Notifications – Ability for Licensee to add a System Notification to the homepage of Mobile Beacon.
- Account Maintenance – Ability for Licensee to manage Mobile Beacon accounts, including enabling and disabling accounts, issuing temporary passwords, changing e-mail addresses, etc.
- Text Messaging – Ability for Licensee to implement automated text messages to communicate with custodial and non-custodial parents regarding their child support case(s).

- Mobile Payments – Ability for Licensee to integrate Mobile Beacon with a third party vendor to offer the ability for non-custodial parents to make child support payments through Mobile Beacon.

**B. Maintenance Support**

The maintenance support for the Licensed Software is comprised of the resolution of incidents (“break-fix” maintenance) and root cause analysis support to address Licensed Software and/or computing infrastructure problems, performance monitoring and management, patching, security and access control management, and the resolution of end user support requests.

Customer Support – Deloitte Consulting’s support team will be available 5 days a week (Monday to Friday) from 8:00 am to 5:00 pm Eastern Standard Time, excluding Deloitte Consulting and US national holidays. Priority Level 1 issues can be escalated (via email or phone) to the primary support contact for off-hours support. The support team can be contacted at a designated email address and / or phone number as provided in the Licensed Software.

Severity Level	Description	Response Target
Severity 1	A failure of the Licensed Software (or any component thereof) has occurred so as to render the Licensed Software incapable of providing as-designed services to the Users. Addressing Priority 1 Incidents will take precedence over all other Maintenance and Support Services and all other lower Priority Incidents. Priority 1 Incidents affect large portions of the User community. This includes high visibility problems involving upper management or time- sensitive issues.	Within 4 business hours
Severity 2	Problems exist with the Licensed Software (or any component thereof) that affects a limited number of Users on a regular basis, thereby preventing tasks from being accomplished. Examples of this type of Priority are the inability to access query capabilities.	Within 7 business days
Severity 3	An informational inquiry or non-recurring Incident that exists with the Licensed Software (or any component thereof) that affects a limited number of Users on an irregular basis and does not interfere with any query.	Within 90 business days

In accordance with the Standard Customer Support Severity Levels described above, Deloitte Consulting defines the following Response Targets for each Level.

Term	Definition	Service Level Objective
Response Target	Measures the percentage of Incidents responded to within the established response target.	90% of incidents responded to within the targeted time.

**C. Requirements and Assumptions**

The following is a list of requirements and assumptions upon which this license is based.

- This Order assumes an implementation window of 3 months for the Licensed Software, followed by maintenance and support activities for the remainder of the year.
- Licensee will provide the data needed from the source system to the Licensed Software in the required standardized data input files on a recurring basis, and is responsible for the quality of the Data from its source systems.
- Licensee is responsible for the Data, content and information it chooses to make available on its instance of Mobile Beacon (“Content”), including having all necessary licensed rights for such Content, determining any legal and regulatory compliance obligations for the Content, and determining what and whether it chooses to include terms of use, privacy policies or any other terms and conditions it requires users to review or accept prior to accessing or using its instance of Mobile Beacon. Licensee acknowledges that Deloitte Consulting is not providing legal or regulatory services under this Order.
- Within thirty (30) days of termination or expiration of this Order, at Licensee’s request, Deloitte Consulting will provide Licensee with a .csv format file of the information contained within its instance of Mobile Beacon as of the termination or expiration date.



IN WITNESS WHEREOF, Deloitte Consulting and Licensee have caused this Agreement to be executed and delivered by their respective duly authorized representatives as of the date first set forth above.

DELOITTE CONSULTING LLP

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

[LICENSEE]

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

## Appendix D: Application Modernization Powered by innoWake™

This Software License Agreement (“Agreement”) is made and entered into as of \_\_\_\_\_, by and between Deloitte Consulting LLP (“Deloitte Consulting”), a Delaware limited liability partnership, with an office located at \_\_\_\_\_, and \_\_\_\_\_ (“Licensee”), a \_\_\_\_\_ organized under the laws of the \_\_\_\_\_, with offices located at \_\_\_\_\_.

1. **Solution Offering.** Deloitte Consulting will make available to Licensee certain refactoring software and related support to assist Licensee in restructuring certain of its existing computer code from one source language to another as set forth in this Agreement (“Solution”).
2. **License.** Subject to Licensee’s payment to Deloitte Consulting of the fees set forth in Schedule A, Deloitte Consulting hereby grants to Licensee on the terms and conditions set forth in this Agreement, a limited, non-exclusive and non-transferable license to use the software set forth in Schedule A (“Licensed Software”) and any user manuals, descriptions, instructions or other material that explain or describe the features and functionality of the Licensed Software (“Documentation”) solely for Licensee’s internal business purposes. The foregoing license for the Licensed Software and Documentation is subject to the additional license restrictions set forth herein and the Schedules. To the extent any Licensed Software or Documentation provided to Licensee hereunder constitutes inventory within the meaning of section 471 of the Internal Revenue Code, such Licensed Software or Documentation are licensed to Licensee by Deloitte Consulting as agent for its product company subsidiary, Deloitte Consulting Product Services LLC, on the terms and conditions contained in this Agreement.
3. **Support and Maintenance.** Deloitte Consulting will provide the setup, configuration, maintenance or other support services in connection with the Licensed Software as set forth in Schedule B (the “Support and Maintenance”).
4. **Payment of Invoices.** Licensee shall pay Deloitte Consulting for the Licensed Software and Support and Maintenance as set forth in Schedule A. Deloitte Consulting’s invoices shall be due thirty (30) days from receipt. If payment is not received within thirty (30) days of receipt of an invoice, (a) such invoice shall accrue a late charge equal to the lesser of (i) 1½% per month or (ii) the highest rate allowable by law, in each case compounded monthly to the extent allowable by law and (b) Deloitte Consulting may terminate the license granted to the Licensed Software and/or suspend or terminate the provision of Support and Maintenance. Licensee shall be responsible for any taxes imposed in connection with this Agreement, other than taxes imposed by employment withholding for Deloitte Consulting’s personnel or on Deloitte Consulting’s income or property.
5. **Term and Termination.** The initial term of this Agreement is for the initial term set forth in Schedule A. This Agreement will automatically renew at the end of the initial term or the then current renewal term for annual Support and Maintenance as set forth in Schedule A (each a “Renewal Term”), unless either party gives the other party written notice of non-renewal at least thirty (30) days prior to the expiration of the then-current term. Either party may terminate this Agreement for the other party’s material breach by giving thirty (30) days prior written notice to the other party, provided that the other party shall have the right to cure the breach within the notice period. Deloitte Consulting may terminate this Agreement upon performance of any part of this Agreement upon written notice to Licensee if Deloitte Consulting determines that the performance of any part of this Agreement would be in conflict with law, or independence or professional rules. Upon any termination of this Agreement, Licensee shall pay Deloitte Consulting for any amounts due for licenses provided or Support and Maintenance rendered through the effective date of termination and Licensee shall either return or destroy, at Deloitte Consulting’s request, all copies of the Licensed Software that are listed to be installed on-premises, and upon request by Deloitte Consulting, Licensee shall certify in writing its compliance therewith.
6. **Licensee Responsibilities.** Licensee shall be solely responsible for, among other things (a) providing all Licensee and/or third party data or information for use by the Licensed Software or Deloitte Consulting’s performance under this Agreement (“Data”), and the accuracy and completeness thereof, and having necessary ownership or license rights in the software code that Licensee desires to be refactored (“Code”); (b) maintaining in effect at all times during the term of this Agreement all rights required for use of any Data and Code in connection with the applicable Licensed Software; and (c) obtaining and providing Data and Code in accordance with applicable laws. As between the parties, Licensee shall own all Data. Licensee shall also be solely responsible for (i) the performance of its personnel and agents, and (ii) maintaining all software, hardware and other equipment used by Licensee to access and use the Licensed Software.
7. **Restrictions on Use.**
  - a) All Licensed Software and Documentation shall be solely for Licensee’s benefit and internal business purposes, and are not intended to be relied upon by any person or entity other than Licensee. Licensee shall not disclose the Licensed Software or Documentation, to any person or entity except to Licensee’s authorized users of the Licensed Software who may be employees or independent contractors of Licensee solely for the purpose of their providing services to Licensee relating to the subject matter of this Agreement (collectively, the “Authorized Users”), provided that such Authorized Users comply with the restrictions on use and disclosure set forth herein and provided further that Licensee shall be responsible for any such non-compliance by any Authorized Users.

- b) Licensee is prohibited from and shall not: (i) de-compile, reverse engineer or disassemble the Licensed Software or apply any other process or procedure to derive the source code thereof, or allow any third party to do so; (ii) sell, re-license, rent, lease, provide service bureau or timeshare access to, the Licensed Software; (iii) use the Licensed Software for incorporation in any device, article, commodity, product or goods for use by or sale or lease to third parties, or for the provision of services to third parties; (iv) except as expressly provided in this Agreement, modify, publish, transmit, reproduce, create derivative works from, distribute, perform, display or in any way exploit the Licensed Software in whole or in part; (v) use the Licensed Software or the output thereof in any way that is fraudulent or misleading, or violates applicable law, rule or regulation; or (vi) export, re-export, access or use the Licensed Software, either directly or indirectly, in violation of the U.S. economic sanctions or export control laws and regulations.
- c) The Licensed Software embodies valuable copyright, patent, trademark, trade secret and other intellectual property rights owned or licensed by Deloitte Consulting. Deloitte Consulting or its licensors retain all right, title and interest in all such proprietary rights and property, and Licensee shall have no interest in any such rights or property, nor will anything contained in this Agreement constitute a license or grant of any rights to Licensee with respect to any copyright, patent, trademark, trade secret or any other intellectual property right other than as specifically provided in Section 2 of this Agreement.
- d) Deloitte Consulting reserves the right to, at any time, audit Licensee's use of the Licensed Software to ensure it is being used in accordance with the terms of this Agreement. Licensee agrees to cooperate with any such audit and provide reasonable assistance and access to relevant books, records and other information necessary to confirm such compliance. Deloitte Consulting reserves the right to take such action as it deems necessary, including suspension or termination of the license to the Licensed Software, if there has been a violation of the restrictions set forth in this Agreement.
- 8. Updates, Modifications and Enhancements.** Except for the Support and Maintenance as specifically set forth in Schedule B, Deloitte Consulting shall have no obligation under this Agreement to provide updates, modifications or enhancements to the Licensed Software, or to provide maintenance, support or other services with respect to the Licensed Software. Any updates, modifications or enhancements to the Licensed Software provided to Licensee as part of the Support and Maintenance or otherwise shall be and remain the sole and exclusive property of Deloitte Consulting. The term "Licensed Software" as used herein shall include such updates, modifications or enhancements.
- 9. Confidentiality.** To the extent that, in connection with this Agreement, either Deloitte Consulting or Licensee (each, the "receiving party") comes into possession of any confidential information of the other (the "disclosing party"), it will not disclose such information to any third party without the disclosing party's consent, using at least the same degree of care as it employs in maintaining in confidence its own confidential information of a similar nature, but in no event less than a reasonable degree of care. The disclosing party hereby consents to the receiving party disclosing such information (a) as expressly set forth in this Agreement; (b) to contractors providing administrative, infrastructure and other support services to the receiving party and subcontractors providing services in connection with this Agreement, in each case, whether located within or outside of the United States, provided that such contractors and subcontractors have agreed to be bound by confidentiality obligations similar to those in this Section; (c) as may be required by law or regulation, or to respond to governmental inquiries, or in accordance with applicable professional standards or rules, or in connection with litigation pertaining to this Agreement; or (d) to the extent such information (i) is or becomes publicly available other than as the result of a disclosure in breach hereof, (ii) becomes available to the receiving party on a nonconfidential basis from a source that the receiving party believes is not prohibited from disclosing such information to the receiving party, (iii) is already known by the receiving party without any obligation of confidentiality with respect thereto, or (iv) is developed by the receiving party independently of any disclosures made to the receiving party hereunder. Licensee agrees that any Data provided by Licensee hereunder may be used by Deloitte Consulting in connection with the Licensed Software.
- 10. Limited Warranty and Disclaimer.**
- a) Deloitte Consulting warrants that all Services will be performed in a professional and workmanlike manner and that the Licensed Software shall substantially conform to Deloitte Consulting's then-current documentation for such Licensed Software for a period of ninety (90) days following delivery to Licensee. Licensee's sole remedy for a breach of this limited warranty shall be the repair or replacement of any non-conforming Licensed Software.
- b) Deloitte Consulting represents and warrants that it has the right to grant the license to the Licensed Software as set forth herein. Deloitte Consulting does not represent or warrant that the Licensed Software will meet Licensee's requirements or that operation of the Licensed Software will be uninterrupted or error free. Deloitte Consulting shall not be liable for any loss or corruption of Licensee's data caused by use of or access to any Licensed Software.
- c) DELOITTE CONSULTING DISCLAIMS ALL OTHER REPRESENTATIONS AND WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.
- d) No action, regardless of form, arising under or relating to this Agreement may be brought more than one year after the cause of action has accrued.
- 11. Indemnification.**
- a) Deloitte Consulting agrees to defend Licensee against all third party claims that Licensed Software or any Documentation infringes a patent or copyright or constitutes an unauthorized use of any trade secret of such third party, and to indemnify

and hold harmless Licensee from any damages, liabilities and costs finally awarded by a court or amounts paid in a settlement agreed to by Deloitte Consulting, except to the extent that such infringement or unauthorized use arises from, or could have been avoided except for (i) modification of such Licensed Software or the Documentation other than by Deloitte Consulting or its contractors, or use thereof in a manner not contemplated or permitted by this Agreement, (ii) the failure of the indemnified party to use any corrections or modifications made available by Deloitte Consulting, (iii) information, materials, instructions, specifications, requirements or designs provided by or on behalf of the indemnified party, or (iv) the use of such Licensed Software or the Documentation in combination with any platform, product, network or data not provided by Deloitte Consulting. If Licensee's use of such Licensed Software or the Documentation, or any portion thereof, is or is likely to be enjoined by order of a court of competent jurisdiction as such an infringement or unauthorized use, Deloitte Consulting, at its option and expense, shall have the right to (x) procure for Licensee the continued use of such Licensed Software or Documentation, (y) replace such Licensed Software or Documentation with a non-infringing item, or (z) modify such Licensed Software or Documentation so it becomes non-infringing; provided that, if (y) or (z) is the option chosen by Deloitte Consulting, the replacement or modified Licensed Software or Documentation is capable of performing substantially the same function. In the event Deloitte Consulting cannot reasonably procure, replace or modify such Licensed Software or Documentation in accordance with the immediately preceding sentence, Deloitte Consulting may require Licensee to cease use of such Licensed Software or Documentation and refund Licensee as applicable a pro-rata portion of the license fee paid by Licensee for the Licensed Software as depreciated on a straight line basis over the 3-year projected useful life of the Licensed Software. The foregoing provisions of this paragraph constitute the sole and exclusive remedy of the indemnified parties, and the sole and exclusive obligation of Deloitte Consulting, relating to a claim that any Licensed Software or Documentation infringe any patent, copyright or other intellectual property right of a third party

- b) As a condition to the indemnity obligations contained herein, the indemnified party shall provide the indemnifying party with prompt notice of any claim for which indemnification shall be sought hereunder and shall cooperate in all reasonable respects with the indemnifying party in connection with any such claim. The indemnifying party shall be entitled to control the handling of any such claim and to defend or settle any such claim, in its sole discretion, with counsel of its own choosing.
- 12. Limitations on Damages.** Neither party, its contractors or their respective personnel shall be liable for any claims, liabilities or expenses relating to this Agreement ("Claims") for an aggregate amount in excess of the fees paid by Licensee to Deloitte Consulting hereunder over the 12-month period immediately preceding the date on which the initial act or omission giving rise to the liability first occurs, except that the

foregoing will not limit amounts owing by Licensee to Deloitte Consulting for the charges hereunder. In no event shall either party, its contractors or their respective personnel be liable for any loss of use, data, goodwill, revenues or profits (whether or not deemed to constitute a direct Claim), or any consequential, special, indirect, incidental, punitive or exemplary loss, damage or expense, relating to this Agreement. The provisions of this Section 12 shall not apply to any Claim for which one party has an express obligation to indemnify the other under Section 11, to a breach of the license restrictions set forth in this Agreement, or to the extent resulting from a party's bad faith or intentional misconduct. In circumstances where any limitation on damages or indemnification provision hereunder is unavailable, the aggregate liability of each party, its contractors and their respective personnel for any Claim shall not exceed an amount that is proportional to the relative fault that their conduct bears to all other conduct giving rise to such Claim.

- 13. Governing Law; Disputes.** This Agreement, and all matters relating to this Agreement, shall be governed by the laws of the State of New York (without giving effect to the choice of law principles thereof). Any action based on or arising out of this Agreement shall be brought and maintained exclusively in any state or federal court, in each case located in New York County, the State of New York. THE PARTIES HEREBY IRREVOCABLY WAIVE, TO THE FULLEST EXTENT PERMITTED BY LAW, ALL RIGHTS TO TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM RELATING TO THIS AGREEMENT.
- 14. General. Entire Agreement.** This Agreement, together with its attachments, constitutes the entire agreement with respect to the subject matter hereof and thereof and supersedes all other oral or written representations, understandings, or agreements relating to the subject matter hereof. Severability. If any provision of this Agreement is found unenforceable, such provision shall not affect the other provisions, but such unenforceable provision shall be deemed modified to the extent necessary to render it enforceable, preserving to the fullest extent permitted the intent of the parties set forth in this Agreement. Waivers and Amendments. No delay or omission by a party in enforcing its rights or remedies under this Agreement shall impair such right or remedy or be deemed to be a waiver thereof. No waiver of any right or remedy under this Agreement with respect to any occurrence or event on one occasion shall be deemed a waiver of such right or remedy with respect to such occurrence or event on any other occasion. No amendment or waiver of this Agreement shall be valid unless in writing and signed by the parties thereto. Binding Nature, Assignment. This Agreement shall be binding on the respective parties thereto and their respective permitted successors and assigns; provided, however, that neither party may assign any of its rights or obligations (including interests or claims) relating to this Agreement without the prior written consent of the other. Survival and Interpretation. All provisions which are intended by their nature to survive the performance of this Agreement shall survive such performance, or the expiration or

termination of this Agreement. **Each of the provisions of this Agreement shall apply to the fullest extent of the law, whether in contract, statute, tort (such as negligence) or otherwise, notwithstanding the failure of the essential purpose of any remedy.** Any references herein to the term “including” shall be deemed to be followed by “without limitation.” Independent Contractor. Each of Deloitte Consulting and Licensee is an independent contractor and neither party is, nor shall be considered to be, nor shall purport to act as, the other’s agent, partner, fiduciary, joint venturer,

or representative. Force Majeure. Deloitte Consulting shall not be liable for any delays or nonperformance directly or indirectly resulting from circumstances or causes beyond its reasonable control, including fire, epidemic or other casualty, act of God, strike or labor dispute, war or other violence, or any law, order, or requirement of any governmental agency or authority. Notices. All notices hereunder shall be (a) in writing, (b) delivered to the representatives of the parties at the addresses set forth herein, unless changed by either party by notice to the other party, and (c) effective upon receipt.

**IN WITNESS WHEREOF,** Deloitte Consulting and Licensee have caused this Agreement to be executed and delivered by their respective duly authorized representatives as of the date first set forth above.

DELOITTE CONSULTING LLP

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

[LICENSEE]

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

SCHEDULE A

**Licensed Software and Fee Schedule**

This Schedule specifies the specific Licensed Software being licensed pursuant to the Agreement, the additional license restrictions for each such Licensed Software, and the fees for the Solution.

**Licensed Software:**

Licensed Software	Description	Version	Implementation Use	Production Use
innoWake™ Development: natclipse	cobolclipse is a development environment for Natural using Eclipse that allows editing, viewing, uploading, compiling, and retrieving Natural code.	innoWake 22	X	X
innoWake™ Development: natanalyzer	A visual code analysis tool for Natural applications. It exposes the innards such as code complexity, dependencies, and level of documentation.	innoWake 22	X	
innoWake™ Development: natcreator	An Eclipse-based replacement for Natural Construct or Predict Case.	innoWake 22	X	
innoWake™ Development: adaclipse	An intuitive query tool for Adabas. No development experience is required to access Adabas data with this visual Eclipse plug-in and export it to Excel.	innoWake 22	X	
innoWake™ Development: meeclipse	meeclipse is the development environment to edit and maintain transformed source code (e.g., Natural migrated to Java)	innoWake 22	X	X
innoWake™ Development: batchclipse	batchclipse is a plug-in to Eclipse that allows editing jobs comfortably in the development environment Eclipse. Benefit from using Eclipse's outline view, viewing object dependencies in the dependencies view and using state-of-the-art editing features like syntax highlighting, code folding, and hyperlinking.	innoWake 22	X	X
innoWake™ Operations: lifecycle-manager	lifecycle-manager allows controlled deployment of arbitrary objects and contains a means of moving Natural source code from a versioning system like Subversion into a Natural target environment like Unix, Windows, or Mainframe.	innoWake 22	X	X
innoWake™ Enabler	A Java based runtime emulating the behavior of the Natural runtime environment.	innoWake 22	X	X
innoWake™ Enabler: test	A test tool that allows recording test cases in online and batch environments for conversion into Junit test cases.	innoWake 22	X	X
innoWake™ Data: databridge	A tool that allows direct access to Adabas.	innoWake 22	X	
innoWake™ Mining: fieldtracer	A tool to trace fields from Adabas in Natural programs. Regardless of how intricately data is processed, redefined, assigned, moved, and passed between Natural programs, this tool traces it all. Finally, the daunting task of, for example, changing a field's length from 8 to 12 becomes easy and straight forward.	innoWake 22	X	
innoWake™ Enabler: batch	A tool to manage and run JCL scripts on Unix/Linux.	innoWake 22	X	X

**Scope of applications and systems to be refactored:**

The following table defines the refactoring attributes of the <NAME OF THE PROJECT OR APPLICATION> within scope for this Agreement. Any change beyond the "Not to Exceed" value for these attributes will require a change order in accordance with Schedule C and may affect the overall schedule and price for this Agreement.

Attribute	Description	Quantity	Not to Exceed
Number of lines of code to be converted (LOC)	Number of lines of application code to be converted, excluding comments.		
Number of system interfaces	Number of interfaces, implying external interfaces that use middleware or FTP-like communications.		
Number of user screens	Number of user screens within the application.		
Number of programs (online)	Number of programs that are not included in the list of those invoked by batch.		
Number of data work files	Number of temporary data sets.		
Number of batch programs	Number of batch programs that are invoked.		
Number of non-relational databases	Refers to the number of unique non-relational database technologies in use in the solution (e.g., QSAM)		
Number of relational databases	Refers to the number of relational databases in use in the solution (e.g., ADABAS).		
Number of database files	Number of database files across all database types.		
Database size (gigabytes)	Size of databases across all database types.		

**Premium Delivery Options:**

Licensee has selected the following selections premium delivery options:

Premium Delivery Option	Selected Option and Description
No Code Freeze Guarantee	"Yes" – Licensee maintains ability to make changes to legacy environment up until converted code is put into production.
Selective Deployment	"No" - Licensee must switch all users from legacy system to converted system at end of project duration in "big bang" manner.
Selective Conversion	"No" - Licensee now allowed interconnectivity between converted and legacy application.
Deployment Location	"On-Shore" – Deloitte Consulting may only use resources based within the United States.

**Solution Fees:**

Item Descriptions	Fees
Solution Price*	TBD

\*As part of the solution price, the Licensee will receive 1 year of software maintenance and support as outlined in the Schedule B-1 of this agreement, which will begin after completion of the period of performance defined in this agreement. If the Licensee decides to purchase the optional software maintenance and support after the first year, the cost is \$TBD annually.



SCHEDULE B

**Services**

The “Services” to be provided under this Agreement consist of the Licensed Software implementation services set forth below, and the Licensed Software Support and Maintenance services set forth in Schedule B-1 attached hereto.

**IMPLEMENTATION SERVICES AND SCHEDULE**

The implementation of the Licensed Software and Services Agreement will commence on <DATE>, (“Commencement Date”) for an “Initial Term” of eighteen (18) months.

**Deliverables, Roles, and Responsibilities**

Deloitte Consulting will provide implementation services that will consist of the following work streams and deliverables as they relate to the Licensed Software:

<b>Program Management Office and Communications</b>			
Deloitte Consulting will work closely with Licensee over the course of the project to provide project governance, communications and status reporting. This will consist of the following activities:			
i. Determine the status reporting framework to be employed during the duration of the project			
ii. Development of an overall governance and communication model, including a formal structure for decision making and designing change requests			
iii. Determine project management tools and procedures to be employed, including status report formats			
iv. Report on noted issues, risks, risk mitigation activities, decisions for the overall project; escalating and endeavour to drive to conclusion when required			
v. Review and provide input on deliverables and associated outputs to align with business stakeholder expectations and leading practices			
vi. Facilitate the review of project plans and timelines			
vii. Compile project status reports and provide input in program management meetings			
viii. Identify and escalate concerns with project scope, timeline and delivery			
ix. Provide input on stakeholder communications regarding the status of the project			
x. Conduct a current state assessment of Licensee’s architecture and applications to determine what application modernization approach best fits the existing application landscape			
xi. Align on to-be process groups, processes, and sub-processes			
xii. Conduct visioning workshops to determine what the desired future state will be.			
xiii. Create a roadmap and timeline for the implementation			
xiv. Align on integrations, security and controls			
<b>Deliverable</b>	<b>Description</b>	<b>Deloitte Consulting Responsibilities</b>	<b>Licensee Responsibilities</b>
Project Schedule	A detailed project schedule that contains all tasks, dependencies, and dates	Create high-level timeline and implementation schedule	Validate high-level timeline and implementation schedule
Project Management Plan	A document that provides detail about the project management approach, communication plan, program functional overview, escalation paths, change management process, conversion approach and deployment strategy, resource plan,	Create Project Management Plan based upon input from Licensee	Provide input to Deloitte Consulting and validate results
Design Specification Report	An architecture diagram that details the end state for the solution	Create a diagram based upon input from Licensee	Provide input and guidance for the overall desired solution end state, and validate the diagram

Status Reports	The Deloitte Consulting Project Manager will provide weekly status reports to the Licensee Project Sponsor providing an up-to-date view on project status. Presentations will be created as artifacts for regularly scheduled meetings with project stakeholders.	Generate and distribute status reports	Provide input from internal stakeholders and project teams
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**Application Conversion**

Deloitte Consulting will perform the software configuration and application migration as defined within the project scope. This consists of the following tasks:

- i. Analyze parser output
- ii. Refactor assets: code, applications, jobs, user screens
- iii. Data Conversion
  - a. Create duplicate image of source data
  - b. Convert legacy image to desired future state file type
  - c. Import into future state database

Deliverable	Description	Deloitte Consulting Responsibilities	Licensee Responsibilities
Migrated Application Assets	All migrated assets, including: <ol style="list-style-type: none"> <li>i. Code</li> <li>ii. Libraries</li> <li>iii. Batch Jobs</li> <li>iv. User Interface Screens</li> <li>v. Databases</li> </ol>	Migration of all assets	Provide necessary assets in a timely manner as to not affect the implementation schedule
Configuration of Core Environments	Three provisioned environments for the implementation project: <ol style="list-style-type: none"> <li>i. Development</li> <li>ii. Testing/QA</li> <li>iii. Production</li> </ol>	Install and configure software components within each environment	Provide all hardware, network configuration, and software (other than the Licensed Software) required for the environment
Parser Error Remediation	Conversion engine updates to account for parsing errors within Licensee's code	Provide configuration changes to the core software for conversion	Provide feedback and input on specific errors if requested

**Testing**

Deloitte Consulting will perform the following tasks to ensure the stability and responsiveness of the software application:

- i. Development of automated test scripts
- ii. Base-level unit testing
- iii. Systems/integration testing
- iv. Limited optimization to meet specified design requirements.

Deliverable	Description	Deloitte Consulting Responsibilities	Licensee Responsibilities
Optimized/Tested Applications and Infrastructure	All optimized assets, including: <ol style="list-style-type: none"> <li>i. Code</li> <li>ii. Libraries</li> <li>iii. Batch Jobs</li> <li>iv. User Interface Screens</li> <li>v. Databases</li> </ol>	Tune performance of the applications and related assets to materially meet the business performance of the legacy baseline system functionality and business processes.	Provide current state performance metrics for all applications, jobs, procedures, screens, or other assets that are within the scope of the implementation
Test Plan	A detailed test plan that will cover the following topics: <ol style="list-style-type: none"> <li>i. Base and Performance Testing Approach</li> <li>ii. Timeline</li> <li>iii. Entry/Exit Criteria</li> <li>iv. Roles and Responsibilities</li> </ol>	Deloitte Consulting will document the testing approach, criteria, and timeline and will validate these with Licensee	Provide guidance and input for the testing plan, approach, and entry and exit criteria

Testing Report	A report detailing the outcome of the tests performed. This will include: <ul style="list-style-type: none"> <li>v. Overall Test Completion Report</li> <li>vi. Job Processing Time</li> <li>vii. Screens</li> <li>viii. Scenarios</li> </ul>	Deloitte Consulting will generate this testing report and distribute it to Licensee	Licensee will review and provide feedback
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**Training**

Deloitte Consulting will create a testing plan that outlines the type of training required by Licensee, intended audiences, training pre-requisites, location of the training, number of training sessions, date, and duration of those sessions. Training will be provided to assist Licensee in the execution of its User Acceptance Testing, as well as with the administration and maintenance of their migrated applications and environment.

Deliverable	Description	Deloitte Consulting Responsibilities	Licensee Responsibilities
Training plan	Details about the training plan will include: <ul style="list-style-type: none"> <li>i. Location of the training session(s)</li> <li>ii. Audience</li> <li>iii. Pre-requisites</li> <li>iv. Duration</li> <li>v. Content/Curriculum</li> </ul>	Specify the types of training, define the audience, define the pre-requisites for each class, and create Licensee specific content and curriculum	Review content and curriculum, ensure attendees meet specified pre-requisites, provide classroom with hardware, software, and network connectivity
Training completion report	A report that provides the details about the number of scenarios run and the attendance of the training sessions	Generate and distribute training completion report	
Developer and administrator training	A train the trainer session specifically focused on the Licensee's developers and system administrators. Limited to 15 participants for 5 days at a single location	Deliver 5 day Train the Trainer session for Licensee's developers and system administrators	Review content and curriculum, ensure attendees meet specified pre-requisites, provide classroom with hardware, software, and network connectivity
System User Training	Basic system user training materials to provide high-level information for daily users of the system	Create PowerPoint documentation that highlights necessary system information	Validate content of the training guide and distribute
User Acceptance Test Training	A train the trainer session focused on assisting Licensee to perform User Acceptance Testing for its migrated system. Limited to 15 participants for 10 days at a single location	Deliver 10 day Train the Trainer session for Licensee's designated UAT lead	Review content and curriculum, ensure attendees meet specified pre-requisites, provide classroom with hardware, software, and network connectivity

**Non-Automated Refactored Modules Support**

The following table defines the non-refactorable components within scope for this Agreement, including Third Party Products required to achieve functional equivalency. Any changes or discovery of new modules will require a change order in accordance with Schedule C and may affect the overall schedule and price for this Agreement.

Deliverable	Description	Deloitte Consulting Responsibilities	Licensee Responsibilities
TBD			

**Production Support**

Deloitte Consulting will provide technical support for Licensee for 1 month after production deployment of the converted application.

**Out of Scope**

Anything not specifically listed in this Schedule B as being within the scope of implementation services is out of scope. Out of scope items for this project include but are not limited to the items listed in the table below:

Item	Description
Enhancements	Improvements or changes required for existing systems are out of scope and owned by Licensee
Non-Automated Refactored Modules	All Modules not identified in the scope chart above that cannot be refactored using automation are out of scope

**General Assumptions**

- i. Detailed tasks and due dates will be defined in a project plan jointly developed by the parties. Failure to meet these dates may impact the timeline and resource allocations, resulting in a change order.
- ii. Licensee resources, including full time and part time, allocated to this project will be identified at the commencement of the project to facilitate continuity.
- iii. Licensee will be responsible for the performance of its third-party contractors or vendors it utilizes with respect to Licensee’s obligations under this project.
- iv. Deloitte Consulting will not be responsible for the performance or management of any third-party vendors associated with the project which are not employed by Deloitte Consulting.
- v. Deloitte Consulting Deliverables may be dependent on deliverables produced by Licensee and Licensee’s third parties, each of which will need to provide accurate inputs to Deloitte Consulting in a timely manner in accordance with the project schedule.
- vi. The parties will agree on applicable Deliverable acceptance criteria at the start of the Project which will be documented in the Project Plan.
- vii. Deliverable due dates assume that necessary feedback from Licensee is received timely and can be reconciled & incorporated into the deliverables.

**Technical Assumptions**

- i. Licensee will provide Deloitte Consulting the full code base of mainframe applications prior to project commencement in an environment accessible by refactoring product tools.
- ii. Licensee maintains the ability to make changes to the legacy code base to a mutually agreed to point in the project prior to the start of user acceptance testing. The timing of code freeze will be agreed to in the development of the project plan. Code changes beyond that point through implementation would need to be mutually agreed upon between the parties.
- iii. Other than those listed in the scope chart above, project scope doesn’t include non-automated refactored modules e.g., third-party products, mainframe utilities, reporting packages etc.
- iv. Licensee will supply input data (including input databases) and output data (including output databases) to be used to validate results
- v. Licensee will execute all data conversion
- vi. Licensee will provide an appropriate ‘state’ of data files and data bases from which Deloitte Consulting can perform validation
- vii. Additional review will be required to determine other non-refactored components (not included in the initial scope), any components discovered during the execution of the project will be subject to change request.
- viii. Licensee will provide access to the mainframe environments to enable runtime testing
- ix. If a user interface is required to invoke testing that is not itself a subject of the unit test, Licensee will make available and provide guidance as part of the unit test instructions according to the agreed-upon project schedule
- x. As a component of the roll-out plan, the parties will mutually decide on a release plan in which applications are assigned to waves for release (may move in and out) with consideration for aligning waves with Licensee’s fiscal year.
- xi. The ability to deploy the application to production will be a joint decision by the parties, dependent upon the readiness of the surrounding environments, data synchronization strategy and other dependencies as laid out in the project plan.
- xii. Unit testing will consist of one test for each functional group as defined by Licensee, using inputs and instructions provided by Licensee. Required materials include but are not limited to starting-position data, input data and files, instructions, configured schedule, expected ending-position data, and output files.

**Resources**

- i. The Licensee’s Project Manager will help identify and free up dedicated business and technical SMAs to attend meetings and participate in discussions pertaining to the diagnostic activities.
- ii. The Licensee’s resources with accurate knowledge of the legacy system will be available to participate in the appropriate activities as identified in the project plan
- iii. Licensee will provide business and technical resources for project support and execution per the resource model.
- iv. Licensee’s resources, including full time and part time, allocated to this project will be identified at the commencement of the project in order to facilitate continuity.
- v. Licensee will identify stakeholders and contributors and reasonably ensure their timely involvement for interviews, meetings and any subsequent discussions

**Timeline**

- i. Execution of Deloitte Consulting’s work is highly dependent on Licensee’s resources completing their work on schedule according to the project plan. Failure to meet deadlines may impact the timeline and result in a change order.
- ii. Requested information will be made available to Deloitte Consulting in accordance with project timelines and in requested formats. Where data is not available and is delaying progress, Licensee will agree to an alternative source of data or will accept the assumptions Deloitte Consulting has made because of the unavailable data.

**Deloitte Consulting Personnel and Project Roles**

Prior to the start of this project, Deloitte Consulting will designate a Project Manager who will be the focal point for all Licensee communications relative to this project and will have the authority to act on behalf of Deloitte Consulting in matters regarding this project. The Deloitte Consulting Project Manager’s responsibilities include the following:

- i. Function as primary interface to Licensee’s Project Manager
- ii. Monitor performance of the Services confirming contractual responsibilities are met
- iii. Validate and confirm functional and non-functional requirements with Licensee’s Project Manager (e.g., security, capacity)
- iv. Track completion of deliverables against defined milestones
- v. Define resource requirements, roles and responsibilities for Deloitte Consulting project team members
- vi. Coordinate and manage the technical activities of Deloitte Consulting project team members
- vii. Maintain a detailed schedule and work breakdown structure and estimating of activities consistent with the project management plan and project schedule
- viii. Maintain project communications, including project status with Licensee’s Project Manager; conduct regularly scheduled project status meetings; prepare and submit a weekly status report.
- ix. Administer the Change Control Procedure with Licensee’s Project Manager
- x. Execute a Risks and Issues Management Procedure with Licensee’s Project Manager

Additional Deloitte Consulting Roles and Responsibilities:

<b>Deloitte Consulting Roles</b>	<b>Responsibilities</b>
Technical Architecture Lead	Conversion, modernization, and overall architecture solution design
Technical Management Office (TMO) Lead	Subject matter advisor support for the conversion, and overall architecture solution design
Product Engineers	Product enhancements to support isolation analysis assessment
Code Migration Developers / Testers	Asset transfer, analysis, code migration, solution verification testing for the converted code and deliverable development support
Mainframe Architect SMA	Overall architecture solution design and validation support
Test Manager	Overall conversion solution verification testing

**Licensed Personnel and Project Roles**

The successful completion of this project depends on the commitment and participation of Licensee’s executives, management and personnel.

Prior to the start of this project, Licensee will designate a Project Manager who will be the focal point for all Deloitte Consulting communications relative to this project and will have the authority to act on behalf of Licensee in matters regarding this project. The Licensee Project Manager's responsibilities include the following:

- i. Serve as the interface between Deloitte Consulting and all Licensee implementation teams participating in this project
- ii. Administer the project Change Control Procedure along with the Deloitte Consulting Project Manager
- iii. Lead weekly project meetings
- iv. Obtain and provide information, data, decisions, and approvals in a timely manner
- v. Resolve deviations from the estimated schedule caused by Licensee including processing of Change Controls, as necessary
- vi. Work closely with Deloitte Consulting to resolve project issues and escalate issues within Licensee, as necessary
- vii. Provide access to relevant Licensee-owned information and documents required for the project
- viii. Review and inspection and/or acceptance testing of Deloitte Consulting Deliverables in accordance with the processes set forth in Schedule D
- ix. Review and approve the Deloitte Consulting Project Management Plan and Project Schedule
- x. Review and approve project changes in accordance with the Change Control Procedures set forth in Schedule C
- xi. Coordinate the identification and scheduling of Licensee resources whose knowledge and expertise is needed for the project
- xii. Coordinate identification and transfer of additional assets, as needed
- xiii. Coordinate security clearance, badging and Government Furnished Equipment for Deloitte Consulting

Additional Licensee Roles and Responsibilities:

Licensee Roles	Responsibilities
Executive Sponsor	<ul style="list-style-type: none"> <li>i. Provide leadership and sponsorship for this project at the executive and senior executive levels of the organization</li> <li>ii. Assist Deloitte Consulting and Licensee personnel with addressing issues and roadblocks that arise during the course of the project as needed</li> </ul>
Functional Subject Matter Advisors	<ul style="list-style-type: none"> <li>i. Use deep functional domain knowledge to advise and support conversion work stream: knowledge of legacy system, design decisions, defect troubleshooting and other as needed</li> <li>ii. Actively participate in all training, job shadowing, paired programming and other activities as needed that are designed for knowledge transfer.</li> </ul>
Technical Subject Matter Advisors	<ul style="list-style-type: none"> <li>i. Use deep technical domain knowledge to advise and support conversion work stream: knowledge of legacy system, design decisions, defect troubleshooting and other as needed</li> <li>ii. Support target software architecture design sessions and approve of target technical architecture</li> <li>iii. Support identification and transfer of additional assets, as needed</li> <li>iv. Support identification and/or creation of required test data and test cases to support all testing phases</li> <li>v. Actively participate in all training, job shadowing, paired programming and other activities as needed that are designed for knowledge transfer.</li> <li>vi. Provide support for any cyber security activities as needed (e.g., vulnerability scans)</li> </ul>
Infrastructure and Application Management Support	<ul style="list-style-type: none"> <li>i. Provide infrastructure support throughout the term of the Agreement as and if needed</li> <li>ii. Validate and approve the infrastructure requests as needed</li> <li>iii. Provision and configure technical environments required for development, testing and production</li> </ul>

## SCHEDULE B-1

### Support and Maintenance Services

As described in Schedule A, the Licensee is entitled to 12 months of support and maintenance services after the Renewal Term upon the execution of a modification to the Prime Contract providing for such. At the completion of the initial 12 months of support and maintenance services, the payment of the annual fee as described in Schedule A entitles the Licensee to additional support and maintenance services for the Licensed Software as described below during the applicable license term for the License Software ("Support and Maintenance services"). Non-payment of the fee will result in termination of all Support and Maintenance services.

The Support and Maintenance services described in this Schedule B-1 apply only to the current version (and all releases within such version) and the immediately preceding version (and all releases within such version) of the Licensed Software, where a version is indicated by the digit(s) preceding the decimal point in the version number and a release is indicated by the digit(s) following the decimal point. For example, if the current version is 2.0, Deloitte Consulting will support versions 2.0 through 2.x, as well as versions 1.0 through 1.x (the last release of version 1).

Deloitte Consulting shall not provide Support and Maintenance services hereunder to anyone other than Licensee, unless the parties enter into a separate written agreement providing for such additional Support and Maintenance services.

1. Primary Level Support (Licensee). Licensee's designated system administrator ("System Administrator") shall be the primary contact person responsible for coordinating Support and Maintenance with Deloitte Consulting. The System Administrator will collect any requests for enhancements from Users and forward them to Deloitte Consulting. Deloitte Consulting will review enhancement requests via a product board and will determine if such enhancements meet the criteria to be candidates for a future release. Although Deloitte Consulting cannot guarantee that an enhancement will make the product roadmap, it is possible that such enhancement could be delivered in a separate agreement outside of this Agreement. In addition, the System Administrator shall provide "Primary Level Support" for the Licensed Software, which shall include responding to and resolving all the following types of issues/questions:

- All login issues directly related to corporate extranet/portal authentication
- Basic system usage (user familiarity and training)
- System availability and performance issues
- Frequently Asked Questions

If the System Administrator is unable to resolve any of these issues after commercially reasonable efforts to do so, Licensee may escalate the issue to Deloitte Consulting for Secondary Level Support (defined below).

2. Secondary Level Support (Deloitte Consulting).

2.1 Subject to Section 2.2, Deloitte Consulting will provide technical support in English to respond to questions regarding the use of the Licensed Software ("Technical Support"). Licensee may initiate a request for Technical Support and report Errors via any of the following methods: email, live phone contact, JIRA ticket (specific contact information to be provided after contract award).

2.2 Technical Support will be available Monday through Friday from 7:00 AM to 7:00 PM Eastern Time. In the event that support outside these hours are required solely on the scheduled day for batch processing, Technical Support will be provided during those times at request of the Licensee. Technical Support is closed on all scheduled Deloitte Consulting holidays (generally consisting of all U.S. federal holidays). Technical Support may also be closed due to unforeseen emergencies (e.g., weather conditions). In the event of such emergencies, Deloitte Consulting will use reasonable efforts to modify the voicemail announcement for the Technical Support telephone line to provide the reason for closure.

3. Error Correction. Deloitte Consulting will respond to all Error reports within the time periods shown in the table below, or the Licensee standard Priority Level Response times (the lesser of the two) solely on the scheduled day for batch processing, if Deloitte Consulting receives the Error report during Technical Support's hours of operation, as set forth in Section 2.2, with such time periods being measured from the later of (a) Deloitte Consulting's receipt of such Error report or (b) the time Technical Support is next open for operation if an Error report is received outside of Technical Support's hours of operation. After Deloitte Consulting's initial response, Deloitte Consulting will proceed with corrective action, commensurate with the severity of the Error, to remedy reported Errors or provide a reasonable workaround, if Licensee provides SUPPLIER with sufficient information to locate and reproduce the claimed Error (defined in Section 1).



Priority Level	Description	Response
High	Errors preventing essential work from being done, for which a reasonable workaround is not available; critical impairment of Licensee's operations.	Within 24 hours
Medium	Errors disabling non-essential functions; significant (but not critical) impairment of the Licensed Software' functionality and/or Licensee's operations.	Within 3 business days
Low	Errors affecting ease of operation or causing improper display of information; no significant impairment of the Licensed Software' functionality or Licensee's operations.	Within 6 business days

4. **Escalation.** If the severity of an issue becomes more critical in Licensee's view, Licensee may notify Deloitte Consulting's Technical Support Engineer ("TSE") and request escalation to a higher priority level, explaining in detail the reason for such request. The TSE will determine, in its reasonable judgment, whether the issue should be escalated. If Licensee disagrees with the TSE's assessment of the severity of the issue, Licensee may then escalate the issue to Deloitte Consulting's Technical Support Manager who will evaluate the issue and expedite resolution if deemed appropriate.

5. **Limitations on Support.** Support and Maintenance Services are provided for the commercially available versions of the Licensed Software in the form provided to Licensee, including any updates or enhancements thereto made available to Licensee from time to time as part of Support and Maintenance Services. Deloitte Consulting shall be under no obligation to provide Support and Maintenance to Licensee if Deloitte Consulting makes a good faith determination that the primary cause of an Error or reported problem results from the failure or malfunction of any third-party or Licensee software, tools, equipment, facilities or devices not furnished or approved in writing by Deloitte Consulting for use in connection with the Licensed Software.

6. **Updates.** Deloitte Consulting shall provide Updates to the Licensed Software at no charge as Updates become available so long as Licensee is a current subscriber to the Support and Maintenance program. Deloitte Consulting is not responsible for integrating Updates into any Licensee-specific Deliverables or custom software furnished to Licensee or for maintaining compatibility between any such Deliverables or custom software and the Updates. The implementation of and fees for such integration/implementation will be subject to a Change Order. Immediately following installation of any Update provided by Deloitte Consulting, Licensee shall promptly destroy or, at Deloitte Consulting's election, return any prior, unsupported release(s) of the Licensed Software. At Deloitte Consulting's request, Licensee shall certify in writing its compliance with the foregoing.

7. **Special Support Services.** Additional support services not specifically described herein may be provided by Deloitte Consulting upon the agreement of the parties. Licensee acknowledges that performance of such additional services shall be subject to execution of a signed, written Change Order between the parties, and provided at Deloitte Consulting's then current standard rates for such services.

8. **Reinstatement of Support.** If Licensee elects to reinstate Support and Maintenance following non-renewal of such services by Licensee, Licensee shall first pay Deloitte Consulting all fees that would have been paid had Licensee not cancelled such services, and in consideration therefor, Deloitte Consulting will provide Licensee with all Updates necessary to bring Licensee's Licensed Software up to the current version.

## SCHEDULE C

### Change Control Procedure

Either party may request changes to the Services, Deliverables, and/or any other aspect of the Agreement through a written change request ("Change Request"). Promptly thereafter, the parties will discuss what impact the Change Request will have on the Services and Deliverables and on pricing, timing, and other aspects of the project. Any changes to the Schedules to the Agreement agreed upon by the parties will be set forth in a change order signed by the Parties ("Change Order"). Once a Change Order is signed, it will amend, and become part of, this Agreement. Neither Party is obligated to change the Services, Deliverables, or any other aspect of the project unless a Change Order for such change has been signed by the Parties. If, during the implementation project any of the following events listed below occurs (each a "Change Order Event")

- i. Delays are encountered that are beyond the reasonable control of Deloitte Consulting, including, without limitation, delays caused by third party software and hardware vendors of Licensee or their related products and/or services,
- ii. A Project Assumption proves to be invalid,
- iii. Licensee fails to meet its obligations as set forth herein, including, without limitation, assigning qualified personnel to complete, and completing in a timely manner, the activities and Deliverables outlined in the Agreement or Project Plan assigned to LICENSEE,

Deloitte Consulting will notify Licensee within a reasonable period of time after becoming aware of such Change Order Event, and the parties will agree on a Change Order to modify the scope, timing schedule or fees for the project to equitably adjust any adverse impact to Deloitte Consulting.

For all requested changes, the change should be documented, using a Change Request Form (CRF) to formally communicate project changes between the Licensee Project Manager and the Deloitte Consulting Project Manager.

The following summarizes the procedure that will be utilized if a change is required:

1. The CRF must describe the change, the rationale for the change and the effect the change will have on the project. The change requesting party will submit the CRF to the other party for review.
2. The Deloitte Consulting Project Manager and the Licensee Project Manager will review the proposed change. Deloitte Consulting will specify the impact of cost or time related to the investigation. If the investigation is authorized, the parties will sign the CRF that will constitute approval for the investigation. The investigation will determine the effect that the implementation of the CRF would have on cost, recurring use license fees, schedule and other changes.

A Change Order resulting from a CRF must be signed by both parties to authorize implementation of the investigated changes. The approved Change Order will be maintained by both parties along with other contract documentation.

## SCHEDULE D

### **Deliverable Acceptance**

Licensee will approve each Deliverable that conforms in all material respects with the specifications for the Deliverable set forth in Schedule B or as otherwise agreed by the parties in writing (the "Specifications"). Within five (5) business day (or such other period agreed upon in writing by the parties in the work plan or otherwise) from its receipt of a Deliverable, Licensee will provide Deloitte Consulting with (i) written approval of such Deliverable or (ii) a written statement which identifies in reasonable detail, with references to the applicable Specifications, all of the deficiencies preventing approval (the "Deficiencies").

Deloitte Consulting will complete corrective actions in order for such Deliverable to conform in all material respects to the applicable Specifications. Licensee will complete its review of the corrected Deliverable and notify Deloitte Consulting in writing of acceptance or rejection in accordance with the foregoing provision.

Notwithstanding the foregoing provisions of this Section, approval of a Deliverable will be deemed given by Licensee if Licensee has not delivered to Deloitte Consulting a notice of Deficiencies for such Deliverable prior to the expiration of any period for Licensee's review thereof as set forth in this Section, or if Licensee uses the Deliverable in production.

To the extent that any Deliverable has been approved by Licensee at any stage of Deloitte Consulting's performance of the Services, Deloitte Consulting shall be entitled to rely on such approval for purposes of all subsequent stages of Deloitte Consulting's performance of the Services. Licensee agrees that, in the event an approved Deliverable differs from the Specifications for such Deliverable, the Specifications shall be deemed modified to conform to such approved Deliverable.

If Deloitte Consulting is unable to correct any Deficiency in a Deliverable within the period of time set forth in this Section, Licensee shall be entitled, at its option, to a refund or credit of professional fees paid to Deloitte Consulting hereunder with respect to the Services giving rise to such Deliverable and this shall be Licensee's sole and exclusive remedy, and Deloitte Consulting's sole and exclusive obligation, with respect to any claim that the Deliverables do not conform to the requirements of the Agreement.

## Appendix E: Sample HealthInteractive™ License Agreement

This **Subscription License Agreement** (“**Agreement**”), dated \_\_\_\_\_, is between Deloitte Consulting LLP, a Delaware limited liability partnership (“**Deloitte Consulting**”), with an office located at \_\_\_\_\_, and \_\_\_\_\_ (“**Licensee**”), with an office located at \_\_\_\_\_.

**1. Subscription Offering.** Deloitte Consulting will make available to Licensee, on a subscription basis, certain technology and related support as set forth in the order (“**Order**”) attached as Attachment 1 to this Agreement (the “**Subscription Offering**”). Specifically, Deloitte Consulting will (a) provide Licensee with access to and use of the software set forth in the Order (the “**Licensed Software**”), (b) provide the support and maintenance for the Licensed Software as set forth in Attachment 2 to this Agreement (the “**Support and Maintenance**”), and (c) provide Licensee with additional Licensed Software related support as may be requested as set forth in the Order (“**Additional Support Requests**”).

### **2. License.**

a) Subject to Licensee’s payment to Deloitte Consulting of the fees set forth in the Order, Deloitte Consulting hereby grants to Licensee on the terms and conditions set forth in this Agreement, a limited, non-exclusive and non-transferable license to use the Licensed Software during the subscription period set forth in the Order solely for Licensee’s internal business purposes.

b) The Licensed Software may run on platforms or include software, including open source software, made available by one or more third parties, which may be subject to terms of use or an acceptable use policy that accompanies such third party technology.

c) To the extent any Licensed Software provided to Licensee hereunder constitutes inventory within the meaning of section 471 of the Internal Revenue Code, such Licensed Software is licensed to Licensee by Deloitte Consulting as agent for its product company subsidiary, Deloitte Consulting Product Services LLC, on the terms and conditions contained in this License.

**3. Payment of Invoices.** Licensee shall pay Deloitte Consulting for the Subscription Offering as set forth in the Order. Deloitte Consulting’s invoices shall be due thirty (30) days from receipt. If payment of an invoice is not received by its applicable due date, (a) such invoice shall accrue interest in accordance with the applicable State prompt payment act, and (b) Deloitte Consulting may terminate the Subscription Offering with thirty (30) days written notice. Unless Licensee has a valid tax exemption authorized by the appropriate taxing authority, Licensee shall be responsible for any taxes imposed in connection with this Agreement, other than taxes imposed by employment withholding for Deloitte Consulting’s personnel or on Deloitte Consulting’s income or property.

**4. Term and Termination.** This Agreement commences on the date hereof and, unless sooner terminated as set forth below, shall terminate upon the subscription end date set forth in the Order. Either party may terminate this Agreement for the other party’s material breach by giving thirty (30) days prior written notice to the other party, provided that the other party shall have the right to cure the breach within the notice period. Deloitte Consulting may terminate this Agreement or performance of any part of this Agreement upon written notice to Licensee if Deloitte Consulting determines that the performance of any part of this Agreement would be in conflict with law, or independence or professional rules.

**5. Licensee Responsibilities.** Licensee shall be solely responsible for, among other things (a) all Licensee and/or third party data or information provided by Licensee for use in connection with the Subscription Offering (“**Licensee Data**”), and the accuracy and completeness thereof; (b) maintaining in effect at all times during

the term of this Agreement all rights required for use of any Licensee Data in connection with the Subscription Offering; and (c) obtaining and providing Licensee Data in accordance with applicable laws. As between the parties, Licensee shall own all Licensee Data. Licensee agrees that any Licensee Data provided by Licensee hereunder may be used by Deloitte Consulting in connection with the Subscription Offering, including modifications and enhancements thereto. Licensee shall also be solely responsible for the performance of its personnel and agents and maintaining all software, hardware and other equipment used by Licensee to access and use the Licensed Software.

### **6. Restrictions on Use.**

a) The Subscription Offering shall be solely for Licensee’s benefit and internal business purposes, and is not intended to be relied upon by any person or entity other than Licensee.

b) The Licensed Software is available only for the authorized users of Licensee (“**Users**”). Users may be Licensee’s employees or third-party contractors of Licensee who need to use the Licensed Software on Licensee’s behalf in connection with their provision of services to Licensee subject to any restrictions on such third-party contractors set forth in the Order. Licensee will not permit any User ID or User login to be used by more than one individual. Licensee is responsible for all activities conducted under its Users’ logins and for ensuring Users comply with the terms of this Agreement and the Order. Licensee and its Users are responsible for maintaining the security of its and their accounts and passwords to prevent and restrict the access and use of the Licensed Software from unauthorized individuals.

c) Licensee is prohibited from and shall not: (i) de-compile, reverse engineer or disassemble the Licensed Software or apply any other process or procedure to derive the source code thereof, or allow any third party to do so; (ii) sell, re-license, rent, lease, provide service bureau or timeshare access to, the Licensed Software; (iii) use the Licensed Software for incorporation in any device, article, commodity, product or goods for use by or sale or lease to third parties, or for the provision of services to third parties; (iv) except as expressly provided in the Order, modify, publish, transmit, reproduce, create derivative works from, distribute, perform, display or in any way exploit the Licensed Software in whole or in part; or (v) use the Licensed Software or the output thereof in any way that is (1) fraudulent or misleading, harmful, offensive, or violates applicable law, rule or regulation, including the export, re-export, access or use of the Licensed Software, either directly or indirectly, in violation of the U.S. economic sanctions or export controls laws and regulations, (2) not authorized by this Agreement of the Order, (3) in violation of the applicable acceptable use policy, or (4) in violation of any terms of use for any Licensee Data that apply to Licensee by its licensors. In addition, Licensee shall not use or permit third parties to use the Licensed Software in any way that (A) interferes with or disrupts other network users, network services or network equipment, including spamming; (B) results in the introduction of computer worms or viruses; (C) involves the use of false identities; (D) attempts to gain unauthorized entry to any servers or databases through which such Licensed Software is provided; or (E) transmits, stores, displays, distributes or otherwise makes available content or Licensee Data that is illegal, harmful, fraudulent, infringing or offensive.

d) The Subscription Offering embodies valuable copyright, patent, trademark, trade secret and other intellectual property rights owned or licensed by Deloitte Consulting. Deloitte Consulting or its licensors retain all right, title and interest in all such proprietary rights and property, and Licensee shall have no interest in any such rights or property, nor will anything contained in this Agreement constitute a license or grant of any rights to Licensee with respect to any copyright, patent, trademark, trade secret or any other intellectual property right other than as specifically provided in Section 2(a) of this Agreement.

e) Deloitte Consulting reserves the right, at any time, to review Licensee's use of the Licensed Software to confirm compliance with the terms of this Agreement, and to take such action as it deems necessary, including suspension of a User's access to the Licensed Software if there has been a violation of such restrictions.

**7. Updates, Modifications and Enhancements.** Except for the Support and Maintenance and Additional Support Requests, Deloitte Consulting shall have no obligation under this Agreement to provide updates, modifications or enhancements to the Licensed Software, or to provide maintenance, support or other services with respect to the Licensed Software. Any updates, modifications or enhancements provided to Licensee as part of the Support and Maintenance, Additional Support Requests or otherwise shall be and remain the sole and exclusive property of Deloitte Consulting. The term "Licensed Software" as used herein shall include such updates, modifications or enhancements.

**8. Confidentiality.** To the extent that, in connection with this License, either Deloitte Consulting or Licensee (each, the "receiving party") comes into possession of any confidential information of the other (the "disclosing party"), it will not disclose such information to any third party without the disclosing party's consent, using at least the same degree of care as it employs in maintaining in confidence its own confidential information of a similar nature, but in no event less than a reasonable degree of care. The disclosing party hereby consents to the receiving party disclosing such information (a) as expressly set forth in the Order; (b) to contractors providing administrative, infrastructure and other support services to the receiving party and subcontractors providing services in connection with this License, in each case, whether located within or outside of the United States, provided that such contractors and subcontractors have agreed to be bound by confidentiality obligations similar to those in this Section; (c) as may be required by law or regulation, or to respond to governmental inquiries, or in accordance with applicable professional standards or rules, or in connection with litigation pertaining to this License; or (d) to the extent such information (i) is or becomes publicly available other than as the result of a disclosure in breach hereof, (ii) becomes available to the receiving party on a nonconfidential basis from a source that the receiving party believes is not prohibited from disclosing such information to the receiving party, (iii) is already known by the receiving party without any obligation of confidentiality with respect thereto, or (iv) is developed by the receiving party independently of any disclosures made to the receiving party hereunder.

**9. Data Security.** Deloitte Consulting will maintain appropriate administrative, physical and technical safeguards for the protection of the security, confidentiality and integrity of the Licensee Data resident in the Licensed Software, including as set forth in Attachment 3. To the extent Deloitte Consulting is Processing Personal Data (as each such term is defined in Attachment 4) in connection with the Licensed Software, the terms of Attachment 4 shall apply. In addition, the Business Associate Appendix attached to this Agreement as Attachment 5, and the requirements and obligations therein including with respect to privacy and security

requirements, will apply to Deloitte Consulting's use and disclosure of Protected Health Information (as defined in Attachment 5) in connection its performance under this Agreement.

**10. Limited Warranty and Disclaimer.** Deloitte Consulting represents and warrants that (i) the Support and Maintenance and Additional Support Requests will be provided in a professional and workmanlike manner, (ii) the Licensed Software will substantially conform to its then-current Documentation for such Licensed Software, and (iii) it has the right to grant the license to the Licensed Software as set forth herein. Deloitte Consulting does not represent or warrant that the Subscription Offering will meet Licensee's requirements or that operation of the Licensed Software will be uninterrupted or error free. DELOITTE CONSULTING DISCLAIMS ALL OTHER REPRESENTATIONS AND WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

**11. Indemnification.**

a) Deloitte Consulting agrees to defend Licensee against all third party claims that Licensed Software infringes a patent or copyright or constitutes an unauthorized use of any trade secret of such third party, and to indemnify and hold harmless Licensee from any damages, liabilities and costs finally awarded by a court or amounts paid in a settlement agreed to by Deloitte Consulting, except to the extent that such infringement or unauthorized use arises from, or could have been avoided except for (i) modification of such Licensed Software other than by Deloitte Consulting or its contractors, or use thereof in a manner not contemplated or permitted by this License, (ii) the failure of the indemnified party to use any corrections or modifications made available by Deloitte Consulting, (iii) information, materials, instructions, specifications, requirements or designs provided by or on behalf of the indemnified party, or (iv) the use of such Licensed Software in combination with any platform, product, network or data not provided by Deloitte Consulting. If Licensee's use of such Licensed Software, or any portion thereof, is or is likely to be enjoined by order of a court of competent jurisdiction as such an infringement or unauthorized use, Deloitte Consulting, at its option and expense, shall have the right to (x) procure for Licensee the continued use of such Licensed Software, (y) replace such Licensed Software with a non-infringing item, or (z) modify such Licensed Software so it becomes non-infringing; provided that, if (y) or (z) is the option chosen by Deloitte Consulting, the replacement or modified Licensed Software is capable of performing substantially the same function. In the event Deloitte Consulting cannot reasonably procure, replace or modify such Licensed Software in accordance with the immediately preceding sentence, Deloitte Consulting may require Licensee to cease use of such Licensed Software and refund Licensee a pro-rata portion of the license fee paid by Licensee for the Licensed Software. The foregoing provisions of this paragraph constitute the sole and exclusive remedy of the indemnified parties, and the sole and exclusive obligation of Deloitte Consulting, relating to a claim that any Licensed Software infringes any patent, copyright or other intellectual property right of a third party.

b) As a condition to the indemnity obligations contained herein, Licensee shall provide Deloitte Consulting with prompt notice of any claim for which indemnification shall be sought hereunder and shall cooperate in all reasonable respects with Deloitte Consulting in connection with any such claim. Deloitte Consulting shall be entitled to control the handling of any such claim and to defend or settle any such claim, in its sole discretion, with counsel of its own choosing.

**12. Limitation on Damages.** Neither party, its contractors or their respective personnel shall be liable for any claims, liabilities or expenses relating to this Agreement ("**Claims**") for an aggregate

amount in excess of the fees paid by Licensee to Deloitte Consulting hereunder over the 12-month period immediately preceding the date on which the initial act or omission giving rise to the liability first occurs ("**Damages Cap**"), except that the foregoing will not limit amounts owing by Licensee to Deloitte Consulting for the charges thereunder. In no event shall either party, its contractors or their respective personnel be liable for any loss of use, data, goodwill, revenues or profits (whether or not deemed to constitute a direct Claim), or any consequential, special, indirect, incidental, punitive or exemplary loss, damage or expense, relating to this License. The terms of this Section shall not apply (a) to any Claim for which Deloitte Consulting has an express indemnification obligation under this Agreement, (b) to a breach of the license restrictions set forth in this Agreement or provision of Licensee Data that is unlawful or infringes a third party's intellectual property rights, (c) to any unauthorized disclosure of Licensee Data by Deloitte Consulting to the extent resulting from a breach of its obligations of confidentiality set forth in Section 8 (Confidentiality), or its privacy or data security obligations set forth in Section 9 (Data Security), Attachment 3 (Data Security), Attachment 4 (Data Protection) or Attachment 5 (Business Associate Appendix), provided that in no event shall Deloitte Consulting's liability as it pertains to this subsection (c) exceed an aggregate amount in excess of two times (2x) the Damages Cap, or (d) to the extent resulting from a party's bad faith or intentional misconduct. In circumstances where any limitation on damages or indemnification provision hereunder is unavailable, the aggregate liability of each party, its contractors and their respective personnel for any Claim shall not exceed an amount that is proportional to the relative fault that their conduct bears to all other conduct giving rise to such Claim. No contractor, vendor or licensor of Deloitte Consulting shall have any obligation or liability to Licensee under this Agreement with respect to the Subscription Offering.

**13. General. Governing Law.** This Agreement, and all matters relating to this Agreement, shall be governed by the laws of the State of \_\_\_\_\_ (without giving effect to the choice of law principles thereof). **Entire Agreement.** This Agreement and its attachments constitute the entire agreement with respect to the subject matter hereof and thereof and supersedes all other oral or written representations, understandings, or agreements relating to the subject matter hereof and thereof. In making its determination to proceed with this Agreement, neither party has relied on any representations of the other party except as expressly set forth in

this Agreement. **Severability.** If any provision of this Agreement is found unenforceable, such provision shall not affect the other provisions, but such unenforceable provision shall be deemed modified to the extent necessary to render it enforceable, preserving to the fullest extent permitted the intent of the parties set forth in this Agreement. **Waivers and Amendments.** No delay or omission by a party in enforcing its rights or remedies under this Agreement shall impair such right or remedy or be deemed to be a waiver thereof. No waiver of any right or remedy under this Agreement with respect to any occurrence or event on one occasion shall be deemed a waiver of such right or remedy with respect to such occurrence or event on any other occasion. No amendment or waiver of this Agreement shall be valid unless in writing and signed by the parties thereto. **Binding Nature; Assignment.** This Agreement shall be binding on the respective parties thereto and their respective permitted successors and assigns; provided, however, that, neither party may assign any of its rights or obligations (including interests or claims) relating to this Agreement without the prior written consent of the other. **Survival and Interpretation.** All provisions which are intended by their nature to survive the performance of this Agreement shall survive such performance, or the expiration or termination of this Agreement. **Each of the provisions of this Agreement shall apply to the fullest extent of the law, whether in contract, statute, tort (such as negligence) or otherwise, notwithstanding the failure of the essential purpose of any remedy.** Any references herein to the term "including" shall be deemed to be followed by "without limitation." Terms and conditions appearing on any purchase order shall not apply to or become part of this Agreement regardless of any statement to the contrary in such purchase order. **Independent Contractor.** Each of Deloitte Consulting and Licensee is an independent contractor and neither party is, nor shall be considered to be, nor shall purport to act as, the other's agent, partner, fiduciary, joint venturer, or representative. **Force Majeure.** Neither party shall be liable for any delays or nonperformance directly or indirectly resulting from circumstances or causes beyond its reasonable control, including fire, epidemic or other casualty, act of God, strike or labor dispute, war or other violence, or any law, order, or requirement of any governmental agency or authority. **Notices.** All notices hereunder shall be (a) in writing, (b) delivered to the representatives of the parties at the addresses set forth herein, unless changed by either party by notice to the other party, and (c) effective upon receipt.

**IN WITNESS WHEREOF,** Deloitte Consulting and Licensee have caused this Agreement to be executed and delivered by their respective duly authorized representatives as of the date first set forth above.

**Deloitte Consulting LLP**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**[insert full legal name of Licensee]**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**ATTACHMENT 1**

**Order**

**1. Licensed Software:** Deloitte Consulting will provide the following Licensed Software subject to the terms and conditions set forth in the Agreement and this Order:

Licensed Software	Description
HealthInteractive (SaaS version)	A purpose built integration platform that provides the foundation for building modular Medicaid Enterprise solutions.

**2. Subscription Fees:** Licensee shall pay the following fees for the Subscription Offering. Fees are exclusive of any applicable taxes, including applicable sales and use tax, which will be billed at actuals.

Fee Type	License Term	Amount	Pricing Includes
Annual subscription license fee	Initial Term: xx/xx/xxxx – xx/xx/xxxx	\$x / per year	<ul style="list-style-type: none"> <li>• Maximum Monthly Production Transactions: [x]</li> <li>• Maximum Transactions Per Second: [x] (burst)</li> <li>• Production Environment (FedRAMP Moderate): [x]</li> <li>• DR Environment: [x]</li> <li>• Non-Production Environments: [x] System Environments including [x] logical instances</li> <li>• Maximum monthly non-EDI web service transactions: SIT (System Testing): [x], STG (Staging): [x], PERF (Performance): [x]</li> <li>• Maximum monthly non-EDI Transactions in remaining non-production environments: [x]</li> <li>• Vendor connectivity permitted in SIT, STG, PERF and PROD (Production) Environments: [x]</li> <li>• ECM Storage: Up to [x] TB</li> <li>• Disaster Recovery Model: Multi AZ (Primary) and Multi Region (Secondary)</li> <li>• Monthly Network Bandwidth - Primary Region: Up to [x] TB data transfer per month via load balancers</li> <li>• Monthly Network Bandwidth - Secondary Region: Up to [x] TB data transfer per month via load balancers</li> </ul>
	Optional Renewal Term #1: xx/xx/xxxx – xx/xx/xxxx	\$x / per year	
	Optional Renewal Term #2: xx/xx/xxxx – xx/xx/xxxx	\$x / per year	
	<i>[add additional Optional Renewal Terms as applicable]</i>	\$x / per year	



**3. Add-Ons.** The following Add-Ons may be obtained by Licensee during the term of the Order at the costs set forth below. If Licensee desires to add any of these additional items, it may do so by providing written notice to Deloitte Consulting.

Description	Cost
Additional 1 Non-Production Test Environment(s) - includes up to 3 logical instances  This environment can be scaled up to 40% of production environment size. This environment will be deployed only in single AZ.	[\$x] / per year
Each Additional 10M Transactions per Month	[\$x] / per year
Additional Managed ECM Storage per TB Includes backups and Disaster Recovery	[\$x] / per year
Additional Monthly Bandwidth per TB	[\$x] / per year

\*the additional costs for the applicable Add-Ons that are added during a subscription year will be prorated for the remainder of such year.

**4. Additional Support Requests:** Licensee may request the following additional items in connection with the Subscription Offering at the fees set forth below. Licensee may notify Deloitte Consulting of its desire to purchase such item either during the term of this Order by providing written notice to Deloitte Consulting. Additional Support Request fees below are exclusive of any applicable taxes, including applicable sales and use tax, which will be billed at actuals.

Service Support Request	Description	Cost
Additional Maintenance Support	To provide assistance with the following: <ul style="list-style-type: none"> <li>Insights into the operational effectiveness of the integrations implemented on HealthInteractive™ across the enterprise</li> <li>Integration troubleshooting assistance for module vendors and trading partners</li> <li>Recommendations and options for optimizing integration performance</li> <li>Monitoring support for the integrations implemented on HealthInteractive™</li> </ul>	<ul style="list-style-type: none"> <li>Silver - \$[X] for up to XXX hours of Maintenance Support</li> <li>Gold - \$[X] for up to YYY hours of Maintenance Support</li> <li>Platinum - \$[X] for up to ZZZ hours of Maintenance Support</li> </ul>
Integration Support	To provide assistance with the following: <ul style="list-style-type: none"> <li>Provide additional integrations on HealthInteractive™</li> <li>Provide integration recommendations and options for connectivity between modules</li> <li>Provide architectural recommendations and options for module integrations</li> </ul>	<ul style="list-style-type: none"> <li>Silver - \$[X] for up to XXX hours of Integration Support</li> <li>Gold - \$[X] for up to YYY hours of Integration Support</li> <li>Platinum - \$[X] for up to ZZZ hours of Integration Support</li> </ul>

**5. License Term:** The term of this Agreement is for the initial term set forth in Section 2 above (the “**Initial Term**”). The term may be renewed for one (1) year optional renewal periods as set forth in Section 2 above (each, a “**Renewal Term**”) upon agreement of the parties. Except at the end of the applicable Initial Term or Renewal Term the license hereunder is noncancelable, and all fees due and/or paid hereunder are nonrefundable.

**6. Support and Maintenance:** Included in the subscription fee is standard Support and Maintenance for the Licensed Software as set forth in Attachment 2 of the Agreement.

**7. Payment Terms:** The annual subscription license fees for the first year of the Initial Term shall be invoiced upon execution of this Agreement. Costs for Add-Ons and Additional Support Requests will be invoiced as incurred. Subsequent year annual subscription

license fees for each remaining year of the Initial Term and for any Renewal Term (inclusive of any Add-Ons from the previous year) will be invoiced at the beginning of each such year.

**8. Requirements and Assumptions.** The following is a list of requirements and assumptions upon which this Agreement is based. Any failure of or deviation from these requirements or assumptions may affect the ability of Licensee to use the Licensed Software and may result in changes to the fees set forth herein.

- Licensee is responsible for the quality of the data from its systems of record, as well as for making internal and external systems of record used by the Licensee available throughout the subscription term.
- Licensee will provide all data needed from the source system to the Licensed Software in the required standardized data input files.
- Licensee Data within the Licensed Software is backed-up and retained per the following schedule during the term of this Agreement:
  - Daily incremental backups with retention of eight days
  - Weekly incremental backups with retention of five weeks
  - Monthly full backups with retention of 13 months
  - Annual full backups with retention during the Term of this Agreement, not to exceed seven years
- Upon termination or expiration of this Agreement, Deloitte Consulting will maintain for 30 days from the effective date thereof the information contained within the Licensed Software as of the termination or expiration date. Subject to Licensee's payment of the out of pocket costs in connection therewith, Deloitte Consulting can provide Licensee with an industry standard file format of such data to move from the Licensed Software environment to Licensee's designated data center location. Licensee is responsible for requesting information and retaining such information it requires to comply with applicable laws, rules and regulations or its own policies regarding system validation archival information data retention requirements.

**ATTACHMENT 2**  
**Support and Maintenance**

**Support Scope**

Standard Support and Maintenance for the Licensed Software consists of the following: Resolution of incidents (“break-fix” maintenance) and root cause analysis support to address Licensed Software and/or computing infrastructure problems, performance monitoring and management, patching, security and access control management, and the resolution of end user support requests.

**Support Coverage**

Deloitte Consulting’s support team will be available 5 days a week (Monday through Friday) from 7am to 7pm Central Time, excluding State observed holidays. Critical issues can be escalated (via email or phone) to the primary support contact for off-hours support. The support team can be contacted at a designated email address and / or phone number as provided in the Licensed Software.

**Types of Support**

Licensee or its ISL Service Provider will provide Level 0 and Level 1 support and Deloitte Consulting HealthInteractive Support Team will provide Level 2 and Level 3 support as set out in the following table, which it will provide in accordance with the Service Levels set forth below.

Level	Responsibility	Description of Support
Level 0	Licensee / Self Help	Initial problem resolution support provided from Licensee to end-users of the application. When Licensee cannot resolve the problem, they will contact and report the problem to the Licensee Help desk or key contacts with access to the support services portal.
Level 1	Licensee's ISL Service Provider	Problem resolution support provided by the Licensee's ISL Service Provider to end-users, which may include call triage and prioritization, navigation, “How to”, or other support which can be done quickly without having to perform root cause analysis.
Level 2	Deloitte Consulting HealthInteractive Support Team	Break-fix resolution to address application and/or computing infrastructure problems within scope. Level 2 problems could include configuration changes to software and/or computing infrastructure.
Level 3	Deloitte Consulting HealthInteractive Support Team	Break-fix resolution to address application and / or computing infrastructure problems within scope, which may require liaising with the 3 <sup>rd</sup> party vendors to resolve. May also include the application of patches or support.

**Service Levels**

Severity Level	Description	Target Response Time	Target Resolution Time
Severity 1 (Critical)	Incident is of critical nature with significant impact (i.e., business interruption) – i.e., the Licensed Software is not accessible or not functioning.	2 hours	8 hours
Severity 2 (High)	Significant impairment of the Licensed Software functionality or performance is seriously degraded, but operational. The problem impacts a majority of, but not all, users.	4 business hours	1 business day
Severity 3 (Medium)	The performance of the Licensed Software is noticeably impaired but continues to be accessible and functional.	1 business day	3 business days
Severity 4 (Low)	Errors affecting ease of Licensed Software operation or causing improper display of information, or an authorized user of the Licensed Software requires information or assistance on the capabilities, configurations or operation of the Licensed Software.	2 business days	N/A

**Licensed Software Availability**

Deloitte Consulting will use commercially reasonable efforts to make the Licensed Software available 99.0% per month, less scheduled maintenance or unavailability caused by circumstances beyond Deloitte Consulting’s control, including, downtime as a result of Licensee’s network issues, issues as a result of Data errors or unanticipated Data volume, or events of force majeure.

## ATTACHMENT 3

### Data Security

#### **1. Information Security Program**

Deloitte Consulting will maintain an information security program with documented policies, standards, and operational practices, and comply with all data security and privacy laws applicable to Deloitte Consulting in connection with its processing, including storage and hosting, of Licensee Data within the Licensed Software pursuant to this Agreement.

#### **2. Safeguards**

2.1 As part of its information security program, Deloitte Consulting will maintain administrative, technical and physical safeguards in connection with the Licensed Software that are designed (a) to protect the security, confidentiality and integrity of the Licensee Data; (b) to guard against security incidents; and (c) in accordance with ISO 27001 and ISO 27002 or similar prevailing industry standards.

2.2 Such safeguards, processes and controls will include, at a minimum, the following:

- a) access controls that grant access to Licensee Data within the Licensed Software only to authorized personnel and remove access from personnel when are no longer authorized to have such access;
- b) use of secure coding practices as part of the software development life cycle (SDLC) for the Licensed Software;
- c) administrative controls applicable to personnel, such as communication of all applicable information security policies, background checks, security awareness training and disciplinary processes;
- d) physical and environmental security of facilities, including ingress and egress logs;
- e) maintenance of a security incident management program;
- f) network perimeter security, including intrusion prevention systems, firewalls, activity logging and other measures preventing attacks and restricting access to authorized individuals;
- g) vulnerability management, including patching and virus scanning;
- h) change management processes whereby change requests for the Licensed Software are formally approved by appropriate Deloitte Consulting personnel before changes are made to the Licensed Software, and regression and other security testing prior to installing upgrades, code fixes, or enhancements to the Licensed Software application;
- i) encryption of Licensee Data while hosted within the Licensed Software during transit and at rest;
- j) controls designed to protect the Licensed Software against viruses, malware or malicious code or other threats that may cause the Licensed Software or Licensee Data within it to become compromised;
- k) a process for regularly testing, assessing and evaluating the effectiveness of security controls, including penetration testing and internal audit; and
- l) procedures to logically segregate Licensee Data within the Licensed Software from data belonging to any other licensees of the Licensed Software.

2.3 In response to evolving technologies, industry standards, and marketplace expectations, from time to time Deloitte Consulting may upgrade or modify the safeguards, processes and controls that it is required to maintain hereunder; provided that such changes do not diminish the overall level of information security afforded to the Licensee Data by the processes and controls described hereunder.

2.4 Deloitte Consulting will only collect, access, use, or share Licensee Data, or transfer Licensee Data to authorized third parties, in connection with the performance of its obligations under the Agreement or the applicable Order, or to comply with legal obligations. Deloitte Consulting will not make any secondary or other use (e.g., for the purpose of data mining) of Licensee Data except (a) as expressly authorized in writing by Licensee in connection with Licensee's use of the Licensed Software, or (b) as required by law.

2.5 Deloitte Consulting assists its licensees in fulfilling their data privacy obligations to respond to: (a) requests from individuals with respect to their Personal Data Processed (as defined in Attachment 4) by Deloitte Consulting; or (b) questions relating to Deloitte Consulting's Processing of Personal Data.

#### **3. Business Continuity Program**

Deloitte Consulting maintains an enterprise business continuity management program for the recovery of business processes, systems

and associated data used to provide the Licensed Software. Such program includes emergency response and disaster recovery procedures (including backup capabilities) designed to restore essential business functions and processes within a reasonable period following the occurrence of a disaster or other unplanned interruption. Upon written request, Deloitte Consulting will provide summary information to Licensee regarding its business continuity management program and make appropriate personnel available for discussion.

#### **4. Data Back-up**

As part of its disaster recovery processes, Deloitte Consulting will use industry standard processes for backups and/or data redundancy of Licensee Data in the Licensed Software. All backup media is encrypted during transit and at rest and securely transported.

#### **5. Security Incident**

In the event Deloitte Consulting discovers an unauthorized access to or disclosure of Licensee Data in Deloitte Consulting's possession or control that compromises the confidentiality, integrity or availability of such Licensee Data (a "Security Incident"), Deloitte Consulting will (i) promptly notify Licensee thereof without undue delay (but in no event more than 48 hours) after confirming the Security Incident, investigate and take appropriate steps to halt the Incident (if it is ongoing), and remediate the root cause of the Security Incident, and (iii) provide cooperation reasonably requested by Licensee in the furtherance of its investigation, or its preparation of notifications to send to affected individuals, applicable regulators, or other relevant third parties.

#### **6. Return or Disposal of Licensee Data**

Upon termination or expiration of the applicable Order and Licensee's written request, Deloitte Consulting will destroy, or, if agreed by the parties as set forth in the Order, return, Licensee Data maintained within the Licensed Software, except where retention is permitted for archival purposes or as otherwise required by any law, regulation or professional standard. Acceptable methods of destruction are (i) physical destruction of the media containing such Licensee Data, (ii) deleting or otherwise modifying the Licensee Data to make it unreadable, unreconstructable and indecipherable, or (iii) any other method specified in NIST Special Publication 800-88 Guidelines for Media Sanitization.

#### **7. Third Party Hosting Provider**

Licensee acknowledges that the Licensed Software runs on Amazon Web Services (AWS) and additional information about the standards and related practices for its cloud security is set out at AWS's website at <https://aws.amazon.com/whitepapers/#security>.

## ATTACHMENT 4

### Data Protection

#### 1. Definitions

Capitalized terms used but not defined in this Attachment shall have the meanings set forth in the Agreement.

- 1.1. **“Data Protection Laws”** means data privacy laws addressing the protection of information relating to an identified or identifiable natural person to the extent applicable to performance hereunder.
- 1.2. **“Data Subject”** means any individual about whom Personal Data may be Processed under the Agreement.
- 1.3. **“Personal Data”** has the meaning given by applicable Data Protection Laws, but shall be restricted to information of a Data Subject that Licensee provides to Deloitte Consulting in connection with the Licensed Software.
- 1.4. **“Personal Data Breach”** means any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Personal Data.
- 1.5. **“Process”, “Processed” or “Processing”** means any operation or set of operations which is performed upon Personal Data, whether or not by automated means, such as collection, recording, organization, structuring, transfer, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination, transfer or otherwise making available, alignment or combination, restriction, erasure or destruction of Personal Data.
- 1.6. **“Subprocessor”** means any third party that Deloitte Consulting engages to Process Personal Data on behalf of Deloitte Consulting to provide the Licensed Software.

#### 2. Data Processing and Protection

- 2.1. **Limitations on Use; Instructions.** Deloitte Consulting shall and require that Subprocessors shall, Process Personal Data only on behalf of Licensee in accordance with the Agreement, this Attachment, Data Protection Laws to which Deloitte Consulting is subject, or documented instructions of Licensee set forth in the Agreement or otherwise. Licensee shall limit disclosures of Personal Data to Deloitte Consulting or Subprocessors to the minimum necessary for Deloitte Consulting or Subprocessors to provide the Licensed Software. Deloitte Consulting shall not sell, retain, use or disclose, Personal Data to any third party as such terms are defined under applicable Data Protection Laws other than for its performance under the Agreement. Deloitte Consulting certifies that it understands the restrictions on Processing of Personal Data as set forth in this Section.
- 2.2. **Processing.** The details of Processing are described in Section 3 (Data Processing Details) below.
- 2.3. **Confidentiality.** Access to Personal Data by Deloitte Consulting and its Subprocessors shall be limited to their authorized personnel who need to access Personal Data in connection with performing Deloitte Consulting’s obligations under the Agreement, and who have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.
- 2.4. **Security.** Deloitte Consulting shall require its Subprocessors to implement and maintain an information security program with appropriate technical and organizational measures to protect the security of Personal Data to a level of security appropriate to the risk, in particular, from accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Data.
- 2.5. **Subprocessors.** Licensee hereby provides a general authorization for the Processing of Personal Data by (a) vendors providing a component of the Licensed Software under the Agreement, and (b) contractors to the extent necessary, while providing ancillary administrative, infrastructure and other support services to Deloitte Consulting. Deloitte Consulting shall not disclose, transfer and/or grant access to Personal Data to a Subprocessor unless Deloitte Consulting: (i) executes a written agreement with Subprocessor that contains substantially similar data protection obligations imposed on Deloitte Consulting by this Attachment, including implementing appropriate technical and organizational measures; and (ii) remains fully responsible for Subprocessor’s failure to fulfill its obligations with respect to the Processing of Personal Data as if Deloitte Consulting had failed to fulfill such obligations.
- 2.6. **Data Subject Requests.** Deloitte Consulting shall promptly notify Licensee, unless specifically prohibited by applicable law, if Deloitte Consulting or Subprocessor receives: (a) any request from a Data Subject with respect to Personal Data Processed; or (b) any complaint relating to the Processing of Personal Data. Deloitte Consulting shall reasonably assist Licensee, at Licensee’s expense, to comply with any exercise of rights by a Data Subject under applicable Data Protection Laws with respect to relevant Personal Data.
- 2.7. **Audit.** Upon written request, Deloitte Consulting shall make available to Licensee information on its Processing of Personal Data necessary to demonstrate Deloitte Consulting’s compliance with its obligations herein. To the extent relevant, this may include third party assessments or certifications of certain of Deloitte Consulting’s information technology controls. Licensee shall not disclose such third party assessments, or refer thereto in any communication, to any other person or entity. Third party assessments or certifications with respect to the data centers hosting the Licensed Software are accessible via Amazon Web Services’ website at <https://aws.amazon.com/whitepapers/#security>.

2.8. **Breach Notice.** Deloitte Consulting shall notify Licensee in writing without undue delay (but in no event more than 48 hours) after becoming aware of any Personal Data Breach, providing Licensee with sufficient information to allow Licensee to meet its obligations under applicable Data Protection Laws to report to or inform Data Subjects and applicable regulators of the Personal Data Breach.

2.9. **Breach Response.** Deloitte Consulting shall take appropriate steps to (a) investigate and take appropriate steps to halt any Personal Data Breach (if it is ongoing), and remediate the root cause of the Personal Data Breach and (b) provide cooperation reasonably requested by Licensee in the furtherance of its investigation, or its preparation of notification to send to affected Data Subjects, applicable regulators, or other relevant third parties.

2.10. **Return or Disposal.** Upon termination or expiration of the applicable Order and Licensee's written request, Deloitte Consulting shall and require that Subprocessors shall, cease Processing Personal Data and shall destroy, or, if agreed to by the parties as set forth in the Order, shall return Personal Data in Deloitte Consulting's or Subprocessor's possession or control, except where retention is permitted for archival purposes or as otherwise required by any law, regulation or professional standard.

2.11. **General Cooperation.** Upon written request, Deloitte Consulting shall make available information with respect to Deloitte Consulting's Processing of Personal Data to reasonably assist Licensee in fulfilling its obligations under applicable Data Protection Laws with respect to maintaining the security of Personal Data, and conducting privacy and data protection impact assessments.

### 3. Data Processing Details

**NATURE AND PURPOSE OF THE PROCESSING:** Deloitte Consulting provides the Licensed Software as further described in the Agreement.

**DURATION AND SUBJECT MATTER OF THE PROCESSING:** The duration of the Processing is for so long as Deloitte Consulting provides the Licensed Software for Licensee or Processes Personal Data. The subject matter of the Processing is set forth in the Agreement.

**TYPE OF PERSONAL DATA:** Personal Data Processed relating to the following categories of data: All categories of data ordinarily Processed by a state Medicaid Management Information System, such as names, addresses, date of birth, financial information and residency.

**CATEGORIES OF DATA SUBJECTS:** Personal Data Processed relating to the following categories of Data Subjects: individuals receiving Medicaid benefits.

**PROCESSING INSTRUCTIONS:** Personal Data Processed shall be subject to the following Processing activities in addition to any activities set forth the Agreement: Processing by Deloitte Consulting (or Subprocessors) related to the provision of the Licensed Software to Licensee, in accordance with the terms and conditions of this Attachment and the Agreement.

**OBLIGATIONS AND RIGHTS OF LICENSEE:** The obligations and rights of Licensee are set forth in the Agreement and this Attachment.



## ATTACHMENT 5

### Business Associate Appendix

If and to the extent, and so long as, required by HIPAA or HITECH (each as defined below), and not otherwise, Deloitte Consulting and Licensee agree to the following in connection with Deloitte Consulting's performance under the Agreement.

(A) Unless otherwise specified in this Business Associate Appendix, all capitalized terms used in this Business Associate Appendix shall have the meanings established for purposes of HIPAA or HITECH, as applicable. Specific statutory or regulatory citations used in this Business Associate Appendix shall mean such citations as amended and in effect from time to time.

1. "Compliance Date" shall mean, with respect to any applicable provision in this Business Associate Appendix, the later of the date by which compliance with such provision is required under HITECH and the effective date of this Agreement.
2. "Electronic Protected Health Information" shall mean Protected Health Information that is transmitted or maintained in electronic media.
3. "HIPAA" shall mean the Health Insurance Portability and Accountability Act, 42 U.S.C. §§ 1320d through 1320d-8, as amended from time to time, and all associated existing and future implementing regulations, when effective and as amended from time to time.
4. "HITECH" shall mean Subtitle D of the Health Information Technology for Economic and Clinical Health Act provisions of the American Recovery and Reinvestment Act of 2009, 42 U.S.C. §§17921-17954, as amended from time to time, and all associated existing and future implementing regulations, when effective and as amended from time to time.
5. "Protected Health Information" shall mean the term as defined in 45 C.F.R. § 160.103, and is limited to the Protected Health Information received from, or received or created on behalf of, Licensee by Deloitte Consulting in connection with its provision of the Licensed Software.
6. "Privacy Rule" shall mean the federal privacy regulations issued pursuant to HIPAA, as amended from time to time, codified at 45 C.F.R. Part 164 (Subparts A and E).
7. "Security Rule" shall mean the federal security regulations issued pursuant to HIPAA, as amended from time to time, codified at 45 C.F.R. Part 164 (Subparts A and C).
8. "Licensed Software" shall have the meaning set forth in the Agreement.
9. "Unsecured Protected Health Information" shall mean Protected Health Information that is not rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of a technology or methodology specified by the Secretary in the regulations or guidance issued pursuant to 42 U.S.C. §17932(h)(2).

(B) With regard to Deloitte Consulting's use and disclosure of Protected Health Information:

1. Deloitte Consulting may use and disclose Protected Health Information as reasonably required or contemplated in connection with the performance under the Agreement, excluding the use or further disclosure of Protected Health Information in a manner that would violate the requirements of the Privacy Rule, if done by Licensee. Notwithstanding the foregoing, Deloitte Consulting may use and disclose Protected Health Information for the proper management and administration of Deloitte Consulting as provided in 45 C.F.R. § 164.504(e)(4).
2. Deloitte Consulting will not use or further disclose Protected Health Information other than as permitted or required by this Business Associate Appendix, and in compliance with each applicable requirement of 45 C.F.R. § 164.504(e), or as otherwise Required by Law. Without limiting the generality of the foregoing sentence, to the extent Deloitte Consulting carries out Licensee's obligations under the Privacy Rule, Deloitte Consulting shall comply with the requirements of the Privacy Rule that apply to Licensee in the performance of those obligations.
3. Deloitte Consulting will implement and use appropriate administrative, physical and technical safeguards to (i) prevent use or disclosure of Protected Health Information other than as permitted or required by this Business Associate Appendix; (ii) reasonably and appropriately protect the confidentiality, integrity, and availability of the Electronic Protected Health Information that Deloitte Consulting creates, receives, maintains, or transmits on behalf of Licensee; and (iii) comply with the Security Rule with respect to Electronic Protected Health Information.

4. Deloitte Consulting will, without unreasonable delay, report to Licensee (i) any use or disclosure of Protected Health Information not provided for by this Business Associate Appendix of which it becomes aware in accordance with 45 C.F.R. § 164.504(e)(2)(ii)(C); and/or (ii) any Security Incident affecting Electronic Protected Health Information of which Deloitte Consulting becomes aware in accordance with 45 C.F.R. § 164.314(a)(2)(C).
  5. Deloitte Consulting will, without unreasonable delay, and in any event no later than forty five (45) calendar days after Discovery, notify Licensee of any Breach of Unsecured Protected Health Information. The notification shall include, to the extent possible (and subsequently as the information becomes available), the identification of all individuals whose Unsecured Protected Health Information is reasonably believed by Deloitte Consulting to have been Breached along with any other available information that is required to be included in the notification to the Individual, the Secretary and/or the media, all in accordance with the data breach notification requirements set forth in 42 U.S.C. § 17932 and 45 C.F.R. Parts 160 and 164 (Subparts A, D, and E).
  6. Deloitte Consulting will ensure that any subcontractors or agents to whom Deloitte Consulting provides Protected Health Information agree in writing to the same restrictions and conditions that apply to Deloitte Consulting with respect to such Protected Health Information. To the extent that Deloitte Consulting provides Electronic Protected Health Information to a subcontractor or agent, it will require the subcontractor or agent to implement reasonable and appropriate safeguards to protect the Electronic Protected Health Information consistent with the requirements of this Business Associate Appendix.
  7. Deloitte Consulting will, to the extent that Protected Health Information in Deloitte Consulting's possession constitutes a Designated Record Set, make available such Protected Health Information to Licensee to permit Licensee to respond to a request by an Individual in accordance with 45 C.F.R. § 164.524.
  8. In the event that Deloitte Consulting in connection with the Licensed Software uses or maintains an Electronic Health Record of Protected Health Information of or about an Individual, Deloitte Consulting will provide an electronic copy of such Protected Health Information to Licensee to permit Licensee to respond to a request by an Individual in accordance with 42 U.S.C. § 17935(e).
  9. Deloitte Consulting will, to the extent that Protected Health Information in Deloitte Consulting's possession constitutes a Designated Record Set, make available to Licensee such Protected Health Information for amendment and incorporate any amendments to such information as directed by Licensee, all in accordance with 45 C.F.R. § 164.526.
  10. Deloitte Consulting will document and make available to Licensee the information required to provide an accounting of disclosures of Protected Health Information, in accordance with 45 C.F.R. § 164.528.
  11. In the event that Deloitte Consulting in connection with the Licensed Software uses or maintains an Electronic Health Record of Protected Health Information of or about an Individual, Deloitte Consulting will make available to Licensee the information required to provide an accounting of disclosures of such Protected Health Information in accordance with the requirements for accounting of disclosures made through an Electronic Health Record in 42 U.S.C. § 17935(c).
  12. Deloitte Consulting will make its internal practices, books, and records relating to the use and disclosure of Protected Health Information available to the Secretary for purposes of determining Licensee's and Deloitte Consulting's compliance with the Privacy Rule.
  13. Deloitte Consulting will limit any request, use or disclosure by Deloitte Consulting of Protected Health Information, to the extent practicable, to the Limited Data Set of such Protected Health Information (as defined in 45 C.F.R. § 164.514(e)(2)), or, if the request, use or disclosure by Deloitte Consulting of Protected Health Information, not in a Limited Data Set, is necessary for Deloitte Consulting's performance of the Agreement, Deloitte Consulting will limit the amount of such Protected Health Information requested, used or disclosed by Deloitte Consulting to the minimum necessary to accomplish the intended purpose of such request, use or disclosure, respectively; provided, however, that the requirements set forth above in this subsection (13) shall be superseded and replaced by the requirements of the "minimum necessary" regulations or guidance to be issued by the Secretary (pursuant to 42 U.S.C. § 17935(b)(1)(B)) on and after its Compliance Date.
- (C) In addition to any other obligation set forth in this Agreement, including this Business Associate Appendix, Licensee agrees that it will: (i) not make any disclosure of Protected Health Information to Deloitte Consulting if such disclosure would violate HIPAA, HITECH or any applicable federal or state law or regulation; (ii) not request Deloitte Consulting to use or make any disclosure of Protected Health Information in any manner that would not be permissible under HIPAA, HITECH or any applicable federal or state law or regulation if such use or disclosure were done by Licensee; and (iii) limit any disclosure of Protected Health Information to Deloitte Consulting, to the extent practicable, to the Limited Data Set of such Protected Health Information, or, if the disclosure of Protected Health Information that is not in a Limited Data Set is necessary for Deloitte Consulting's performance of the Agreement, to limit the disclosure of such Protected Health Information to the minimum necessary to accomplish the intended purpose of such disclosure, provided, however, that the requirements set forth above in this part (iii) shall be superseded and replaced by the

requirements of the "minimum necessary" regulations or guidance to be issued by the Secretary (pursuant to 42 U.S.C. § 17935(b)(1)(B)) on and after its Compliance Date.

- (D) If either Subscriber or Deloitte Consulting knows of either a violation of a material term of this Business Associate Appendix by the other party or a pattern of activity or practice of the other party that constitutes a material breach or violation of this Business Associate Appendix, the non-breaching party will provide written notice of the breach or violation to the other party that specifies the nature of the breach or violation. In the event that the breaching party does not cure the breach or end the violation on or before thirty (30) days after receipt of the written notice, the non-breaching party may, if feasible, terminate this Agreement.
- (E) Deloitte Consulting will, at termination of this Agreement, if feasible, return or destroy all Protected Health Information that Deloitte Consulting still maintains in any form and retain no copies of Protected Health Information or, if such return or destruction is not feasible (such as in the event that the retention of Protected Health Information is required for archival purposes to evidence performance under the Agreement), Deloitte Consulting may retain such Protected Health Information and shall thereupon extend the protections of this Business Associate Appendix to such Protected Health Information and limit further uses and disclosures to those purposes that make the return or destruction of such Protected Health Information infeasible.
- (F) Any other provision of the Agreement that is directly contradictory to one or more terms of this Business Associate Appendix shall be superseded by the terms of this Business Associate Appendix to the extent and only to the extent of the contradiction and only for the purpose of Licensee's and Deloitte Consulting's compliance with HIPAA and HITECH. The terms of this Business Associate Appendix, to the extent they are unclear, shall be construed to allow for compliance by Licensee and Deloitte Consulting with HIPAA and HITECH.
- (G) Nothing contained in this Business Associate Appendix is intended to confer upon any person (other than the parties hereto) any rights, benefits, or remedies of any kind or character whatsoever, whether in contract, statute, tort (such as negligence), or otherwise, and no person shall be deemed a third-party beneficiary under or by reason of this Business Associate Appendix.

## Appendix F: Sample LaborWise™ ACA for 1095-B License Agreement

This Subscription Agreement (“Agreement”), dated, is between Deloitte Consulting LLP (“Deloitte Consulting”), a Delaware limited liability partnership, with an office located at \_\_\_\_\_, a \_\_\_\_\_, a [insert type of legal entity and jurisdiction] (“Licensee”), with offices located at \_\_\_\_\_.

1. Use of the Applications.
  - a. License. Subject to Licensee’s payment to Deloitte Consulting of the applicable subscription fees set forth in Schedule A, attached hereto and incorporated herein by reference, Deloitte Consulting hereby grants to Licensee on the terms and conditions set forth in this Agreement, a limited, non-exclusive and non-transferable license to use the application(s) set forth in Schedule A (the “Applications”) and any report formats, dashboards, data summaries or other deliverables created by Deloitte Consulting for use by Licensee in connection with its use of such Applications (the “Deliverables”). The foregoing licenses for each Application and its associated Deliverables, if any, are limited to the subscription period specified in Schedule A, and are subject to the additional license restrictions set forth in Schedule A. To the extent that any of the Applications or Deliverables provided to Licensee hereunder constitute inventory within the meaning of Section 471 of the Internal Revenue Code, such Applications or Deliverables are licensed to Licensee by Deloitte Consulting as agent for Deloitte Consulting Product Services LLC on the terms and conditions contained herein.
  - b. Services. If any installation, configuration, maintenance or other support services are to be provided by Deloitte Consulting in connection with the Applications they will be set forth in Schedule B (“Services”), attached hereto and incorporated herein by reference.
2. Payment of Invoices. Licensee shall compensate Deloitte Consulting for the license granted to the Applications and for the performance of any Services in accordance with Schedule A. Deloitte Consulting’s invoices shall be due thirty (30) days from receipt. If payment is not received within thirty (30) days of receipt of an invoice (i) such invoice shall accrue a late charge equal to the lesser of (a) 1½% per month or (b) the highest rate allowable by law, in each case compounded monthly to the extent allowable by law, and (ii) Deloitte Consulting may also terminate this Agreement upon ten (10) days’ notice to Licensee. Licensee shall be responsible for any taxes imposed in connection with this Agreement, other than taxes imposed by employment withholding for Deloitte Consulting’s personnel or on Deloitte Consulting’s income or property.
3. Term and Termination. Unless sooner terminated as set forth below, this Agreement shall terminate upon expiration of the last day of the last license term set forth in Schedule A. Either party may terminate this Agreement for the other party’s material breach by giving thirty (30) days prior written notice to the other party, provided that the other party shall have the right to cure the breach within the notice period. Either party may terminate this Agreement for convenience upon ninety (90) days prior written notice to the other party, subject to any applicable early termination fees as set forth in Schedule A. Deloitte Consulting may terminate this Agreement or performance of any part of this Agreement upon written notice to Licensee if Deloitte Consulting determines that the performance of any part of this Agreement would be in conflict with law, or independence or professional rules; provided that Deloitte Consulting shall refund Licensee a pro-rata portion of the subscription fees paid by Licensee hereunder.
4. Licensee Responsibilities. Licensee shall be solely responsible for, among other things (a) the performance of its personnel and agents, and the accuracy and completeness of all data and information provided to Deloitte Consulting for purposes of performance under this Agreement, (ii) maintaining all software, hardware, and other equipment used by Licensee to access and use the Applications, (iii) providing all Licensee and/or third party data or information for use by the Applications (“Data”), (vi) maintaining in effect at all times during the term of this Agreement all rights and consents required for any use, transfer or any other processing of any Data in connection with the Applications, and (v) obtaining and providing Data in accordance with applicable laws. Deloitte Consulting performance is dependent on Licensee’s timely and effective satisfaction of Licensee’s responsibilities under this Agreement and timely decisions and approvals of Licensee in connection herewith.
5. Restrictions on Use.
  - a. Licensee shall not use or permit third parties to use the Applications in any way that (i) is fraudulent or violates applicable law, rule or regulation; (ii) interferes with or disrupts other network users, network services, or network equipment, including, but not limited to, spamming; (iii) results in the introduction of computer worms or viruses; (iv) involves the use of false identities; or (v) attempts to gain unauthorized entry to any servers or databases through which the Applications are provided.
  - b. Licensee is prohibited from and shall not, as applicable: (i) decompile, reverse engineer or disassemble the Applications or Deliverables or apply any other process or procedure to derive the source code of any software included in the Applications or Deliverables, or allow any third party to do so; (ii) sell, relicense, rent, lease, provide service bureau or timeshare access to, the Applications or Deliverables; (iii) use the Applications or Deliverables for incorporation in any device, article, commodity, product or goods for use by or sale or lease to third parties, or for the provision of services to third parties; (iv) except as expressly provided in this Agreement, alter, tamper with, modify, publish, share dashboards or other components, transmit, reproduce, create derivative works from, distribute, perform, display, or in any way exploit the Applications or

Deliverables in whole or in part; or (v) use the Applications in ways that are fraudulent or misleading, or violates applicable law, rule or regulation, including the export, re-export, access or use of the Applications, either directly or indirectly, in violation of the U.S. economic sanctions or export controls laws and regulations.

- c. The Applications and Deliverables embody valuable copyright, patent, trademark, trade secret, and other valuable intellectual property rights owned or licensed by Deloitte Consulting. Deloitte Consulting or its licensors retain all right, title, or interest in all such proprietary rights or property, and Licensee shall have no interest in any such rights or property, nor will anything contained herein constitute a license or grant of any rights to Licensee with respect to any trademark, patent, copyright, trade secret or any other intellectual property right other than as specifically provided in Section 1 of this Agreement.
- d. Deloitte Consulting may immediately terminate or suspend access to the Applications or Deliverables upon notice if there has been a violation of the restrictions set forth in this Agreement.
6. Updates, Modifications and Enhancements. Except as specifically provided in Schedule B, Deloitte Consulting shall have no obligation under this Agreement to provide updates, modifications or enhancements to the Applications or to provide maintenance, support or other services with respect to the Applications. Deloitte Consulting may, in its sole discretion, provide to Licensee updates, modifications or enhancements to the Applications. Any such updates, modifications or enhancements provided to Licensee shall be and remain the sole and exclusive property of Deloitte Consulting. This Agreement shall apply to any such updates, modifications or enhancements and the term "Applications" as used herein shall include such updates, modifications or enhancements.
7. Confidentiality. To the extent that, in connection with this Agreement, either Deloitte Consulting or Licensee (each, the "receiving party") comes into possession of any confidential information of the other (the "disclosing party"), it will not disclose such information to any third party without the disclosing party's consent, using at least the same degree of care as it employs in maintaining in confidence its own confidential information of a similar nature, but in no event less than a reasonable degree of care. The disclosing party hereby consents to the receiving party disclosing such information (a) as expressly set forth in the Order; (b) to contractors providing administrative, infrastructure and other support services to the receiving party and subcontractors providing services in connection with this Agreement, in each case, whether located within or outside of the United States, provided that they have agreed to be bound by confidentiality obligations similar to those in this Section; (c) as may be required by law or regulation, or to respond to governmental inquiries, or in accordance with applicable professional standards or rules, or in connection with litigation pertaining to this Agreement; or (d) to the extent such information (i) is or becomes publicly

available other than as the result of a disclosure in breach hereof, (ii) becomes available to the receiving party on a nonconfidential basis from a source that the receiving party believes is not prohibited from disclosing such information to the receiving party, (iii) is already known by the receiving party without any obligation of confidentiality with respect thereto, or (iv) is developed by the receiving party independently of any disclosures made to the receiving party hereunder. Licensee agrees that any Data provided by Licensee hereunder may be (1) used by Deloitte Consulting in connection with the Application and any other services offered by Deloitte Consulting, and (2) disclosed by Deloitte Consulting to third parties in connection with such services, provided that in each case, such Data does not contain any Licensee-identifiable information.

8. Limited Warranty and Disclaimer.
  - a. Deloitte Consulting warrants that the Application shall substantially conform to Deloitte Consulting's then-current documentation for such Application. Deloitte Consulting represents and warrants that it has the right to grant the license to the Applications as set forth herein. Deloitte Consulting does not represent or warrant that the Applications will meet Licensee's requirements or that operation of the Applications will be uninterrupted or error free. DELOITTE CONSULTING disclaims all other representations and warranties, either express or implied, including warranties of merchantability, fitness for a particular purpose AND NON-INFRINGEMENT.
  - b. No action, regardless of form, relating to or in connection with this Agreement may be brought more than one year after the cause of action has accrued.
9. Indemnification.
  - a. Deloitte Consulting agrees to defend Licensee against all third party claims that the Application or Deliverables infringe a U.S. patent or copyright or constitutes an unauthorized use of any trade secret of such third party, and to indemnify and hold harmless Licensee from any damages, liabilities and costs finally awarded by a court or amounts paid in a settlement agreed to by Deloitte Consulting, except to the extent that such infringement or unauthorized use arises from, or could have been avoided except for (i) modification of such Application or Deliverable other than by Deloitte Consulting or its licensors, or use thereof in a manner not contemplated by this Agreement, (ii) the failure of the indemnified party to use any corrections or modifications made available by Deloitte Consulting, (iii) information, materials, instructions, specifications, requirements or designs provided by or on behalf of the indemnified party, or (iv) the use of such Application or Deliverable in combination with any platform, product, network or data not provided by Deloitte Consulting. If Licensee's use of such Application or Deliverable, or any portion thereof, is or is likely to be enjoined by order of a court of competent jurisdiction as such an infringement or unauthorized use, Deloitte Consulting, at its option and expense, shall have the right to (x) procure for Licensee the continued use of such Application or Deliverable, (y) replace such Application or

Deliverable with a non-infringing item, or (z) modify such Application or Deliverable so it becomes non-infringing; provided that, if (y) or (z) is the option chosen by Deloitte Consulting, the replacement or modified Application or Deliverable is capable of performing substantially the same function. In the event Deloitte Consulting cannot reasonably procure, replace or modify such Application or Deliverable in accordance with the immediately preceding sentence, Deloitte Consulting may require Licensee to cease use of such Application or Deliverable and if, at such time, Deloitte Consulting has not mailed all Forms 1095-B for the current Tax Year, Deloitte Consulting will refund Licensee a pro-rata portion of the subscription fee paid by Licensee hereunder for Forms 1095-B that were not yet mailed. The foregoing provisions of this sub-Section constitute the sole and exclusive remedy of the indemnified parties, and the sole and exclusive obligation of Deloitte Consulting, relating to a claim that any Application or Deliverable infringes any patent, copyright or other intellectual property right of a third party.

- b. The indemnified party shall provide the indemnifying party with prompt written notice of any claim, liability, or expense for which indemnification is sought under this Agreement and shall cooperate in all reasonable respects with the indemnifying party in connection with any such claim. The indemnifying party shall be entitled to defend and control the handling of any such Indemnity Claim, with counsel of its own choosing that is reasonably satisfactory to the indemnified party.
10. **Limitation on Damages.** Each party and its respective personnel shall not be liable to the other party for any claims, liabilities, or expenses relating to or in connection with this Agreement ("Claims") for an aggregate amount in excess of the fees paid by Licensee to Deloitte Consulting under this Agreement over the twelve-month period immediately preceding the date on which the initial act or omission giving rise to the liability first occurs, except for payment of amounts owing by Licensee to Deloitte Consulting for the charges under this Agreement. In no event shall a party or its respective personnel be liable to the other party for any loss of use, data, goodwill, revenues or profits (whether or not deemed to constitute a direct Claim), or any consequential, special, indirect, incidental, punitive, or exemplary loss, damage, or expense relating to or in connection with this Agreement. The terms of this Section shall not apply to any Claim for which one party has an express indemnification obligation under this Agreement or to a breach of the license restrictions set forth in this Agreement, or to the extent resulting from a party's bad faith or intentional misconduct. In circumstances where any limitations or exculpations set forth herein are unavailable, the aggregate liability of a party, its contractors and its respective personnel for any Claim shall not exceed an amount that is proportional to the relative fault that their conduct bears to all other conduct giving rise to such Claim.
11. **General. Governing Law.** This Agreement, and all matters relating to or in connection with this Agreement, shall be

governed by, and construed in accordance with, the laws of the State of \_\_ (without giving effect to the choice of law principles thereof). Entire Agreement. This Agreement and its attachments shall constitute the entire agreement between Deloitte Consulting and Licensee with respect to the subject matter of this Agreement and shall supersede all other oral or written representations, understandings, or agreements relating to or in connection with the subject matter of this Agreement. In making its determination to proceed with this Agreement, neither party will have relied on any representations of the other party except as expressly set forth in this Agreement. Severability. If any term of this Agreement is found unenforceable, such term shall not affect the other terms, but such unenforceable term shall be deemed modified to the extent necessary to render it enforceable, preserving to the fullest extent permitted the intent of the parties set forth in this Agreement. Waivers and Amendments. No delay or omission by a party in enforcing its rights or remedies under this Agreement shall impair such right or remedy or be deemed to be a waiver thereof. No waiver of any right or remedy under this Agreement with respect to any occurrence or event on one occasion shall be deemed a waiver of such right or remedy with respect to such occurrence or event on any other occasion. No amendment or waiver of this Agreement shall be valid unless in writing and signed by the parties thereto. Binding Nature; Assignment. This Agreement shall be binding on the respective parties thereto and their respective permitted successors and assigns; provided, however, that neither party may assign any of its rights or obligations (including interests or claims) relating to or in connection with this Agreement without the prior written consent of the other party. Survival and Interpretation. All provisions that are intended by their nature to survive performance of this Agreement shall survive such performance, or the expiration or termination of this Agreement. Each of the provisions of this Agreement shall apply to the fullest extent of the law, whether in contract, statute, tort (such as *negligence*) or otherwise, notwithstanding the failure of the essential purpose of any remedy. Any references herein to the term "including" shall be deemed to be followed by "without limitation." Independent Contractor. Each of Deloitte Consulting and Licensee is an independent contractor and neither is, nor shall be considered to be, nor shall purport to act as, the other's agent, partner, fiduciary, joint venturer, or representative. Force Majeure. Neither Deloitte Consulting nor Licensee shall be liable for any delays or nonperformance directly or indirectly resulting from circumstances or causes beyond its reasonable control, including fire, epidemic or other casualty, act of God, strike or labor dispute, war or other violence, or any law, order, or requirement of any governmental agency or authority. Notices. Any notices required or permitted under this Agreement shall be in writing, delivered to the representatives of the parties at the addresses set forth herein, unless changed by either party by notice to the other party, and effective upon receipt.

IN WITNESS WHEREOF, Deloitte Consulting and Licensee have caused this Agreement to be executed and delivered by their respective duly authorized representatives as of the date first set forth above.

DELOITTE CONSULTING LLP

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

[LICENSEE]

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_



Schedule A  
Licensed Applications and Fee Schedule

This Schedule specifies the specific Applications being licensed pursuant to Section 1 of the Agreement, the additional license restrictions for each such Application, and the subscription fees for each such Application.

**I. Licensed Applications**

The following Applications are licensed as part of the Agreement:

Application	Term
LaborWise™ ACA for 1095-B Reporting	From: 01 November yyyy To: 31 December yyyy

Additional License Restrictions

None

Application Overview

LaborWise™ ACA is a SaaS product that supports compliance with the requirements set forth in the Affordable Care Act. The product has multiple features, each giving distinct capabilities to users.

- Data aggregation and management engine – LaborWise ACA will import data provided in the format specified in the Interface Control Document (ICD) from a variety of source systems, aggregate and validate the data, and prepare the data to populate the 1095-B forms.
- Case Worker portal – LaborWise ACA enables Licensee employees to access healthcare benefit recipients’ relevant information, respond to inquiries, and make any necessary changes to the data to enable accurate reporting.
- Tax 1095-B form production – LaborWise ACA takes the prepared tax data and produces print-ready files for use in printing and mailing the 1095-B forms to healthcare benefit recipients. The Application also produces files to enable Licensee to electronically submit 1095-B forms to the IRS.

**II. Fees**

**a. Subscription Fees**

Deloitte Consulting will provide access to the Application on an annual fee basis set forth below. The fees are determined based on the number of unique 1095-B forms generated through the Application. Included in this price is a number of re-printed 1095-B forms equal to 3% of the total number of 1095-B forms. Each 1095-B form re-printed above 3% of the total number of 1095-B forms will be priced at the same amount as a unique 1095-B form.

Upon execution of the Agreement and then, on a recurring basis on the anniversary of this date, Deloitte Consulting will invoice Licensee for the applicable subscription fees as set forth below, and Licensee shall pay such invoices pursuant to Section 2 of the Agreement.

Tax Year	Estimated Number of Recipients	Fee Per 1095-B Form Per Year	Total Estimated Subscription Fee
20yy		\$	\$
20yy		\$	\$
		Total	\$

The total subscription fees set forth above exclude all applicable taxes. If taxes apply, any such taxes will be invoiced by Deloitte Consulting and Licensee shall reimburse Deloitte Consulting. The term may be renewed for successive one (1) year periods (each a “Renewal Term”) upon mutual written agreement of the parties, which shall include pricing for each Renewal Term.

**b. Early Termination Fees**

Pursuant to Section 3 of the Agreement, Licensee may terminate this Agreement for convenience by giving ninety (90) days prior written notice to Deloitte Consulting. Licensee shall be responsible for the following early termination fees:

- If such termination occurs during the first year of the subscription period, Licensee shall be responsible for 100% of the estimated fee for the first year of the subscription period.
- If such termination occurs following the first year of the subscription period, Licensee shall be responsible for 50% of the estimated fee for the remainder of the Term.

## Schedule B Services

### 1. Services Scope/Technical Requirements

Deloitte Consulting will provide the following services as part of this contract for the Licensee. These services are required in order for Deloitte Consulting to perform its obligations, including delivery of the IRS Submission file.

#### 1095-B Form Generation

- Deloitte Consulting will be responsible for the creation of the mail piece (envelope, cover letter, 1095-B form) per IRS standards.
- Deloitte Consulting will be responsible for the generation of 1095-B forms. One 1095-B form will be generated and mailed per recipient.

#### 1095-B Cover Letter

- Deloitte Consulting will tailor the cover letter content sent as part of each 1095-B correspondence to include the logo of the Licensee, contact information, and additional notes. The cover letter is limited to one page in length. Licensee will provide the specific content of the cover letter by October 10th of the tax year (e.g. for the tax year 2019 the cover letter content to be provided by October 10, 2019).

#### Case-Worker Portal

- Deloitte Consulting will be responsible for the hosting, administration, and monitoring of a Licensee case-worker portal.
- Deloitte Consulting will provide a self-directed training module to be used by up to [xx] Licensee case-worker users.
- The case-worker portal will provide functionality for Licensee case-worker users to perform functions related to re-printing, correcting, resending corrected 1095-B forms, and investigating 1095-B forms to answer questions received from recipients.

#### Data Extracts and Correction Process

- Licensee will create and send to Deloitte Consulting a test file, containing the majority of the eligibility segments of the healthcare benefit recipients, in the format specified in the ICD to be provided by Deloitte Consulting. Deloitte Consulting will notify Licensee of any data quality issues identified in the data extracts as per the business rules documented in the ICD, and Licensee will correct such data quality issues and resubmit the files pursuant to the ICD.
- Licensee will create and send to Deloitte Consulting an initial submission file containing all healthcare benefit recipients that received coverage for the tax year by January 5th of the following year.
- Deloitte Consulting will accept delta files with corrections, new members, or coverage changes after the initial submission has been processed and submitted to the IRS.

#### Information Reporting to Licensee

- Deloitte Consulting will provide a data extract to the Licensee at a mutually agreed upon time after the last correction file for the tax year is processed. The extract will be delivered as direct dump of the normalized tables storing 1095-B data in the Application database. Deloitte Consulting will provide the associated data dictionary to Licensee. In addition, Deloitte Consulting will provide PDF files for each 1095-B to Licensee.
- Deloitte Consulting will maintain an audit log of all data changes or corrections and will provide this data to Licensee. This should include items such as: date the change was made, record of changes and action taken (update/delete)
- A monthly operations report will be provided to include postmark counts for original and corrected 1095-B forms, agreed upon usage statistics for Case-Worker Portal, system availability, response times, and other items as mutually agreed to by the parties.

#### Licensee Information Reporting to the IRS

- Deloitte Consulting will be responsible for the generation of the IRS Submission file to the Affordable Care Act Information Return System (AIR). All IRS Submission files will be transferred from Deloitte Consulting to Licensee and Licensee will submit them to IRS. The composition of the IRS Submission file will conform to the applicable IRS guidelines for content and format. Deloitte Consulting can provide a sample submission file to Licensee for exchanging with the IRS for testing, if requested, on a mutually agreed schedule.
- Subject to Licensee's timely delivery of initial submission, the IRS Submission file(s) consisting of data from the initial submission will be provided to Licensee no later than March 25, 20yy.
- After providing the IRS Submission file to Licensee by March 25, 20yy, Deloitte Consulting will be responsible for making corrections to the IRS Submission file based on the corrections received from Licensee. The corrected 1095-B forms will be submitted to Licensee for IRS Submission at intervals as mutually agreed to by the parties.

**2. Initial Implementation Services Fees**

Deloitte Consulting will invoice Licensee monthly for any implementation services on a time and materials basis starting January 31, 20yy. The initial estimate to complete the scope of work identified above is xxxx hours. The current hourly rate of \$xxx includes all expenses including travel and accommodation of Deloitte Consulting personnel but excludes any applicable taxes. Total estimated cost of implementation services is \$xxx,xxx, plus any applicable taxes.

**3. Maintenance and Support Services**

Deloitte Consulting shall provide the following maintenance and support services to designated Licensee case-worker users, Licensee Help Desk or other internal technical support users (“Licensee Support Team”) in connection with Licensee’s use of the Application. For avoidance of doubt, the following maintenance and support services shall not be provided to non-Licensee users (e.g., healthcare benefit recipient, etc.) and Licensee shall be solely responsible for the provision of any Application support to such non-Licensee users. The Deloitte Consulting Support Team shall interface and communicate with the Licensee Support Team to provide the maintenance and support services as set forth in the table below. The maintenance and support services comprise the following components and shall be included in the subscription fees:

1. **Application Maintenance and Support:** maintenance of the Application including the resolution of incidents (“break-fix” maintenance) and root cause analysis support to address Application and/or computing infrastructure problems, performance monitoring and management, patching, security and access control management, and the resolution of end user support requests. Deloitte Consulting’s support team will be available 5 days a week (M-F) from 8:00 am to 6:00 pm Eastern Time. The support team can be contacted at a designated email address or as otherwise provided in the Application, and will respond to support requests within no more than two (2) business days.
2. **Computing Infrastructure Hosting:** the operation of maintenance of the data center facilities where the Application is hosted including back-up and disaster recovery, computing and storage hardware, network and communications, and operating system software for the operation of the Application.

Licensee will provide Level 0 support and Deloitte Consulting will provide Severity Level 1, 2 and Level 3 support as set out in the following table.

Severity Level	Responsibility	Description of Support
0 – Initial Report	Licensee / Self Help	Initial problem resolution support provided from Licensee to end-users of the Application. When Licensee cannot resolve the problem, they will contact and report the problem to the Licensee Help desk or key contacts with access to the support services portal.
1 – Critical (Severe Business Impact)	Deloitte Consulting Support Team	<ul style="list-style-type: none"> <li>• Production solution down</li> <li>• Performance severely impacted</li> <li>• No workaround is available (e.g. servers are inaccessible).</li> <li>• Suspected or confirmed security incident (e.g. there has been an inappropriate PII/PHI disclosure). Follow the security incident response training</li> </ul>
2 – Medium (Moderate Business Impact)	Deloitte Consulting Support Team	<ul style="list-style-type: none"> <li>• Problems exist with the in-scope Application (or any component thereof) that affects a limited number of users on a regular basis.</li> <li>• The problem is intermittent.</li> <li>• Performance is degraded, but the product is still usable.</li> <li>• There is impairment to the product, but it does not affect critical services and may have a workaround.</li> </ul>
3 – Low (Minimal or No Business Impact)	Deloitte Consulting Support Team	<ul style="list-style-type: none"> <li>• Informational inquiry or non-recurring incident within the in-scope Application (or any component thereof) that affects a limited number of users on an irregular basis.</li> <li>• Does not impact mission-critical transactions.</li> </ul>

## Appendix G: Sample Program Integrity Interactive SaaS License Agreement

This Subscription License Agreement (“Agreement”) is made and entered into as of \_\_\_ by and between Deloitte Transactions and Business Analytics LLP (“DTBA”), a Delaware limited liability partnership, with an office located at \_\_\_\_\_, and \_\_\_ (“Licensee”), and organized under the laws of the \_\_\_, with offices located at \_\_\_.

1. Licensed Software and Support. Schedule A to this Agreement (the “Order”) sets forth the software licensed to Licensee hereunder (the “Licensed Software”). Schedule B to this Agreement sets forth the provision of support and maintenance in connection with such Licensed Software (the “Support and Maintenance”), which will be provided in accordance with the Service Level Agreements set forth therein.
2. License Grant.
  - a. Subject to Licensee’s payment to DTBA of the fees set forth in the Order, DTBA hereby grants to Licensee a limited, non-exclusive and non-transferable license to use the Licensed Software solely for Licensee’s internal business purposes. The foregoing license for the Licensed Software is subject to the additional license restrictions set forth herein and in the Order.
  - b. The Licensed Software may run on platforms or include software, including open source software, made available by one or more third parties. Any such third-party platforms or software may be subject to an acceptable use policy or terms of use, including those set forth in Schedule C to this Agreement.
  - c. To the extent any Licensed Software provided to Licensee hereunder constitutes inventory within the meaning of section 471 of the Internal Revenue Code, such Licensed Software is licensed to Licensee by DTBA as agent for its product company subsidiary on the terms and conditions contained in the Order and in this Agreement.
3. Payment of Invoices. Licensee shall pay DTBA for the Licensed Software and any Support and Maintenance as set forth in the Order. DTBA’s invoices shall be due thirty (30) days from receipt. If payment is not received within thirty (30) days of receipt of an invoice, (a) such invoice shall accrue a late charge equal to the lesser of (i) 1½% per month or (ii) the highest rate allowable by law, in each case compounded monthly to the extent allowable by law and (b) DTBA may terminate the license granted to the Licensed Software. Licensee shall be responsible for any taxes imposed in connection with this Agreement, other than taxes imposed by employment withholding for DTBA’s personnel or on DTBA’s income or property.
4. Term and Termination. This Agreement, unless sooner terminated as set forth below, shall terminate upon expiration of the last day of the last license term set forth in the Order. Either party may terminate this Agreement for the other party’s material breach by giving thirty (30) days prior written notice to the other party, provided that the other party shall have the right to cure the breach within the notice period. DTBA may terminate this Agreement or performance of any part of this Agreement upon written notice to Licensee if DTBA determines that the performance of any part of this Agreement would be in conflict with law, or independence or professional rules.
5. Licensee Responsibilities. Licensee shall be solely responsible for, among other things (a) providing all Licensee and/or third party data or information for use by the Licensed Software in connection with its performance under this Agreement (“Data”), and the accuracy and completeness thereof; (b) maintaining in effect at all times during the term of the Agreement all rights required for use of any Data in connection with the applicable Licensed Software; and obtaining and providing Data in accordance with applicable laws. As between the parties, Licensee shall own all Data. In addition, Licensee shall be solely responsible for the performance of its personnel and agents and maintaining all software, hardware and other equipment used by Licensee to access and use the Licensed Software. DTBA’s performance is dependent on Licensee’s timely and effective satisfaction of Licensee’s responsibilities under this Agreement and the Order and timely decisions and approvals of Licensee in connection therewith.
6. Restrictions on Use.
  - a. All Licensed Software shall be solely for Licensee’s benefit and internal business purposes and are not intended to be relied upon by any person or entity other than Licensee.
  - b. The Licensed Software is available only for the number of authorized users of the Licensee, as described in the Order (“Users”). Licensee will not permit any User ID or User login to be used by more than one individual. Licensee is responsible for all activities conducted under its Users’ logins and for Users’ compliance with the Agreement and the Order. Licensee is responsible for maintaining the security of its account and passwords to prevent and restrict the access and use of the Licensed Software from unauthorized individuals.
  - c. Licensee is prohibited from and shall not: (i) de-compile, reverse engineer or disassemble the Licensed Software or apply any other process or procedure to derive the source code thereof, or allow any third party to do so; (ii) sell, re-license, rent, lease, provide service bureau or timeshare access to, the Licensed Software; (iii) use the Licensed Software for incorporation in any device, article, commodity, product or goods for use by or sale or lease to third parties, or for the provision of services to third parties; (iv) except as expressly provided in the Order, modify, publish, transmit, reproduce, create derivative works from, distribute, perform, display or in any way exploit the Licensed Software in whole or in part; or (v) use the Licensed Software or the output thereof in any way that is (1) fraudulent, misleading, harmful or offensive, or violates applicable law, rule or regulation, including the export, re-export, access or use of the Licensed Software, either directly or indirectly, in violation

of the U.S. economic sanctions or export controls laws and regulations (2) not authorized by this Agreement of the applicable Order, (3) in violation of the acceptable use policy attached hereto as Schedule C, or (4) in violation of any terms of use for any Data that apply to Licensee by its licensors. In addition, Licensee shall not use or permit third parties to use the Licensed Software in any way that (A) interferes with or disrupts other network users, network services or network equipment, including spamming; (B) results in the introduction of computer worms or viruses; (C) involves the use of false identities; or (D) attempts to gain unauthorized entry to any servers or databases through which such Licensed Software is provided.

- d. The Licensed Software embodies valuable copyright, patent, trademark, trade secret and other intellectual property rights owned or licensed by DTBA. DTBA or its licensors retain all right, title and interest in all such proprietary rights and property, and Licensee shall have no interest in any such rights or property, nor will anything contained in this Agreement or the Order constitute a license or grant of any rights to Licensee with respect to any copyright, patent, trademark, trade secret or any other intellectual property right other than as specifically provided in Section 2(a) of this Agreement.
  - e. DTBA reserves the right to, at any time, review Licensee's use of the Licensed Software to confirm compliance with the terms of this Agreement and the Order, and to take such action as it deems necessary, including suspension of an individual User's access to the Licensed Software if there has been a violation of such restrictions.
7. Updates, Modifications and Enhancements. Except for the support and maintenance as specifically provided in Schedule B, DTBA shall have no obligation under this Agreement to provide updates, modifications or enhancements to the Licensed Software, or to provide maintenance, support or other services with respect to the Licensed Software. Any updates, modifications or enhancements provided to Licensee as part of the support and maintenance or otherwise shall be and remain the sole and exclusive property of DTBA. The term "Licensed Software" as used herein shall include such updates, modifications or enhancements.
  8. Confidentiality. To the extent that, in connection with this Agreement either DTBA or Licensee (each, the "receiving party") comes into possession of any confidential information of the other (the "disclosing party"), it will not disclose such information to any third party without the disclosing party's consent, using at least the same degree of care as it employs in maintaining in confidence its own confidential information of a similar nature, but in no event less than a reasonable degree of care. The disclosing party hereby consents to the receiving party disclosing such information (a) as expressly set forth in the Order; (b) to contractors providing administrative, infrastructure and other support services to the receiving party and subcontractors providing services in connection with this Agreement, in each case, whether located within or outside of the United States, provided that such contractors and

subcontractors have agreed to be bound by confidentiality obligations similar to those in this Section; (c) as may be required by law or regulation, or to respond to governmental inquiries, or in accordance with applicable professional standards or rules, or in connection with litigation pertaining to this Agreement; or (d) to the extent such information (i) is or becomes publicly available other than as the result of a disclosure in breach hereof, (ii) becomes available to the receiving party on a nonconfidential basis from a source that the receiving party believes is not prohibited from disclosing such information to the receiving party, (iii) is already known by the receiving party without any obligation of confidentiality with respect thereto, or (iv) is developed by the receiving party independently of any disclosures made to the receiving party hereunder. Licensee agrees that any Data provided by Licensee hereunder may be used by DTBA in connection with the Licensed Software.

9. Data Security; Compliance with HIPAA. DTBA will maintain appropriate administrative, physical, and technical safeguards for the protection of the security, confidentiality and integrity of the Data resident in the Licensed Software, including as set forth in Schedule D. To the extent DTBA is Processing Personal Data (as such terms are defined in Schedule E) in connection with the Licensed Software, the terms of Schedule E will apply. In addition, the Business Associate Appendix attached to this Agreement as Schedule F, and the requirements and obligations therein including with respect to privacy and security requirements, will apply to DTBA's use and disclosure of Protected Health Information (as defined in Schedule F) in connection its performance under this Agreement.
10. Limited Warranty and Disclaimer.
  - a. DTBA warrants that the Licensed Software shall substantially conform to DTBA's then-current documentation for such Licensed Software. Licensee's sole remedy for a breach of this limited warranty shall be the repair or replacement of any non-conforming Licensed Software.
  - b. DTBA represents and warrants that it has the right to grant the license to the Licensed Software as set forth in the Order. DTBA does not represent or warrant that the Licensed Software will meet Licensee's requirements or that operation of the Licensed Software will be uninterrupted or error free. DTBA shall not be liable for any loss or corruption of Licensee's Data caused by use of or access to any Licensed Software. DTBA DISCLAIMS ALL OTHER REPRESENTATIONS AND WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.
11. Indemnification.
  - a. Licensee shall indemnify and hold harmless DTBA, its licensors and their respective personnel from all Claims attributable to claims of third parties relating to Licensee's use of the Licensed Software in violation of the terms of this Agreement or the applicable Order, or Licensee's provision of Data that is unlawful or infringes a third party's intellectual property rights.

- b. DTBA agrees to defend Licensee against all third party claims that Licensed Software infringes a patent or copyright or constitutes an unauthorized use of any trade secret of such third party, and to indemnify and hold harmless Licensee from any damages, liabilities and costs finally awarded by a court or amounts paid in a settlement agreed to by DTBA, except to the extent that such infringement or unauthorized use arises from, or could have been avoided except for (i) modification of such Licensed Software other than by DTBA or its contractors, or use thereof in a manner not contemplated or permitted by the Order, (ii) the failure of the indemnified party to use any corrections or modifications made available by DTBA, (iii) information, materials, instructions, specifications, requirements or designs provided by or on behalf of the indemnified party, or (iv) the use of such Licensed Software in combination with any platform, product, network or data not provided by DTBA. If Licensee's use of such Licensed Software, or any portion thereof, is or is likely to be enjoined by order of a court of competent jurisdiction as such an infringement or unauthorized use, DTBA, at its option and expense, shall have the right to (x) procure for Licensee the continued use of such Licensed Software, (y) replace such Licensed Software with a non-infringing item, or (z) modify such Licensed Software so it becomes non-infringing; provided that, if (y) or (z) is the option chosen by DTBA, the replacement or modified Licensed Software is capable of performing substantially the same function. In the event DTBA cannot reasonably procure, replace or modify such Licensed Software in accordance with the immediately preceding sentence, DTBA may require Licensee to cease use of such Licensed Software and refund Licensee a pro-rata portion of the license fee paid by Licensee for the affected Licensed Software. The foregoing provisions of this paragraph constitute the sole and exclusive remedy of the indemnified parties, and the sole and exclusive obligation of DTBA, relating to a claim that any Licensed Software infringes any patent, copyright or other intellectual property right of a third party.
- c. As a condition to the indemnity obligations contained herein, the indemnified party shall provide the indemnifying party with prompt notice of any claim for which indemnification shall be sought hereunder and shall cooperate in all reasonable respects with the indemnifying party in connection with any such claim. The indemnifying party shall be entitled to control the handling of any such claim and to defend or settle any such claim, in its sole discretion, with counsel of its own choosing.
12. Limitation on Damages. Neither party, its contractors or their respective personnel shall be liable for any claims, liabilities or expenses relating to this Agreement ("Claims") for an aggregate amount in excess of the fees paid by Licensee to DTBA under the Order over the 12-month period immediately preceding the date on which the initial act or omission giving rise to the liability first occurs, except that the foregoing will not limit amounts owing by Licensee to DTBA for the charges thereunder. In no event shall either party, its contractors or their respective personnel be liable for any loss of use, data, goodwill, revenues or profits (whether or not deemed to constitute a direct Claim), or any consequential, special, indirect, incidental, punitive or exemplary loss, damage or expense, relating to this Agreement. The provisions of this Section shall not apply to any Claim for which one party has an express obligation to indemnify the other under Section 11, to a breach of the license restrictions set forth in this Agreement or the Order, or to the extent resulting from a party's bad faith or intentional misconduct. In circumstances where any limitation on damages or indemnification provision hereunder is unavailable, the aggregate liability of each party, its contractors and their respective personnel for any Claim shall not exceed an amount that is proportional to the relative fault that their conduct bears to all other conduct giving rise to such Claim.
13. Governing Law; Disputes. This Agreement and all matters relating hereto shall be governed by the laws of the State of New York (without giving effect to the choice of law principles thereof). Any action based on or arising out of this Agreement or the Order shall be brought and maintained exclusively in any state or federal court, in each case located in New York County, the State of New York. THE PARTIES HEREBY IRREVOCABLY WAIVE, TO THE FULLEST EXTENT PERMITTED BY LAW, ALL RIGHTS TO TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM RELATING TO THIS AGREEMENT, THE ORDER, THE LICENSED SOFTWARE OR SUPPORT AND MAINTENANCE.
14. General. Entire Agreement. This Agreement, together with its attachments, constitute the entire agreement with respect to the subject matter hereof and thereof and supersedes all other oral or written representations, understandings, or agreements relating to the subject matter hereof and thereof. Severability. If any provision of this Agreement is found unenforceable, such provision shall not affect the other provisions, but such unenforceable provision shall be deemed modified to the extent necessary to render it enforceable, preserving to the fullest extent permitted the intent of the parties set forth in this Agreement. Waivers and Amendments. No delay or omission by a party in enforcing its rights or remedies under this Agreement shall impair such right or remedy or be deemed to be a waiver thereof. No waiver of any right or remedy under this Agreement with respect to any occurrence or event on one occasion shall be deemed a waiver of such right or remedy with respect to such occurrence or event on any other occasion. No amendment or waiver of this Agreement shall be valid unless in writing and signed by the parties thereto. Binding Nature, Assignment. This Agreement shall be binding on the respective parties thereto and their respective permitted successors and assigns; provided, however, that neither party may assign any of its rights or obligations (including interests or claims) relating to this Agreement without the prior written consent of the other. Survival and Interpretation. All provisions which are intended by their nature to survive the performance of this Agreement shall survive such performance, or the expiration or termination of this Agreement. In the event of any conflict or ambiguity between the terms of this Agreement and the terms of the Order, the terms of this Agreement shall control, except to the extent that the Order expressly provides that certain

provisions therein shall control over specified provisions of this Agreement with respect to the Order. Each of the provisions of this Agreement shall apply to the fullest extent of the law, whether in contract, statute, tort (such as *negligence*) or otherwise, notwithstanding the failure of the essential purpose of any remedy. Any references herein to the term "including" shall be deemed to be followed by "without limitation." *Independent Contractor*. Each of DTBA and Licensee is an independent contractor and neither party is, nor shall be considered to be, nor shall purport to act as, the other's agent, partner, fiduciary, joint venturer, or representative. Force

Majeure. DTBA shall not be liable for any delays or nonperformance directly or indirectly resulting from circumstances or causes beyond its reasonable control, including fire, epidemic or other casualty, act of God, strike or labor dispute, war or other violence, or any law, order, or requirement of any governmental agency or authority. Notices. All notices hereunder shall be (a) in writing, (b) delivered to the representatives of the parties at the addresses set forth herein, unless changed by either party by notice to the other party, and (c) effective upon receipt.

IN WITNESS WHEREOF, Deloitte Consulting and Licensee have caused this Agreement to be executed and delivered by their respective duly authorized representatives as of the date first set forth above.

DELOITTE TRANSACTIONS AND BUSINESS ANALYTICS

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

[LICENSEE]

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_



**SCHEDULE A**  
**Order**

1. Licensed Software. DTBA will provide the following Licensed Software subject to the terms and conditions set forth in the Agreement and this Order:

Licensed Software	Description	Modules Licensed	Number of Lives Managed
Pallium (Ver. #[x])	An analytics and case management solution to review benefit program data, eligibility criteria and payment trends to assist in identifying risk factors that may identify potential fraud, waste, abuse, and improper payments.	[Eligibility Module] [Payment Module]	[in 500,000 lives increments]

2. License Fees. Licensee shall pay the following annual subscription license fees for the Licensed Software. Annual subscription license fees are exclusive of any applicable taxes, including applicable sales and use tax, which will be billed at actuals.

Fee Type	License Term	Amount	Baseline Pricing Includes
Annual subscription license fee	Initial Term: [month day, year] – [month day, year]	Eligibility Module - \$x Payment Module - \$x	<ul style="list-style-type: none"> <li>• 20 concurrent users</li> <li>• 1 terabyte of storage</li> <li>• for each 500,000 lives covered</li> <li>• Eligibility Module – monthly ingestion of all eligibility events</li> <li>• Payment Module – monthly ingestion of all payment claims</li> </ul>
	Renewal Term #1 [month day, year] – [month day, year]	Eligibility Module - \$x Payment Module - \$x	
	Renewal Term #2: [month day, year] – [month day, year]	Eligibility Module - \$x Payment Module - \$x	

The following Add-Ons may be obtained as well at the costs set forth below. If Licensee does not include these items as of the Effective Date of this Order, Licensee may notify DTBA of its desire to obtain these additional items during the Initial Term of this Order, upon a Renewal Term or otherwise by providing written notice to DTBA.

License Fee Add-Ons	Additional Annual Cost*	Included as of the Effective Date of this Order?
Additional block of 500,000 lives covered	\$x per block	[yes/no]
Additional block of 5 Concurrent Users	\$x per block	[yes/no]
Additional terabyte of storage	\$x per terabyte	[yes/no]

*\*the additional costs for any Add-Ons that are added during the applicable annual subscription term of this Order will be prorated for the remainder of such subscription period.*

3. Support and Maintenance. Included in the license fee is standard Support and Maintenance for the Licensed Software as set forth in Schedule B of the Agreement
4. License Term. The initial term of this Order is as set forth above (the “Initial Term”). This Order will automatically renew on the anniversary date of the Initial Term for a maximum of two subsequent one-year periods (each a “Renewal Term”), unless either party gives the other party written notice of non-renewal at least thirty (30) days prior to the expiration of the then-current term. Other than at the end of the then current term as set forth in this section, this Order is non-cancelable and nonrefundable.

5. Payment Terms. The annual subscription fee for the Initial Term and any costs for Additional Items ordered as of the effective date of this Order shall be invoiced upon execution of this Order. Costs for any Add-Ons ordered during a license term will be invoiced as incurred. Subsequent year annual subscription fees (inclusive of costs for any Add-Ons from the previous license term) shall be invoiced at the beginning of each Renewal Term. Licensee will pay all invoices within thirty (30) days from receipt of the applicable invoice.

6. Requirements and Assumptions. The following is a list of requirements and assumptions upon which this license is based. Any failure of or deviation from these requirements or assumptions may affect the ability of Licensee to use the Licensed Software and may result in changes to the fees set forth herein.

Licensee is responsible for the quality, accuracy and completeness of the data from its system(s) of record, as well as for making internal and external systems of record used by the Licensee available throughout the subscription term.

- Licensee will provide all data needed from the source system to the Licensed Software in the required standardized data input files.
- Licensee is responsible for providing its own infrastructure (e.g., software, hardware, network and internet access) at an appropriate capacity level to allow the contemplated uses and contemplated number of users to access the Licensed Software.
- Licensee is responsible for determining the program integrity items it wants to track in the Licensed Software and all requirements, compliance matters, and other items that it wants to analyze, track, test and validate using the Licensed Software, each in accordance with its own procedures and applicable regulations.
- Upon termination or expiration of this Agreement, at Licensee's request within 30 days from the effective date thereof, DTBA can provide Licensee with information in meta data format and .pdf extracts as needed within the Licensed Software as of the termination or expiration date. Licensee is responsible for requesting information and retaining such information it requires to comply with applicable laws, rules and regulations regarding system validation archival information data retention requirements.

## SCHEDULE B Support and Maintenance

Standard Support and Maintenance for the Licensed Software consists of the following:

Resolution of incidents (“break-fix” maintenance) and root cause analysis support to address Licensed Software and/or computing infrastructure problems, performance monitoring and management, patching, security and access control management, and the resolution of end user support requests.

Standard support is support during business hours. DTBA’s support team will be available 5 days a week (Monday to Friday) from 8:00 am to 5:00 pm Eastern Standard Time, excluding US national holidays. Critical issues can be escalated (via email or phone) to the primary support contact for off-hours support. The support team can be contacted at a designated email address and / or phone number as provided in the Licensed Software.

### Support SLA

Severity Level	Description	Target Response Time	Target Resolution Time	Measure Type
High	The Licensed Software is not accessible or not functioning	Within 1 business hour	4 business hours	Resolution goal 95% within target
Medium	The performance of the Licensed Software is noticeably impaired but continues to be accessible and functional	Within 2 business hours	2 business days	Resolution goal 80% within target
Low	Supported User requires information or assistance on the capabilities, configuration, or operation of the Licensed Software	Within 8 business hours	3 business days	N/A

“Resolution” means the identification of a fix or workaround. It does not mean implementation of the Resolution. The time to implement the Resolution may vary depending upon the nature of the fix or workaround. Estimated, but not committed, time to implement the Resolution will be communicated at the time the Resolution is identified. Licensee can notify DTBA to prioritize the resolution of Licensee- designated Severity 2 / Severity 3 issues. Upon receipt of such notice from Licensee, DTBA shall promptly prioritize the identified issues and communicate to Licensee the impact on Resolution time for other issues in DTBA’s queue.

### System Availability SLA

The Licensed Software will be hosted and maintained by DTBA at a location designated by DTBA and DTBA shall use commercially reasonable efforts to make the Licensed Software available no less than 99.0% of the time, as measured on a monthly basis, excluding scheduled maintenance and unscheduled emergency changes to fix a production application, infrastructure and/or network components that must be implemented immediately to maintain or restore production stability or to correct a production problem. Availability of the Licensed Software will be affected by maintenance as follows:

DTBA conducts scheduled maintenance of its hosting and data processing systems and the Licensed Software may be unavailable during these times. Maintenance windows will be communicated in advance for scheduled system activities. Scheduled maintenance may additionally be performed in cases where security advisories require timely patching of underlying third-party operating systems and applications to mitigate potentially significant security risks. These security-related scheduled maintenance events will generally not exceed eight hours per occurrence, and will be scheduled, to the extent that security risks due to delayed patching are deemed acceptable, on a weekend. DTBA will attempt to minimize business impact to Licensee of such security-related scheduled maintenance. Any additional scheduled maintenance that may exceed the eight-hour period will be discussed and agreed upon with Licensee in advance, with the following notice:

*Notice for Downtime:* (i) 2 days’ notice for planned downtime of up to 30 minutes; (ii) 3 days’ notice for planned downtime of more than 30 minutes; and (iii) 1 week notice for planned downtime of an hour or greater

In addition, instances of unavailability of the Licensed Software due to the following shall be excluded from the System Availability SLA calculations (“Excused Unavailability”):

- Force Majeure;

- The acts or omissions of Licensee or its third-party contractors, or any events outside of DTBA's reasonable control (such as delays caused by third-party service, software and hardware vendors, and their related products and/or services);
- An assumption set forth in this Agreement is found to be invalid or inaccurate;
- Failure by Licensee to meet its responsibilities or obligations under this Agreement;
- Scheduled maintenance or unscheduled Emergency Changes of the Licensed Software.

Performance Credit

In any calendar month that the Support SLA and/or System Availability SLA is not met, Licensee shall receive a credit of 10% of that month's applicable license fee (a "Performance Credit"). Any Performance Credit earned will be applied by DTBA to the next invoice submitted to Licensee hereunder or refunded to Licensee if there are no additional invoices hereunder. The Performance Credit shall be Licensee's exclusive remedy with respect to DTBA's failure to meet any SLA requirements hereunder.

## SCHEDULE C

### Acceptable Use Policy

This Acceptable Use Policy (“AUP”) describes the prohibited uses of the Licensed Software. The examples described in this AUP are not exhaustive. We may modify this AUP at any time by posting a revised version on the site where you access the Licensed Software (the “Site”). By using or accessing the Site, you agree to the latest version of this AUP.

1. **Compliance with Laws.** You will comply with all applicable laws and regulations when using the Site and will not allow any illegal or improper use of the Site.
2. **No Security Violations.** You may not use the Site to violate the security or integrity of any network, computer or communications system, software application, or network or computing device (each, a “System”). Prohibited activities include:
  - Accessing or using any System without permission, including attempting to probe, scan, or test the vulnerability of a System or to breach any security or authentication measures used by a System.
  - Monitoring of data or traffic on a System without permission.
  - Forging TCP-IP packet headers, e-mail headers, or any part of a message describing its origin or route. The legitimate use of aliases and anonymous remailers is not prohibited by this provision.
3. **No Network Abuse.** You may not make network connections to any users, hosts, or networks unless you have permission to communicate with them. Prohibited activities include:
  - Monitoring or crawling of a System that impairs or disrupts the System being monitored or crawled.
  - Inundating a target with communications requests so the target either cannot respond to legitimate traffic or responds so slowly that it becomes ineffective.
  - Interfering with the proper functioning of any System, including any deliberate attempt to overload a system by mail bombing, news bombing, broadcast attacks, or flooding techniques.
  - Operating network services like open proxies, open mail relays, or open recursive domain name servers.
  - Using manual or electronic means to avoid any use limitations placed on a System, such as access and storage restrictions.
4. **No Illegal, Harmful, or Offensive Use or Content.** You may not use, or encourage, promote, facilitate or instruct others to use, the Site for any illegal, harmful, fraudulent, infringing or offensive use, or to transmit, store, display, distribute or otherwise make available content that is illegal, harmful, fraudulent, infringing or offensive. Prohibited activities or content include:
  - Any activities that are illegal, that violate the rights of others, or that may be harmful to others, our operations or reputation, including disseminating, promoting or facilitating child pornography, offering or disseminating fraudulent goods, services, schemes, or promotions, make-money-fast schemes, ponzi and pyramid schemes, phishing, or pharming.
  - Content that infringes or misappropriates the intellectual property or proprietary rights of others.
  - Content that is defamatory, obscene, abusive, invasive of privacy, or otherwise objectionable, including content that constitutes child pornography, relates to bestiality, or depicts non-consensual sex acts.
  - Content or other computer technology that may damage, interfere with, surreptitiously intercept, or expropriate any system, program, or data, including viruses, Trojan horses, worms, time bombs, or cancelbots.
5. **No E-Mail or Other Message Abuse.** All commercial email promoting goods or services you send using the Site must comply with all applicable laws, rules, regulations, industry codes and similar guidelines. Prohibited activities include:
  - Creating or sending hoax emails or chain emails;
  - Distributing, publishing, sending, or facilitating the sending of unsolicited mass e-mail or other messages, promotions, advertising, or solicitations (like “spam”), including commercial advertising and informational announcements;
  - Harvesting email addresses or collecting replies to messages sent from another internet service provider if those messages violate this AUP or the acceptable use policy of that provider;
  - Impersonating someone else without the sender’s explicit permission or altering or obscuring message header information.
6. **Monitoring and Enforcement.** We reserve the right, but do not assume the obligation, to investigate any violation of this AUP or misuse of the Site. We may investigate violations of this AUP or misuse of the Site, or remove, disable access to, or modify any content or resource that violates this AUP or any other agreement we have with you for use of the Site. We may report any activity that we suspect violates any law or regulation to appropriate law enforcement officials, regulators, or other appropriate third parties. Our reporting may include disclosing appropriate customer information. We also may cooperate with appropriate law enforcement agencies, regulators, or other appropriate third parties to help with the investigation and prosecution of illegal conduct by providing network and systems information related to alleged violations of this AUP.
7. **Suspension or Termination.** If you violate the AUP or authorize or help others to do so, we may suspend or terminate your access to the Site.
8. **Reporting of Violations of this AUP.** If you become aware of any violation of this AUP, you will immediately notify us and provide us with assistance, as requested, to stop or remedy the violation.

SCHEDULE D  
Data Security

1. Safeguards

- 1.1. DTBA will use commercially reasonable efforts to establish, maintain and comply with administrative, technical and physical safeguards on its infrastructure support services system that are designed to (a) protect the security, availability and integrity of the Licensee Data; (b) guard against security incidents; and (c) utilize equivalent safeguards in accordance with ISO 27001 and ISO 27002 or similar standards.
- 1.2. DTBA agrees to maintain and implement information security policies that address, at a minimum the following domains:
  - information security policy
  - organization of information security
  - risk management
  - asset management
  - human resource security
  - physical and environmental security
  - electronic and wireless communications
  - access control
  - information systems acquisition, development and maintenance
  - information security incident management
  - business continuity management
  - encryption
  - vendor management
  - regulatory compliance
- 1.3. DTBA will only collect, access, use, or share Licensee Data, or transfer Licensee Data to authorized third parties, in performance of its obligations under the Agreement or to comply with legal obligations. DTBA will not make any secondary or other use (e.g., for the purpose of data mining) of Licensee Data except (a) as expressly authorized in writing by Licensee in connection with Licensee's use of the Licensed Software, or (b) as required by law.
- 1.4. In response to evolving technologies, industry standards, and marketplace expectations, from time to time DTBA may upgrade or modify the safeguards that it is required to maintain hereunder. DTBA shall not be in breach of this Agreement as a result of any such change, provided that such change does not diminish the overall level of information security afforded to the Licensee Data by the processes and controls described hereunder.

2. Business Continuity Program

DTBA maintains, and will continue to maintain throughout the Term, a business continuity plan in relation to DTBA's infrastructure system that includes emergency response and disaster recovery procedures (including backup capabilities) designed to restore essential business functions and processes within a reasonable period following the occurrence of a disaster or other unplanned interruption. Such business continuity plan shall be reviewed and tested at least annually. DTBA will provide summary information to Licensee regarding its business continuity plan and make appropriate personnel available for discussion, upon written request (no more than once annually).

3. Data Back-up

DTBA systems are scheduled for daily backup and two iterations of data through redundant data mirroring: one onsite and one in another availability zone within the U.S. All backup media is encrypted during transit and at rest.

4. Third Party Hosting Provider

Licensee acknowledges that the Licensed Software runs on Amazon Web Services (AWS) and that the security standards and related practices set out for AWS [here](https://aws.amazon.com/whitepapers/#security) on its website (<https://aws.amazon.com/whitepapers/#security>) shall apply to the security responsibilities for AWS on its infrastructure.

## SCHEDULE E Data Protection

### 1. Definitions

Capitalized terms used but not defined in this Attachment shall have the meanings set forth in the Agreement and the applicable Order.

- 1.1. "Data Protection Laws" means the EU General Data Protection Regulation (2016/679) (together with relevant national implementing legislation) ("GDPR"), the United Kingdom Data Protection Act 2018, and the Swiss Federal Act on Data Protection.
- 1.2. "Data Subject" means any individual about whom Personal Data may be Processed under the applicable Order.
- 1.3. "Personal Data" has the meaning given by applicable Data Protection Laws, but shall be restricted to information of a Data Subject in the European Economic Area, the United Kingdom, or Switzerland that Licensee provides to DTBA in connection with the Licensed Software.
- 1.4. "Personal Data Breach" means any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Personal Data.
- 1.5. "Process", "Processed" or "Processing" means any operation or set of operations which is performed upon Personal Data, whether or not by automated means, such as collection, recording, organization, structuring, transfer, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination, transfer or otherwise making available, alignment or combination, restriction, erasure or destruction of Personal Data.
- 1.6. "Subprocessor" means any third party that DTBA engages to Process Personal Data on behalf of DTBA to provide the Licensed Software.
- 1.7. "Supervisory Authority" has the same meaning as set forth in Article 4 of the GDPR or refers to the United Kingdom Information Commissioner's Office or the Swiss Federal Data Protection and Information Commissioner.

### 2. Data Processing and Protection

- 2.1. Limitations on Use; Instructions. DTBA shall and require that Subprocessors shall, Process Personal Data only on behalf of Licensee in accordance with the Agreement, the applicable Order, this Attachment, Data Protection Laws to which DTBA is subject, or documented instructions of Licensee set forth in the Agreement, the applicable Order, or otherwise. Licensee shall limit disclosures of Personal Data to DTBA or Subprocessors to the minimum necessary for DTBA or Subprocessors to provide the Licensed Software.
- 2.2. Processing. The details of Processing are described in Section 4 (Data Processing Details) below.
- 2.3. Confidentiality. DTBA shall and require that Subprocessors shall, limit access to authorized personnel who need to access Personal Data for the purpose of performing DTBA's obligations under the Agreement and the applicable Order, and who have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.
- 2.4. Security. DTBA shall require its Subprocessors to implement and maintain an information security program with appropriate technical and organizational measures to protect the security of Personal Data to a level of security appropriate to the risk, in particular, from accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Data.
- 2.5. Subprocessors. Licensee hereby provides a general authorization for the Processing of Personal Data by (a) vendors providing a component of the Licensed Software under the Agreement or the applicable Order, and (b) contractors to the extent necessary, while providing ancillary administrative, infrastructure and other support services to DTBA, in each case, whether located within or outside of the United States. DTBA shall not disclose, transfer and/or grant access to Personal Data to a Subprocessor unless DTBA: (i) executes a written agreement with Subprocessor that contains substantially similar data protection obligations imposed on DTBA by this Attachment, including implementing appropriate technical and organizational measures; and (ii) remains fully responsible for Subprocessor's failure to fulfill its obligations with respect to the Processing of Personal Data as if DTBA had failed to fulfill such obligations.
- 2.6. Data Subject Requests. DTBA shall promptly notify Licensee, unless specifically prohibited by applicable law, if DTBA or Subprocessor receives: (a) any request from a Data Subject with respect to Personal Data Processed; or (b) any complaint relating to the Processing of Personal Data. DTBA shall reasonably assist Licensee, at Licensee's expense, to comply with any exercise of rights by a Data Subject under applicable Data Protection Laws with respect to relevant Personal Data.
- 2.7. Regulatory Investigations. DTBA shall reasonably assist Licensee in the event of an investigation by a Supervisory Authority, if and to the extent such investigation is legally required and relates to Personal Data Processed.
- 2.8. Audit. Third party assessments and certifications with respect to the data centers hosting the Licensed Software are accessible via Amazon Web Services' website at <https://aws.amazon.com/whitepapers/#security>.
- 2.9. Breach Notice. DTBA shall notify Licensee in writing without undue delay after becoming aware of any Personal Data Breach, providing Licensee with sufficient information to allow Licensee to meet its obligations under applicable Data Protection Laws to report to or inform Data Subjects and applicable regulators of the Personal Data Breach.
- 2.10. Breach Response. DTBA shall take appropriate steps to (a) investigate any Personal Data Breach, and (b) provide cooperation reasonably requested by Licensee in the furtherance of its investigation, or its preparation of notification to send to affected Data Subjects, applicable regulators, or other relevant third parties.

- 2.11.** Return or Disposal. Upon termination or expiration of the applicable Order and Licensee's written request, DTBA shall and require that Subprocessors shall, cease Processing Personal Data and shall destroy, or, if directed by Licensee, shall return Personal Data in DTBA's or Subprocessor's possession or control, except retention for archival purposes or as otherwise required by any law, regulation or professional standard applicable to DTBA or Subprocessor.
- 2.12.** General Cooperation. Upon written request, DTBA shall make available to Licensee information on its Processing of Personal Data necessary to demonstrate DTBA's compliance with its obligations under this Attachment. Further, upon written request, DTBA shall make available information with respect to DTBA's Processing of Personal Data to reasonably assist Licensee in fulfilling its obligations under applicable Data Protection Laws with respect to maintaining the security of Personal Data, conducting privacy and data protection impact assessments, and consulting with applicable Supervisory Authorities.

### 3. International Data Transfer

To the extent that any Personal Data is accessed by DTBA, or transferred to DTBA, in the United States, the following terms shall apply to such Personal Data: DTBA (a) represents that it has certified to the U.S. Department of Commerce its participation in EU-U.S. and Swiss-U.S. Privacy Shield Frameworks for the transfer of Personal Data from the European Economic Area, the United Kingdom or Switzerland to the United States ("Privacy Shield"); (b) agrees to comply with the requirements of Privacy Shield in connection with its handling, collection and transfer of any such Personal Data in connection with this Agreement and the applicable Order; and (c) agrees to remain so certified while it has access to any such Personal Data in connection with the applicable Order; or if it does not remain so certified, it will utilize and comply with the requirements of an alternative legal mechanism to legitimize the processing of such Personal Data (such as Binding Corporate Rules or Standard Contractual Clauses).

### 4. Data Processing Details

**NATURE AND PURPOSE OF THE PROCESSING:** DTBA provides the Licensed Software as further described in the Agreement and the applicable Order.

**DURATION AND SUBJECT MATTER OF THE PROCESSING:** The duration of the Processing is for so long as DTBA provides the Licensed Software for Licensee or Processes Personal Data. The subject matter of the Processing is set forth in the Agreement and the applicable Order.

**TYPE OF PERSONAL DATA:** Personal Data Processed relating to the following categories of data: all categories of data related to the Processing associated with the Licensed Software provided by DTBA for or on behalf of Licensee.

**CATEGORIES OF DATA SUBJECTS:** Personal Data Processed relating to the following categories of Data Subjects: clients, customers or program participants of Licensee

**PROCESSING INSTRUCTIONS:** Personal Data Processed shall be subject to the following Processing activities in addition to any activities set forth the Agreement and the applicable Order: Processing by DTBA (or Subprocessors) related to the provision of the Licensed Software to Licensee, in accordance with the terms and conditions of this Attachment, the Agreement and the applicable Order.

**OBLIGATIONS AND RIGHTS OF LICENSEE:** The obligations and rights of Licensee are set forth in the Agreement, the applicable Order and this Attachment.



SCHEDULE F  
Business Associate Appendix

If and to the extent, and so long as, required by HIPAA or HITECH (each as defined below), and not otherwise, DTBA and Licensee agree to the following in connection with DTBA's performance under the Agreement.

- (A) Unless otherwise specified in this Business Associate Appendix, all capitalized terms used in this Business Associate Appendix shall have the meanings established for purposes of HIPAA or HITECH, as applicable. Specific statutory or regulatory citations used in this Business Associate Appendix shall mean such citations as amended and in effect from time to time.
1. "Compliance Date" shall mean, with respect to any applicable provision in this Business Associate Appendix, the later of the date by which compliance with such provision is required under HITECH and the effective date of this Agreement.
  2. "Electronic Protected Health Information" shall mean Protected Health Information that is transmitted or maintained in electronic media.
  3. "HIPAA" shall mean the Health Insurance Portability and Accountability Act, 42 U.S.C. §§ 1320d through 1320d-8, as amended from time to time, and all associated existing and future implementing regulations, when effective and as amended from time to time.
  4. "HITECH" shall mean Subtitle D of the Health Information Technology for Economic and Clinical Health Act provisions of the American Recovery and Reinvestment Act of 2009, 42 U.S.C. §§ 17921-17954, as amended from time to time, and all associated existing and future implementing regulations, when effective and as amended from time to time.
  5. "Protected Health Information" shall mean the term as defined in 45 C.F.R. § 160.103, and is limited to the Protected Health Information received from, or received or created on behalf of, Licensee by DTBA in connection with its provision of the Licensed Software.
  6. "Privacy Rule" shall mean the federal privacy regulations issued pursuant to HIPAA, as amended from time to time, codified at 45 C.F.R. Part 164 (Subparts A and E).
  7. "Security Rule" shall mean the federal security regulations issued pursuant to HIPAA, as amended from time to time, codified at 45 C.F.R. Part 164 (Subparts A and C).
  8. "Licensed Software" shall have the meaning set forth in the Agreement.
  9. "Unsecured Protected Health Information" shall mean Protected Health Information that is not rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of a technology or methodology specified by the Secretary in the regulations or guidance issued pursuant to 42 U.S.C. § 17932(h)(2).
- (B) With regard to DTBA's use and disclosure of Protected Health Information:
1. DTBA may use and disclose Protected Health Information as reasonably required or contemplated in connection with the performance under the Agreement, excluding the use or further disclosure of Protected Health Information in a manner that would violate the requirements of the Privacy Rule, if done by Licensee. Notwithstanding the foregoing, DTBA may use and disclose Protected Health Information for the proper management and administration of DTBA as provided in 45 C.F.R. § 164.504(e)(4).
  2. DTBA will not use or further disclose Protected Health Information other than as permitted or required by this Business Associate Appendix, and in compliance with each applicable requirement of 45 C.F.R. § 164.504(e), or as otherwise Required by Law. Without limiting the generality of the foregoing sentence, to the extent DTBA carries out Licensee's obligations under the Privacy Rule, DTBA shall comply with the requirements of the Privacy Rule that apply to Licensee in the performance of those obligations.
  3. DTBA will implement and use appropriate administrative, physical and technical safeguards to (i) prevent use or disclosure of Protected Health Information other than as permitted or required by this Business Associate Appendix; (ii) reasonably and appropriately protect the confidentiality, integrity, and availability of the Electronic Protected Health Information that DTBA creates, receives, maintains, or transmits on behalf of Licensee; and (iii) comply with the Security Rule with respect to Electronic Protected Health Information.

4. DTBA will, without unreasonable delay, report to Licensee (i) any use or disclosure of Protected Health Information not provided for by this Business Associate Appendix of which it becomes aware in accordance with 45 C.F.R. § 164.504(e)(2)(ii)(C); and/or (ii) any Security Incident affecting Electronic Protected Health Information of which DTBA becomes aware in accordance with 45 C.F.R. § 164.314(a)(2)(C).
  5. DTBA will, without unreasonable delay, and in any event no later than forty-five (45) calendar days after Discovery, notify Licensee of any Breach of Unsecured Protected Health Information. The notification shall include, to the extent possible (and subsequently as the information becomes available), the identification of all individuals whose Unsecured Protected Health Information is reasonably believed by DTBA to have been Breached along with any other available information that is required to be included in the notification to the Individual, the Secretary and/or the media, all in accordance with the data breach notification requirements set forth in 42 U.S.C. § 17932 and 45 C.F.R. Parts 160 and 164 (Subparts A, D, and E).
  6. DTBA will ensure that any subcontractors or agents to whom DTBA provides Protected Health Information agree in writing to the same restrictions and conditions that apply to DTBA with respect to such Protected Health Information. To the extent that DTBA provides Electronic Protected Health Information to a subcontractor or agent, it will require the subcontractor or agent to implement reasonable and appropriate safeguards to protect the Electronic Protected Health Information consistent with the requirements of this Business Associate Appendix.
  7. DTBA will, to the extent that Protected Health Information in DTBA's possession constitutes a Designated Record Set, make available such Protected Health Information to Licensee to permit Licensee to respond to a request by an Individual in accordance with 45 C.F.R. § 164.524.
  8. In the event that DTBA in connection with the Licensed Software uses or maintains an Electronic Health Record of Protected Health Information of or about an Individual, DTBA will provide an electronic copy of such Protected Health Information to Licensee to permit Licensee to respond to a request by an Individual in accordance with 42 U.S.C. § 17935(e).
  9. DTBA will, to the extent that Protected Health Information in DTBA's possession constitutes a Designated Record Set, make available to Licensee such Protected Health Information for amendment and incorporate any amendments to such information as directed by Licensee, all in accordance with 45 C.F.R. § 164.526.
  10. DTBA will document and make available to Licensee the information required to provide an accounting of disclosures of Protected Health Information, in accordance with 45 C.F.R. § 164.528.
  11. In the event that DTBA in connection with the Licensed Software uses or maintains an Electronic Health Record of Protected Health Information of or about an Individual, DTBA will make available to Licensee the information required to provide an accounting of disclosures of such Protected Health Information in accordance with the requirements for accounting of disclosures made through an Electronic Health Record in 42 U.S.C. § 17935(c).
  12. DTBA will make its internal practices, books, and records relating to the use and disclosure of Protected Health Information available to the Secretary for purposes of determining Licensee's and DTBA's compliance with the Privacy Rule.
  13. DTBA will limit any request, use or disclosure by DTBA of Protected Health Information, to the extent practicable, to the Limited Data Set of such Protected Health Information (as defined in 45 C.F.R. § 164.514(e)(2)), or, if the request, use or disclosure by DTBA of Protected Health Information, not in a Limited Data Set, is necessary for DTBA's performance of the Agreement, DTBA will limit the amount of such Protected Health Information requested, used or disclosed by DTBA to the minimum necessary to accomplish the intended purpose of such request, use or disclosure, respectively; provided, however, that the requirements set forth above in this subsection (13) shall be superseded and replaced by the requirements of the "minimum necessary" regulations or guidance to be issued by the Secretary (pursuant to 42 U.S.C. § 17935(b)(1)(B)) on and after its Compliance Date.
- (C) In addition to any other obligation set forth in this Agreement, including this Business Associate Appendix, Licensee agrees that it will:
- (i) not make any disclosure of Protected Health Information to DTBA if such disclosure would violate HIPAA, HITECH or any applicable federal or state law or regulation;
  - (ii) not request DTBA to use or make any disclosure of Protected Health Information in any manner that would not be permissible under HIPAA, HITECH or any applicable federal or state law or regulation if such use or disclosure were done by Licensee; and
  - (iii) limit any disclosure of Protected Health Information to DTBA, to the extent practicable, to the Limited Data Set of such Protected Health Information, or, if the disclosure of Protected Health Information that is not in a Limited Data Set is necessary for DTBA's performance of the Agreement, to limit the disclosure of such Protected Health Information to the minimum necessary to accomplish the intended purpose of such disclosure, provided, however, that the requirements set forth above in this part

(iii) shall be superseded and replaced by the requirements of the “minimum necessary” regulations or guidance to be issued by the Secretary (pursuant to 42 U.S.C. § 17935(b)(1)(B)) on and after its Compliance Date.

- (D) If either Licensee or DTBA knows of either a violation of a material term of this Business Associate Appendix by the other party or a pattern of activity or practice of the other party that constitutes a material breach or violation of this Business Associate Appendix, the non-breaching party will provide written notice of the breach or violation to the other party that specifies the nature of the breach or violation. In the event that the breaching party does not cure the breach or end the violation on or before thirty (30) days after receipt of the written notice, the non-breaching party may, if feasible, terminate this Agreement.
- (E) DTBA will, at termination of this Agreement, if feasible, return or destroy all Protected Health Information that DTBA still maintains in any form and retain no copies of Protected Health Information or, if such return or destruction is not feasible (such as in the event that the retention of Protected Health Information is required for archival purposes to evidence performance under the Agreement), DTBA may retain such Protected Health Information and shall thereupon extend the protections of this Business Associate Appendix to such Protected Health Information and limit further uses and disclosures to those purposes that make the return or destruction of such Protected Health Information infeasible.
- (F) Any other provision of this Agreement that is directly contradictory to one or more terms of this Business Associate Appendix shall be superseded by the terms of this Business Associate Appendix to the extent and only to the extent of the contradiction and only for the purpose of Licensee’s and DTBA’s compliance with HIPAA and HITECH. The terms of this Business Associate Appendix, to the extent they are unclear, shall be construed to allow for compliance by Licensee and DTBA with HIPAA and HITECH.
- (G) Nothing contained in this Business Associate Appendix is intended to confer upon any person (other than the parties hereto) any rights, benefits, or remedies of any kind or character whatsoever, whether in contract, statute, tort (such as negligence), or otherwise, and no person shall be deemed a third-party beneficiary under or by reason of this Business Associate Appendix.

## Appendix H: Sample HealthPrism™ Subscription Agreement

This Subscription Agreement (“Agreement”), dated \_\_\_\_\_, is between Deloitte Consulting LLP, a Delaware limited liability partnership (“Deloitte Consulting”), with an office located at \_\_\_\_\_, a \_\_\_\_\_, a [insert type of legal entity and jurisdiction] (“Licensee”), with offices located at \_\_\_\_\_.

1. Order. Attachment 1 to this Agreement (the “Order”) sets forth the software licensed to Licensee hereunder (the “Licensed Software”) and, as applicable, the provision of any related insight support, or other support and maintenance in connection with such Licensed Software as set forth in the Order (the “Support and Maintenance”) and is made a part hereof. In addition, Deloitte Consulting will provide user manuals, descriptions, instructions or other material that explain or describe the features an, functionality of the Licensed Software (“Documentation”).

### 2. License.

a) Subject to Licensee’s payment to Deloitte Consulting of the fees set forth in the Order, Deloitte Consulting hereby grants to Licensee on the terms and conditions set forth in this Agreement, a limited, non-exclusive and non-transferable license to use the Licensed Software and Documentation solely for Licensee’s internal business purposes. The foregoing license for the Licensed Software is limited to the license period specified in the Order, and is subject to the additional license restrictions set forth in the Order.

b) The Licensed Software may be accompanied by or include software, including open source software, or run on platforms made available by one or more third parties (“Third Party Software”), which may be subject to additional terms of use that accompany such software or platform.

c) To the extent any Licensed Software or Documentation provided to Licensee hereunder constitutes inventory within the meaning of section 471 of the Internal Revenue Code, such Licensed Software and Documentation is licensed to Licensee by Deloitte Consulting as agent for its product company subsidiary on the terms contained herein.

3. Payment of Invoices. Licensee shall pay Deloitte Consulting for the Licensed Software and any Support and Maintenance performed under the Order, as set forth therein. Licensee shall pay each invoice within thirty days of its receipt thereof. If payment is not received within such period, (i) such invoice shall accrue a late charge equal to the lesser of (a) 1½% per month or (b) the highest rate allowable by law, in each case compounded monthly to the extent allowable by law, and (ii) Deloitte Consulting may also suspend or terminate the license granted to, and/or the provision of Support and Maintenance for, the applicable Licensed Software upon five days written notice to Licensee. Licensee shall be responsible for any taxes imposed relating to or in connection with this Agreement, other than taxes imposed by employment withholding for Deloitte Consulting’s personnel or on Deloitte Consulting’s income or property.

4. Term and Termination. This Agreement commences on the date hereof and, unless sooner terminated as set forth below, shall terminate upon expiration of the last day of the last license term set

forth in the Order. Either party may terminate this Agreement for the other party’s material breach by giving thirty days prior written notice to the other party, provided that the other party shall have the right to cure the breach within the notice period. Deloitte Consulting may terminate this Agreement, upon written notice to Licensee, if Deloitte Consulting determines that the performance of any part of this Agreement would be in conflict with law, or independence or professional rules. Upon any termination of this Agreement, Licensee shall pay Deloitte Consulting for any fees due for licenses provided or Support and Maintenance rendered through the effective date of such termination.

### 5. Licensee Responsibilities.

a) The Licensed Software is not intended for and does not require the use of any Licensee data or information (“Licensee Data”), and Licensee should not upload any Licensee Data into the Licensed Software. Licensee shall be solely responsible for the performance of its personnel and agents and maintaining all software, hardware and other equipment used by Licensee to access and use the Licensed Software.

### 6. Restrictions on Use.

a) All Licensed Software shall be solely for Licensee’s benefit and internal business purposes, and are not intended to be relied upon by any person or entity other than Licensee.

b) The Licensed Software is available only for the number of authorized users identified in the Order (“Authorized Users”). Authorized Users may be Licensee employees or third-party contractors of Licensee who need to use the Licensed Software on Licensee’s behalf in connection with their provision of services to Licensee. Licensee will not permit any User ID or User login to be used by more than one individual. Licensee is responsible for all activities conducted under its Authorized Users logins and for ensuring Authorized Users comply with the terms of this Agreement and the Order. Licensee and its Authorized Users are responsible for maintaining the security of its and their accounts and passwords to prevent and restrict the access and use of the Licensed Software from unauthorized individuals.

c) Licensee is prohibited from and shall not: (i) de-compile, reverse engineer or disassemble the Licensed Software or apply any other process or procedure to derive the source code thereof, or allow any third party to do so; (ii) sell, re-license, rent, lease, provide service bureau or timeshare access to, the Licensed Software; (iii) use the Licensed Software for incorporation in any device, article, commodity, product or goods for use by or sale or lease to third parties, or for the provision of services to third parties; (iv) except as expressly provided in the Order, modify, publish, transmit, reproduce, create derivative works from, distribute, perform, display or in any way exploit the Licensed Software in whole or in part; (v) use the Licensed Software or the output thereof in any way that (1)

is fraudulent or misleading, or violates applicable law, rule or regulation, including the export, re-export, access or use of the Licensed Software, either directly or indirectly, in violation of the U.S. economic sanctions or export controls laws and regulations, (2) is not authorized by this Agreement, (3) is in violation of any applicable Acceptable Use Policy, or (4) is in violation of any terms of use for any Licensee Data that apply to Licensee by its licensors. In addition, Licensee shall not use or permit third parties to use the Licensed Software in any way that (A) interferes with or disrupts other network users, network services or network equipment, including spamming; (B) results in the introduction of computer worms or viruses; (C) involves the use of false identities; (D) attempts to gain unauthorized entry to any servers or databases through which such Licensed Software is provided; or (E) transmits, stores, displays, distributes or otherwise makes available content or data that is illegal, harmful, fraudulent, infringing or offensive.

d) Any output, advice, opinion, statement of expectation, forecast or recommendation provided by Deloitte Consulting or the Licensed Software ("Output") shall be for information purposes only and shall not amount to any form of guarantee that Deloitte Consulting has determined or predicted future events or circumstances. It is Licensee's sole responsibility to decide the manner in which such Output is to be used in the context of its own business, and for the decisions and actions it takes based on the Output. Licensee shall use the Output in a manner which gives due consideration to matters concerning privacy, confidentiality and other issues to which individual and business consumers may be sensitive. Licensee shall be prohibited from (i) sharing Output with any third party without consent, (ii) using Output to engage in any unlawful discrimination or otherwise in violation of applicable law, or (iii) using Output for credit granting, credit monitoring, account review, collection, insurance underwriting, employment or any other purpose covered by the Fair Credit Reporting Act (15 U.S.C. Sec. 1681 et seq ("FCRA")), Federal Trade Commission interpretations of the FCRA, and similar state statutes.

e) The Licensed Software embodies valuable copyright, patent, trademark, trade secret and other intellectual property rights owned or licensed by Deloitte Consulting. Deloitte Consulting or its licensors retain all right, title and interest in all such proprietary rights and property, and Licensee shall have no interest in any such rights or property, nor will anything contained in this Agreement constitute a license or grant of any rights to Licensee with respect to any copyright, patent, trademark, trade secret or any other intellectual property right other than as specifically provided in Section 2(a) of this Agreement.

7. Updates, Modifications and Enhancements. Except for the Support and Maintenance as specifically provided in the Order, Deloitte Consulting shall have no obligation under this Agreement to provide updates, modifications or enhancements to the Licensed Software, or to provide maintenance, support or other services with respect to the Licensed Software. Any updates, modifications or enhancements provided to Licensee as part of the Support and Maintenance or otherwise shall be and remain the sole and exclusive property of Deloitte Consulting. The term "Licensed Software" as used herein shall include such updates, modifications or enhancements.

8. Confidentiality. To the extent that, in connection with this Agreement, either Deloitte Consulting or Licensee (each, the "receiving party") comes into possession of any confidential information of the other (the "disclosing party"), it will not disclose such information to any third party without the disclosing party's consent, using at least the same degree of care as it employs in maintaining in confidence its own confidential information of a similar nature, but in no event less than a reasonable degree of care. The disclosing party hereby consents to the receiving party disclosing such information (a) as expressly set forth in the Order; (b) to contractors providing administrative, infrastructure and other support services to the receiving party and vendors providing a component of the Licensed Software, in each case, whether located within or outside of the United States, provided that they have agreed to be bound by confidentiality obligations similar to those in this Section; (c) as may be required by law or regulation, or to respond to governmental inquiries, or in accordance with applicable professional standards or rules, or in connection with litigation pertaining to this Agreement; or (d) to the extent such information (i) is or becomes publicly available other than as the result of a disclosure in breach hereof, (ii) becomes available to the receiving party on a nonconfidential basis from a source that the receiving party believes is not prohibited from disclosing such information to the receiving party, (iii) is already known by the receiving party without any obligation of confidentiality with respect thereto, or (iv) is developed by the receiving party independently of any disclosures made to the receiving party hereunder.

9. Limited Warranty and Disclaimer.

a) Deloitte Consulting represents and warrants that (i) the Licensed Software shall substantially conform to Deloitte Consulting's then-current Documentation for such Licensed Software, and (ii) it has the right to grant the license to the Licensed Software as set forth in this Agreement. Deloitte Consulting does not represent or warrant that the Licensed Software will meet Licensee's requirements or that operation of the Licensed Software will be uninterrupted or error free. The Licensed Software uses data procured from third parties, while Deloitte Consulting believes these sources to be reliable, Deloitte Consulting makes no representation or warranty, express or implied, to the accuracy, adequacy, completeness, legality, reliability or usefulness thereof or the Output resulting therefrom. **DELOITTE CONSULTING DISCLAIMS ALL OTHER REPRESENTATIONS AND WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.**

b) No action, regardless of form, relating to or in connection with this Agreement may be brought more than one year after the cause of action has accrued.

10. Indemnification.

a) Licensee shall indemnify and hold harmless Deloitte Consulting and its personnel from all Claims attributable to claims of third parties relating to Licensee's use of the Licensed Software or Output in violation of the terms of this Agreement.

b) Deloitte Consulting agrees to defend Licensee against all third party claims that Licensed Software or Documentation infringes a patent or copyright or constitutes an unauthorized use of any trade secret of such third party, and to indemnify and hold harmless Licensee from any damages, liabilities and costs finally awarded by a court or amounts paid in a settlement agreed to by Deloitte Consulting. Deloitte Consulting shall have no obligation to indemnify hereunder to the extent that the infringement or unauthorized use arises from (i) modification of such Licensed Software or Documentation other than by Deloitte Consulting or its licensors, or use thereof in a manner not contemplated by this Agreement, (ii) the failure of the indemnified party to use any corrections or modifications made available by Deloitte Consulting, (iii) information, materials, instructions, specifications, requirements or designs provided by or on behalf of the indemnified party, or (iv) the use of such Licensed Software or Documentation in combination with any platform, product, network or data not provided by Deloitte Consulting. If Licensee's use of such Licensed Software or Documentation, or any portion thereof, is or is likely to be enjoined by order of a court of competent jurisdiction as such an infringement or unauthorized use, Deloitte Consulting, at its option and expense, shall have the right to (x) procure for Licensee the continued use of such Licensed Software or Documentation, (y) replace such Licensed Software or Documentation with a non-infringing item, or (z) modify such Licensed Software or Documentation so it becomes non-infringing; provided that, if (y) or (z) is the option chosen by Deloitte Consulting, the replacement or modified Licensed Software or Documentation is capable of performing substantially the same function. In the event Deloitte Consulting cannot reasonably procure, replace or modify the Licensed Software in accordance with the immediately preceding sentence, Deloitte Consulting may require Licensee to cease use of the Licensed Software and refund Licensee a pro-rata portion of the license fee paid by Licensee for the Licensed Software. The foregoing provisions of this paragraph constitute the sole and exclusive remedy of the indemnified parties, and the sole and exclusive obligation of Deloitte Consulting, relating to a claim that any licensed material infringes any patent, copyright or other intellectual property right of a third party.

c) The indemnified party shall provide the indemnifying party with prompt written notice of any claim, liability, or expense for which indemnification is sought under this Agreement (an "Indemnity Claim") and shall cooperate in all reasonable respects with the indemnifying party in connection with any such Indemnity Claim. The indemnifying party shall be entitled to control the handling of any such Indemnity Claim and to defend or settle any such Indemnity Claim, in its sole discretion, with counsel of its own choosing.

11. Limitation on Damages. Each party and its respective personnel shall not be liable to the other party for any claims, liabilities, or expenses relating to or in connection with this Agreement ("Claims") for an aggregate amount in excess of the fees paid by Licensee to Deloitte Consulting under this Agreement over the twelve-month period immediately preceding the date on which the initial act or omission giving rise to the liability first occurs, except (i) to the extent arising from their recklessness, bad faith or intentional misconduct, or (ii) for payment of amounts owing by Licensee to Deloitte

Consulting for the charges under this Agreement. In no event shall a party or its respective personnel be liable to the other party for any loss of use, data, goodwill, revenues or profits (whether or not deemed to constitute a direct Claim), or any consequential, special, indirect, incidental, punitive, or exemplary loss, damage, or expense relating to or in connection with this Agreement. The terms of this Section shall not apply to any Claim for which one party has an express indemnification obligation under this Agreement or for Licensee's use of the Licensed Software or Output in violation of the terms of this Agreement. In circumstances where any limitations or exculpations set forth herein are unavailable, the aggregate liability of a party and its respective personnel for any Claim shall not exceed an amount that is proportional to the relative fault that their conduct bears to all other conduct giving rise to such Claim. No contractor, vendor or licensor (or any affiliate of either of the foregoing) of Deloitte Consulting shall have any obligation or liability to Licensee under this Agreement with respect to the Licensed Software, the information contained therein or Support and Maintenance.

12. Governing Law; Disputes. This Agreement, and all matters relating to or in connection with this Agreement, shall be governed by, and construed in accordance with, the laws of the State of New York (without giving effect to the choice of law principles thereof). Any action relating to or in connection with this Agreement shall be brought and maintained exclusively in any state or federal court, in each case located in New York County, the State of New York. EACH PARTY TO THIS AGREEMENT HEREBY IRREVOCABLY WAIVES, TO THE FULLEST EXTENT PERMITTED BY LAW, ALL RIGHTS TO TRIAL BY JURY IN ANY ACTION, PROCEEDING, OR COUNTERCLAIM RELATING TO OR IN CONNECTION WITH THIS AGREEMENT, THE LICENSED SOFTWARE OR SUPPORT AND MAINTENANCE.

13. General. Entire Agreement. This Agreement and its attachments shall constitute the entire agreement between Deloitte Consulting and Licensee with respect to the subject matter of this Agreement and shall supersede all other oral or written representations, understandings, or agreements relating to or in connection with the subject matter of this Agreement. In making its determination to proceed with this Agreement, neither party will have relied on any representations of the other party except as expressly set forth in this Agreement. Severability. If any term of this Agreement is found unenforceable, such term shall not affect the other terms, but such unenforceable term shall be deemed modified to the extent necessary to render it enforceable, preserving to the fullest extent permitted the intent of the parties set forth in this Agreement. Waivers and Amendments. No delay or omission by a party in enforcing its rights or remedies under this Agreement shall impair such right or remedy or be deemed to be a waiver thereof. No waiver of any right or remedy under this Agreement with respect to any occurrence or event on one occasion shall be deemed a waiver of such right or remedy with respect to such occurrence or event on any other occasion. No amendment or waiver of this Agreement shall be valid unless in writing and signed by the parties thereto. Binding Nature; Assignment. This Agreement shall be binding on the respective parties thereto and their respective permitted successors and assigns; provided, however, that neither party may assign any of its rights or obligations (including interests or claims) relating to or

in connection with this Agreement without the prior written consent of the other party. Survival and Interpretation. All provisions that are intended by their nature to survive performance of this Agreement shall survive such performance, or the expiration or termination of this Agreement. Each of the provisions of this Agreement shall apply to the fullest extent of the law, whether in contract, statute, tort (such as negligence) or otherwise, notwithstanding the failure of the essential purpose of any remedy. Any references herein to the term "including" shall be deemed to be followed by "without limitation." Independent Contractor. Each of Deloitte Consulting and Licensee is an independent contractor and neither is, nor shall be considered to be, nor shall purport to act as, the other's agent, partner, fiduciary,

joint venturer, or representative. Force Majeure. Neither Deloitte Consulting nor Licensee shall be liable for any delays or nonperformance directly or indirectly resulting from circumstances or causes beyond its reasonable control, including fire, epidemic or other casualty, act of God, strike or labor dispute, war or other violence, or any law, order, or requirement of any governmental agency or authority. Notices. Any notices required or permitted under this Agreement shall be in writing, delivered to the representatives of the parties at the addresses set forth herein, unless changed by either party by notice to the other party, and effective upon receipt.

IN WITNESS WHEREOF, Deloitte Consulting and Licensee have caused this Agreement to be executed and delivered by their respective duly authorized representatives as of the date first set forth above.

DELOITTE CONSULTING LLP

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

[LICENSEE]

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

**ATTACHMENT 1  
ORDER**

**1. Licensed Software**

Deloitte Consulting will provide the following Licensed Software subject to the terms and conditions set forth in the Agreement and this Order for the license term set forth below:

Licensed Software	Description	Subscription Level	Models
HealthPrism	HealthPrism is a tool that uses social determinants of health data and can be combined with customer medical claims data (at customer request) to get the view of a population's health or future health risk. The tool identifies barriers to treatment and optimal interventions for at-risk populations. The tool is primarily marketed towards government and public sector but could also be sold in the commercial marketplace	[Introductory, Silver, Gold or Platinum] Note: identify whether subscription covers a single or multiple State jurisdictions	[identify specific models licensed:  <i>1 model for Introductory 5 models for Silver 10 model for Gold All models for Platinum</i>

**2. License Fee:** Licensee shall pay the following license fees for the Licensed Software:

Subscription Period	Items	Amount
Year 1 [month day, year] – [month day, year]	Annual subscription fee <i>[Introductory, Silver, Gold or Platinum] Subscription Level for [single or multiple] State jurisdiction[s]: \$[x]</i>	Number of Users: [x] \$[x]
	Number of Data Records Requested for Export: [x] per year: \$[x]	Insights Support*: [x] hours per year: \$[x]
Year 2 [month day, year] – [month day, year]	Annual subscription fee <i>[Introductory, Silver, Gold or Platinum] Subscription Level for [single or multiple] State jurisdiction[s]: \$[x]</i>	Number of Users: [x] \$[x]
	Number of Data Records Requested for Export: [x] per year: \$[x]	Insights Support*: [x] hours per year \$[x]
Year 3 [month day, year] – [month day, year]	Annual subscription fee <i>[Introductory, Silver, Gold or Platinum] Subscription Level for [single or multiple] State jurisdiction[s]: \$[x]</i>	Number of Users: [x] \$[x]
	Number of Data Records Requested for Export: [x] per year: \$[x]	Insights Support*: [x] hours per year \$[x]
<b>TOTAL</b> <i>*Insight Support consists of access for up to the number of hours designated via email, phone or another agreed upon communication method to advisors to provide periodic feedback on or review of Licensee's HealthPrism outputs.</i>		\$[xxx]

**3. Add-Ons:** The following additional items may be obtained at the costs set forth below. If Licensee desires to add any of these additional items during the term of this Order, Licensee may do so by providing notice to Deloitte Consulting.

Additional Costs*	Cost per Year
Additional Users	\$[x] / up to 20 additional users
Additional Model	\$[x] / per model
Additional Model Set Up Fee	\$[x] / per model
Additional Insights Support	\$[x] / per up to [y] hours
Increase in Number of Data Records Requested for Export	\$[x] per up to [y] data records
<i>*The additional cost for any additional item that is added during a license term will be prorated for the remainder of such license term; client data integration is performed under a separate services engagement</i>	



**4. Support and Maintenance**

Included in the license fee is standard Support and Maintenance for the Licensed Software as follows: resolution of incidents (“break-fix” maintenance) and root cause analysis support to address Licensed Software and/or computing infrastructure problems, performance monitoring and management, patching, security and access control management, and the resolution of end user support requests. Deloitte Consulting’s support team will be available 5 days a week (Monday to Friday) from 8:00 am to 5:00 pm Eastern Standard Time, excluding US federal holidays. The support team can be contacted at a designated email address as provided in the Licensed Software or as otherwise provided by Deloitte Consulting.

Severity Level	Description	Target Response Time	Target Resolution Time	Measure Type
Severity 1 (High)	The Licensed Software is not accessible or not functioning	Within 2 business hours	1 business day	Resolution goal 95% within target
Severity 2 (Medium)	The performance of the Licensed Software is noticeably impaired but continues to be accessible and functional	Within 8 business hours	2 business days	Resolution goal 80% within target
Severity 3 (Low)	An authorized user of the Licensed Software requires information or assistance on the capabilities, configurations or operation of the Licensed Software	Within 2 business day	3 business days	N/A

**System Availability**

The System Availability SLA for the Licensed Software is 99% per month, less scheduled maintenance, other scheduled downtime for which the Licensee has been notified at least 24 hours in advance, unavailability caused by circumstances beyond Deloitte Consulting’s control, including, downtime as a result of Licensee-side network issues, issues as a result of Licensee Data errors or unanticipated data volume, Licensee-side configuration changes not tested and signed off by Deloitte Consulting, and events of force majeure.

5. Term: The initial term of this Order is one year from the effective date of this Order (the “Initial Term”). This Order will automatically renew on the anniversary date of the Order for a maximum of two subsequent one-year periods (each a “Renewal Term”), unless either party gives the other party written notice of non-renewal at least thirty (30) days prior to the expiration of the then-current term.
6. Payment Terms: The annual subscription fees for the Initial Term and the one-time setup fee shall be invoiced upon execution of the Agreement. Costs for additional items will be invoiced as incurred. Subsequent year annual subscription fees (inclusive of any additional item costs from the previous year) shall be invoiced at the beginning of each Renewal Term. Licensee will pay invoices within thirty (30) days from receipt of the applicable invoice.
7. Requirements and Assumptions. The following is a list of requirements and assumptions upon which this Order is based. Any failure of or deviation from these requirements or assumptions may affect the ability of Licensee to use the Licensed Software and may result in changes to the fees set forth herein.
  - Licensee will provide appropriate integration options within their IT environment to setup a secured automated machine to machine data transfer (e.g. SFTP) and Licensee’s Single Sign-on (SSO) and Identity and Access Management (IAM) service for user login and authentication.
  - Licensee is responsible for determining the level of information it wants to view in in the Licensed Software, including whether it wishes to utilize features of the Licensed Software that may permit access to personally identifiable information, as part of the Licensed Software set up. Licensee is solely responsible for its use of any such information in accordance with its own compliance and regulatory procedures and obligations.
  - Licensee will have access to download output during the subscription period. Licensee’s ability to access or download output will end at the expiration or termination of the subscription.

## Appendix I: Navigator™ License Agreement

This **Subscription License Agreement** (“**Agreement**”) is made and entered into as of \_\_\_\_\_ by and between Deloitte Consulting LLP (“**Deloitte Consulting**”), a Delaware limited liability partnership, with an office located at \_\_\_\_\_, and \_\_\_\_\_ (“**Licensee**”), a \_\_\_\_\_, with offices located at \_\_\_\_\_.

**1. Subscription Offering.** Deloitte Consulting will make available to Licensee, on a subscription basis, certain technology and related support as set forth in the order (“**Order**”) attached as Attachment 1 to this Agreement (the “**Subscription Offering**”). Specifically, Deloitte Consulting will (a) provide Licensee with access to and use of the software set forth in the Order (“**Licensed Software**”), and (b) provide the support and maintenance for the Licensed Software as set forth in Attachment 2 to this Agreement (the “**Support and Maintenance**”), which will be provided in accordance with the Service Levels set forth therein.

### **2. License.**

a) Subject to Licensee’s payment to Deloitte Consulting of the fees set forth in the Order, Deloitte Consulting hereby grants to Licensee on the terms and conditions set forth in this Agreement, a limited, non-exclusive and non-transferable license to access and use the Licensed Software during the subscription period set forth in the Order solely for Licensee’s internal business purposes.

b) The Licensed Software may run on platforms or include software, including open source software, made available by one or more third parties, which may be subject to terms of use or an acceptable use policy that accompanies such third party technology.

c) To the extent any Licensed Software provided to Licensee hereunder constitutes inventory within the meaning of section 471 of the Internal Revenue Code, such Licensed Software is licensed to Licensee by Deloitte Consulting as agent for its product company subsidiary, Deloitte Consulting Product Services LLC, on the terms contained herein.

**3. Payment of Invoices.** Licensee shall pay Deloitte Consulting for the Subscription Offering as set forth in the Order. Licensee shall pay each invoice within thirty days of its receipt thereof. If payment is not received within such period, (i) such invoice shall accrue late charge equal to the lesser of (a) 1½% per month or (b) the highest rate allowable by law, in each case compounded monthly to the extent allowable by law, and (ii) Deloitte Consulting may also suspend or terminate the Subscription Offering upon five days written notice to Licensee. Licensee shall be responsible for any taxes imposed relating to or in connection with this Agreement, other than taxes imposed by employment withholding for Deloitte Consulting’s personnel or on Deloitte Consulting’s income or property.

**4. Term and Termination.** This Agreement commences on the date hereof and, unless sooner terminated as set forth below, shall terminate upon the subscription end date set forth in the Order. Either party may terminate this Agreement for the other party’s material breach by giving thirty days prior written notice to the other party, provided that the other party shall have the right to cure the breach within the notice period. Deloitte Consulting may terminate this Agreement, upon written notice to Licensee, if Deloitte Consulting determines that the performance of any part of this Agreement would be in conflict with law, or independence or professional rules.

**5. Licensee Responsibilities.** Licensee shall be solely responsible for, among other things (a) all Licensee and/or third party data or information provided by Licensee for use in connection with the Subscription Offering (“**Licensee Data**”), and the accuracy and completeness thereof; (b) maintaining in effect at all times during the term of this Agreement all

rights and consents required for any use, transfer or any other processing of any Licensee Data in connection with the Subscription Offering; and (c) obtaining and providing Licensee Data in accordance with applicable laws. As between the parties, Licensee shall own all Licensee Data. Licensee agrees that any Licensee Data provided by Licensee hereunder may be used by Deloitte Consulting in connection with the Subscription Offering, including modifications and enhancements thereto. Licensee shall also be solely responsible for the performance of its personnel and agents and maintaining all software, hardware and other equipment used by Licensee to access and use the Licensed Software.

### **6. Restrictions on Use.**

a) The Subscription Offering shall be solely for Licensee’s benefit and internal business purposes, and is not intended to be relied upon by any person or entity other than Licensee.

b) The Licensed Software is available only for authorized users of Licensee (“**Users**”). Users may be Licensee’s employees or third-party contractors of Licensee who need to use the Licensed Software on Licensee’s behalf in connection with their provision of services to Licensee subject to any restrictions on such third-party contractors set forth in the Order. Licensee will not permit any User ID or User login to be used by more than one individual. Licensee is responsible for all activities conducted under its Users’ logins and for ensuring Users comply with the terms of this Agreement and the Order. Licensee and its Users are responsible for maintaining the security of its and their accounts and passwords to prevent and restrict the access and use of the Licensed Software from unauthorized individuals.

c) Licensee is prohibited from and shall not: (i) de-compile, reverse engineer or disassemble the Licensed Software or apply any other process or procedure to derive the source code thereof, or allow any third party to do so; (ii) sell, re-license, rent, lease, provide service bureau or timeshare access to, the Licensed Software; (iii) use the Licensed Software for incorporation in any device, article, commodity, product or goods for use by or sale or lease to third parties, or for the provision of services to third parties; (iv) except as expressly provided in the Order, modify, publish, transmit, reproduce, create derivative works from, distribute, perform, display or in any way exploit the Licensed Software in whole or in part; or (v) use the Licensed Software or the output thereof in any way that (1) is fraudulent or misleading, or violates applicable law, rule or regulation, including the export, re-export, access or use of the Licensed Software, either directly or indirectly, in violation of the U.S. economic sanctions or export controls laws and regulations, (2) is not authorized by this Agreement, (3) is in violation of any applicable Acceptable Use Policy, or (4) is in violation of any terms of use for any Licensee Data that apply to Licensee by its licensors; In addition, Licensee shall not use or permit third parties to use the Licensed Software in any way that (A) interferes with or disrupts other network users, network services or network equipment, including spamming; (B) results in the introduction of computer worms or viruses; (C) involves the use of false identities; (D) attempts to gain unauthorized entry to any servers or databases through which such Licensed Software is provided; or (E) transmits, stores, displays, distributes or otherwise makes available content or Licensee Data that is illegal, harmful, fraudulent, infringing or offensive.

d) The Subscription Offering embodies valuable copyright, patent, trademark, trade secret and other intellectual property rights owned or licensed by Deloitte Consulting. Deloitte Consulting or its licensors retain all right, title and interest in all such proprietary rights and property, and Licensee shall have no interest in any such rights or property, nor will anything contained in this Agreement constitute a license or grant of any rights to Licensee with respect to any copyright, patent, trademark, trade secret or any other intellectual property right other than as specifically provided in Section 2(a) of this Agreement.

e) Deloitte Consulting reserves the right, at any time, to review Licensee's use of the Licensed Software to confirm compliance with the terms of this Agreement, and to take such action as it deems necessary, including suspension of a User's access to the Licensed Software if there has been a violation of such restrictions.

**7. Updates, Modifications and Enhancements.** Except for the Support and Maintenance, Deloitte Consulting shall have no obligation under this Agreement to provide updates, modifications or enhancements to the Licensed Software, or to provide maintenance, support or other services with respect to the Licensed Software. Any updates, modifications or enhancements to the Licensed Software as part of the Support and Maintenance or otherwise shall be and remain the sole and exclusive property of Deloitte Consulting. The term "Licensed Software" as used herein shall include such updates, modifications or enhancements.

**8. Confidentiality.** To the extent that, in connection with this Agreement, either Deloitte Consulting or Licensee (each, the "receiving party") comes into possession of any confidential information of the other (the "disclosing party"), it will not disclose such information to any third party without the disclosing party's consent, using at least the same degree of care as it employs in maintaining in confidence its own confidential information of a similar nature, but in no event less than a reasonable degree of care. The disclosing party hereby consents to the receiving party disclosing such information (a) as expressly set forth in the Order; (b) to contractors providing administrative, infrastructure and other support services to the receiving party and vendors providing a component of the Licensed Software, in each case, whether located within or outside of the United States, provided that they have agreed to be bound by confidentiality obligations similar to those in this Section; (c) as may be required by law or regulation, or to respond to governmental inquiries, or in accordance with applicable professional standards or rules, or in connection with litigation pertaining to this Agreement; or (d) to the extent such information (i) is or becomes publicly available other than as the result of a disclosure in breach hereof, (ii) becomes available to the receiving party on a nonconfidential basis from a source that the receiving party believes is not prohibited from disclosing such information to the receiving party, (iii) is already known by the receiving party without any obligation of confidentiality with respect thereto, or (iv) is developed by the receiving party independently of any disclosures made to the receiving party hereunder.

**9. Data Security.** Deloitte Consulting will maintain appropriate administrative, physical and technical safeguards for the protection of the security, confidentiality and integrity of the Licensee Data resident in the Licensed Software, including as set forth in Attachment 3. To the extent Deloitte Consulting is Processing Personal Data (as each such term is defined in Attachment 4) in connection with the Licensed Software, the terms of Attachment 4 shall apply.

**10. Limited Warranty and Disclaimer.** Deloitte Consulting represents and warrants that (i) the Support and Maintenance will be provided in a professional and workmanlike manner, (ii) the Licensed Software will substantially conform to its then-current Documentation for such Licensed Software, and (iii) it has the right to grant the license to the

Licensed Software as set forth herein. Deloitte Consulting does not represent or warrant that the Subscription Offering will meet Licensee's requirements or that operation of the Licensed Software will be uninterrupted or error free. DELOITTE CONSULTING DISCLAIMS ALL OTHER REPRESENTATIONS AND WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

#### **11. Indemnification.**

a) Licensee shall indemnify and hold harmless Deloitte Consulting and its personnel from all Claims attributable to claims of third parties relating to Licensee's use of the Licensed Software or the output thereof in violation of the terms of this Agreement, or provision of Licensee Data that is unlawful or infringes a third party's intellectual property rights.

b) Deloitte Consulting agrees to defend Licensee from all third party claims that the Licensed Software infringes a patent or copyright or constitutes an unauthorized use of any trade secret of such third party, and to indemnify and hold harmless Licensee from any damages, liabilities and costs finally awarded by a court or amounts paid in a settlement agreed to by Deloitte Consulting, except to the extent that such infringement or unauthorized use arises from (i) modification of such Licensed Software other than by Deloitte Consulting or its licensors, or use thereof in a manner not contemplated by this Agreement, (ii) the failure of the indemnified party to use any corrections or modifications made available by Deloitte Consulting, (iii) information, materials, instructions, specifications, requirements or designs provided by or on behalf of the indemnified party, or (iv) the use of such Licensed Software in combination with any platform, product, network or data not provided by Deloitte Consulting. If Licensee's use of such Licensed Software, or any portion thereof, is or is likely to be enjoined by order of a court of competent jurisdiction as such an infringement or unauthorized use, Deloitte Consulting, at its option and expense, shall have the right to (x) procure for Licensee the continued use of such Licensed Software, (y) replace such Licensed Software with a non-infringing item, or (z) modify such Licensed Software so it becomes non-infringing; provided that, if (y) or (z) is the option chosen by Deloitte Consulting, the replacement or modified Licensed Software is capable of performing substantially the same function. In the event Deloitte Consulting cannot reasonably procure, replace or modify the Licensed Software in accordance with the immediately preceding sentence, Deloitte Consulting may require Licensee to cease use of such Licensed Software and refund Licensee as applicable a pro-rata portion of the license fee paid by Licensee for the affected Licensed Software. The foregoing provisions of this sub-Section constitute the sole and exclusive remedy of the indemnified parties, and the sole and exclusive obligation of Deloitte Consulting, relating to a claim that any Licensed Software infringes any patent, copyright or other intellectual property right of a third party.

c) The indemnified party shall provide the indemnifying party with prompt written notice of any claim for which indemnification shall be sought under this Agreement and shall cooperate in all reasonable respects with the indemnifying party in connection with any such claim; provided, however, that indemnified party's failure to comply with such notice and cooperation obligations shall not relieve the indemnifying party of its indemnification obligations, except to the extent the indemnifying party has been actually prejudiced by such failure. The indemnifying party shall be entitled to control the handling of any such claim and to defend or settle any such claim, in its sole discretion, with counsel of its own choosing.

**12. Limitation on Damages.** Neither party, its contractors or their respective personnel shall be liable for any claims, liabilities, or expenses relating to this Agreement ("**Claims**") for an aggregate amount in excess

of the fees paid by Licensee to Deloitte Consulting under the Order over the 12-month period immediately preceding the date on which the initial act or omission giving rise to the liability first occurs, except that the foregoing will not limit amounts owing by Licensee to Deloitte Consulting for the charges thereunder. In no event shall a party, its contractors or their respective personnel be liable for any loss of use, data, goodwill, revenues or profits (whether or not deemed to constitute a direct Claim), or any consequential, special, indirect, incidental, punitive, or exemplary loss, damage, or expense, relating to this Agreement. The terms of this Section shall not apply to any Claim for which one party has an express indemnification obligation under this Agreement, to a breach of the license restrictions set forth in this Agreement, or to the extent resulting from a party's bad faith or intentional misconduct. In circumstances where any limitations or exculpations set forth herein are unavailable, the aggregate liability of a party and its respective personnel for any Claim shall not exceed an amount that is proportional to the relative fault that their conduct bears to all other conduct giving rise to such Claim. No contractor, vendor or licensor of Deloitte Consulting shall have any obligation or liability to Licensee under this Agreement with respect to the Subscription Offering.

**13. Governing Law; Disputes.** This Agreement, and all matters relating to or in connection with this Agreement, shall be governed by, and construed in accordance with, the laws of the State of New York (without giving effect to the choice of law principles thereof). Any action relating to or in connection with this Agreement shall be brought and maintained exclusively in any state or federal court, in each case located in New York County, the State of New York. EACH PARTY TO THIS AGREEMENT HEREBY IRREVOCABLY WAIVES, TO THE FULLEST EXTENT PERMITTED BY LAW, ALL RIGHTS TO TRIAL BY JURY IN ANY ACTION, PROCEEDING, OR COUNTERCLAIM RELATING TO OR IN CONNECTION WITH THIS AGREEMENT, OR THE SUBSCRIPTION OFFERING. No action, regardless of form, arising under or relating to this Agreement may be brought more than one year after the cause of action has accrued.

**14. General. Entire Agreement.** This Agreement and its attachments shall constitute the entire agreement between Deloitte Consulting and Licensee with respect to the subject matter of this Agreement and shall supersede all other oral or written representations, understandings, or agreements relating to or in connection with the subject matter of this Agreement. In making its determination to proceed with this Agreement, neither party will have relied on any representations of the other party except as expressly set forth in this Agreement. Severability. If any

provision of this Agreement is found unenforceable, such provision shall not affect the other provisions, but such unenforceable provision shall be deemed modified to the extent necessary to render it enforceable, preserving to the fullest extent permitted the intent of the parties set forth in this Agreement. Waivers and Amendments. No delay or omission by a party in enforcing its rights or remedies under this Agreement shall impair such right or remedy or be deemed to be a waiver thereof. No waiver of any right or remedy under this Agreement with respect to any occurrence or event on one occasion shall be deemed a waiver of such right or remedy with respect to such occurrence or event on any other occasion. No amendment or waiver of this Agreement shall be valid unless in writing and signed by the parties hereto. Binding Nature; Assignment. This Agreement shall be binding on the respective parties hereto and their respective permitted successors and assigns; provided, however, that neither party may assign any of its rights or obligations (including interests or claims) relating to or in connection with this Agreement without the prior written consent of the other party. Survival and Interpretation. All provisions that are intended by their nature to survive performance of this Agreement shall survive such performance, or the expiration or termination of this Agreement. **Each of the provisions of this Agreement shall apply to the fullest extent of the law, whether in contract, statute, tort (such as negligence) or otherwise, notwithstanding the failure of the essential purpose of any remedy.** Any references herein to the term "including" shall be deemed to be followed by "without limitation." Terms and conditions appearing on any purchase order shall not apply to or become part of this Agreement regardless of any statement to the contrary in such purchase order. Independent Contractor. Each of Deloitte Consulting and Licensee is an independent contractor and neither is, nor shall be considered to be, nor shall purport to act as, the other's agent, partner, fiduciary, joint venturer, or representative. Force Majeure. Neither Deloitte Consulting nor Licensee shall be liable for any delays or nonperformance directly or indirectly resulting from circumstances or causes beyond its reasonable control, including fire, epidemic or other casualty, act of God, strike or labor dispute, war or other violence, or any law, order, or requirement of any governmental agency or authority. Notices. All notices required or permitted under this Agreement shall be in writing, delivered to the representatives of the parties at the addresses set forth herein, unless changed by either party by notice to the other party, and effective upon receipt.

**IN WITNESS WHEREOF,** Deloitte Consulting and Licensee have caused this Agreement to be executed and delivered by their respective duly authorized representatives as of the date first set forth above.

**Deloitte Consulting LLP**

**[insert full legal name of Licensee]**

By: _____	By: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

**Attachment 1**

**ORDER**

**1. Licensed Software:** Deloitte Consulting will provide the following Licensed Software subject to the terms and conditions set forth in the Agreement and this Order:

<b>Licensed Software</b>	<b>Description</b>
Navigator (SaaS version)	A digital learning tool that helps to manage user navigation and learning in browser-based applications and creation of navigational on-screen guidance. Captures and leverages user navigation in systems and provides reports and dashboards to enable project teams to understand and identify learning needs.

**2. Subscription Fees:** Licensee shall pay the following fees for the Subscription Offering. Fees are exclusive of any applicable taxes, including applicable sales and use tax, which will be billed at actuals.

<b>Fee Type</b>	<b>License Term</b>	<b>Amount</b>	<b>Pricing Includes</b>
Annual subscription license fee	Initial Term: [month day, year] – [month day, year]	\$x	<ul style="list-style-type: none"><li>• Up to [4] administrator accounts for Licensee tour creation</li><li>• Use of the Licensed Software as a Plug-In for a single Licensee application</li><li>• Use of the Licensed Software within a single Licensee environment (e.g. training environment, production environment etc.)</li></ul>
	Optional Renewal Term #1: [month day, year] – [month day, year]	\$x	
	Optional Renewal Term #2: [month day, year] – [month day, year]	\$x	

**3. Add-Ons.** The following Add-Ons may be obtained by Licensee during the term of the Order at the costs set forth below. If Licensee desires to add any of these additional items, it may do so by providing written notice to Deloitte Consulting.

<b>Additional Costs</b>	<b>Cost*</b>
Use of Licensed Software as a Plug-In for an additional Licensee application	\$x per year
Additional Tour Creator Accounts	\$X per additional login
Use of Licensed Software in an Additional Licensee Environment	\$X per environment

*\*the additional costs for any Add-Ons that are added during a subscription year will be prorated for the remainder of such year.*

**4. License Term:** The term of this Order is for the initial period set forth above (the “**Initial Term**”). In addition, Licensee will have the option of renewing this Order for a maximum of two successive one (1) year periods (each a “**Renewal Term**”) by giving Deloitte Consulting written notice of renewal at least thirty (30) days prior to the expiration of the then-current term.

**5. Support and Maintenance:** Included in the subscription fee is standard Support and Maintenance for the Licensed Software as set forth in Attachment 2 of the Agreement.

**6. Payment Terms:** Fees for each annual period during the Initial Term shall be invoiced at the beginning of each year. Costs for Add-Ons will be invoiced as incurred. Subsequent year annual subscription license fees for each Renewal Term (inclusive of any Add-Ons from the previous year) will be invoiced at the beginning of each Renewal Term. Licensee will pay invoices as set forth in Section 3 of the Agreement.

**7. Requirements and Assumptions.** The following is a list of requirements and assumptions upon which this Order is based. Any failure of or deviation from these requirements or assumptions may affect the ability of Licensee to use the Licensed Software and may result in changes to the fees set forth herein.

- Licensee is responsible for the quality of the data from its systems of record, as well as for making internal and external systems of record used by the Licensee available throughout the subscription term.
- Licensee will provide all data needed from the source system to the Licensed Software in the required standardized data input files.
- Licensee will provide all data needed for the set-up of the Licensed Software, including, but not limited to, names and contact information for users, information necessary for the configuration of the Licensed Software, information about testing system connections required, and other information specific to Licensee necessary for the full function of the Licensed Software.
- Licensee is responsible for using the Licensed Software in accordance with its own procedures, compliance obligations and applicable regulations.
- No Personal Data or other sensitive information should be loaded into the Licensed Software.

**8. Single Sign On/Federation Requirements.** If Licensee has requested a single sign-on process (also known as federation) in connection with the Licensed Software where Licensee will authorize Users of the Licensed Software to access the Licensed Software through federation from Licensee’s own domains that are under the control of Licensee, then Licensee acknowledges and agrees to the following:

- Licensee will reasonably cooperate with Deloitte Consulting to support its processes for commissioning, maintaining, and, at the appropriate time, decommissioning the federation.
  - Licensee will maintain identification and authentication processes for granting access to its systems used to connect to the Licensed Software through federation, including a process for uniquely identifying and issuing credentials to each User, to be used only and maintained as confidential by each such User, and using and maintaining multifactor authentication with Users.
  - As it applies to its systems and accounts used to access the Licensed Software through federation, Licensee will use and maintain commercially reasonable and industry standard security measures, including with respect to: (a) account and authentication lifecycle and management (including strong authentication and the joiner/mover/leaver processes); (b) logging and monitoring; (c) vulnerability management; (d) network security management; (e) encryption management; (f) certificate management; (g) the management of system maintenance; and (h) restricting the accounts that have federated access to the Licensed Software based on user roles and requirements.
  - Licensee has and will maintain a security incident response program and will promptly notify Deloitte Consulting after discovery of any event that results in, or reasonably could result in, unauthorized access to, or unauthorized use of, the Licensed Software through federation.
-

## Attachment 2

### SUPPORT AND MAINTENANCE

#### **Support Scope**

Standard Support and Maintenance for the Licensed Software consists of the following:

Resolution of incidents (“break-fix” maintenance) and root cause analysis support to address Licensed Software and/or computing infrastructure problems, performance monitoring and management, patching, security and access control management, and the resolution of end user support requests.

#### **Support Coverage**

- Deloitte Consulting’s support team will be available 5 days a week (Monday through Friday) from 8am to 5pm Eastern Time (business hours), excluding Deloitte Consulting and US national holidays.
- The support team can be contacted at a designated email address and / or phone number as provided in the Licensed Software.
- Support requests will be captured in an online ticketing system defined by Deloitte Consulting. Users will be asked to provide a detailed description of the request or the incident, which may include steps needed to recreate the incident, screen captures of any error messages and relevant context for the incident. Deloitte Consulting will track all incidents in this ticketing system, including documenting the severity classification and resolution of each incident.

#### **Service Levels**

<b>Severity Level</b>	<b>Description</b>	<b>Target Response Time</b>	<b>Target Resolution Time</b>	<b>Measure Type</b>
Severity 1 (Critical)	<i>Incident is of critical nature with significant impact (i.e., business interruption) – i.e., the Licensed Software is not accessible or not functioning</i>	<i>2 business hours</i>	<i>8 business hours</i>	<i>Resolution goal 95% within target</i>
Severity 2 (High)	<i>Significant impairment of the Licensed Software functionality or performance is seriously degraded, but operational. The problem impacts a majority of, but not all, users</i>	<i>4 business hours</i>	<i>1 business day</i>	<i>Resolution goal 95% within target</i>
Severity 3 (Medium)	<i>The performance of the Licensed Software is noticeably impaired but continues to be accessible and functional</i>	<i>1 business day</i>	<i>3 business days</i>	<i>Resolution goal 80% within target</i>
Severity 4 (Low)	<i>Errors affecting ease of Licensed Software operation or causing improper display of information, or an authorized user of the Licensed Software requires information or assistance on the capabilities, configurations or operation of the Licensed Software</i>	<i>2 business days</i>	<i>N/A</i>	<i>N/A</i>

“Response Time” means the time measured from the point at which Deloitte Consulting receives a notification from Licensee of an issue with the Licensed Software and the time when Deloitte Consulting issues a tracking number to Licensee for such support request.

“Resolution Time” means the identification of a fix or workaround. It does not mean implementation of the resolution. The time to implement the resolution may vary depending upon the nature of the fix or workaround. Estimated, but not committed, time to implement the resolution will be communicated at the time the resolution is identified. A fix will be scheduled to be implemented upon a mutually agreed-upon schedule.

#### **Licensed Software Availability**

Deloitte Consulting will use commercially reasonable efforts to make the Licensed Software available 95% per month, less scheduled maintenance or unavailability caused by circumstances beyond Deloitte Consulting’s control, including, downtime as a result of Licensee’s network issues, issues as a result of Data errors or unanticipated Data volume, or events of force majeure.

**Attachment 3**  
**DATA SECURITY**

**1. Information Security Program**

Deloitte Consulting will maintain an information security program with documented policies, standards, and operational practices, and comply with all data security and privacy laws applicable to Deloitte Consulting in connection with its processing, including storage and hosting, of Licensee Data within the Licensed Software pursuant to this Agreement.

**2. Safeguards**

2.1 As part of its information security program, Deloitte Consulting will maintain administrative, technical and physical safeguards in connection with the Licensed Software that are designed (a) to protect the security, confidentiality and integrity of the Licensee Data; (b) to guard against security incidents; and (c) in accordance with ISO 27001 and ISO 27002 or similar prevailing industry standards.

2.2 Such safeguards, processes and controls will include, at a minimum, the following:

- a) access controls that grant access to Licensee Data within the Licensed Software only to authorized personnel and remove access from personnel when are no longer authorized to have such access;
- b) use of secure coding practices as part of the software development life cycle (SDLC) for the Licensed Software;
- c) administrative controls applicable to personnel, such as communication of all applicable information security policies, background checks, security awareness training and disciplinary processes;
- d) physical and environmental security of facilities, including ingress and egress logs;
- e) maintenance of a security incident management program;
- f) network perimeter security, including intrusion prevention systems, firewalls, activity logging and other measures preventing attacks and restricting access to authorized individuals;
- g) vulnerability management, including patching and virus scanning;
- h) change management processes whereby change requests for the Licensed Software are formally approved by appropriate Deloitte Consulting personnel before changes are made to the Licensed Software, and regression and other security testing prior to installing upgrades, code fixes, or enhancements to the Licensed Software application;
- i) encryption of Licensee Data while hosted within the Licensed Software during transit and at rest;
- j) controls designed to protect the Licensed Software against viruses, malware or malicious code or other threats that may cause the Licensed Software or Licensee Data within it to become compromised;
- k) a process for regularly testing, assessing and evaluating the effectiveness of security controls, including penetration testing and internal audit; and
- l) procedures to logically segregate Licensee Data within the Licensed Software from data belonging to any other licensees of the Licensed Software.

2.3 In response to evolving technologies, industry standards, and marketplace expectations, from time to time Deloitte Consulting may upgrade or modify the safeguards, processes and controls that it is required to maintain hereunder; provided that such changes do not diminish the overall level of information security afforded to the Licensee Data by the processes and controls described hereunder.

2.4 Deloitte Consulting will only collect, access, use, or share Licensee Data, or transfer Licensee Data to authorized third parties, in connection with the performance of its obligations under the Agreement or the applicable Order, or to comply with legal obligations. Deloitte Consulting will not make any secondary or other use (e.g., for the purpose of data mining) of Licensee Data except (a) as expressly authorized in writing by Licensee in connection with Licensee's use of the Licensed Software, or (b) as required by law.

2.5 Deloitte Consulting assists its licensees in fulfilling their data privacy obligations to respond to: (a) requests from individuals with respect to their Personal Data Processed (as defined in Attachment 4) by Deloitte Consulting; or (b) questions relating to Deloitte Consulting's Processing of Personal Data.

**3. Business Continuity Program**

Deloitte Consulting maintains an enterprise business continuity management program for the recovery of business processes, systems and associated data used to provide the Licensed Software. Such program includes emergency response and disaster recovery procedures (including backup capabilities) designed to restore essential business functions and processes within a reasonable period following the occurrence of a disaster or other unplanned interruption. The business continuity management program shall be reviewed and tested at least annually. Upon written request, Deloitte Consulting will provide summary information to Licensee regarding its business



continuity management program and make appropriate personnel available for discussion.

#### **4. Data Back-up**

As part of its disaster recovery processes, Deloitte Consulting will use industry standard processes for backups and/or data redundancy of Licensee Data in the Licensed Software. All backup media is encrypted during transit and at rest and securely transported.

#### **5. Security Incident**

In the event Deloitte Consulting discovers an unauthorized access to or disclosure of Licensee Data in Deloitte Consulting's possession or control that compromises the confidentiality, integrity or availability of such Licensee Data (a "Security Incident"), Deloitte Consulting will (i) promptly notify Licensee thereof without undue delay after confirming the Security Incident, investigate and take appropriate steps to halt the Incident (if it is ongoing), and remediate the root cause of the Security Incident, and (iii) provide cooperation reasonably requested by Licensee in the furtherance of its investigation, or its preparation of notifications to send to affected individuals, applicable regulators, or other relevant third parties.

#### **6. Return or Disposal of Licensee Data**

Upon termination or expiration of the applicable Order and Licensee's written request, Deloitte Consulting will destroy, or, if requested by Licensee, return, Licensee Data maintained within the Licensed Software, except where retention is permitted for archival purposes or as otherwise required by any law, regulation or professional standard. Acceptable methods of destruction are (i) physical destruction of the media containing such Licensee Data, (ii) deleting or otherwise modifying the Licensee Data to make it unreadable, unreconstructable and indecipherable, or (iii) any other method specified in NIST Special Publication 800-88 Guidelines for Media Sanitization.

#### **7. Third Party Hosting Provider**

Licensee acknowledges that the Licensed Software runs on Amazon Web Services (AWS) and additional information about the standards and related practices for its cloud security is set out at Amazon Web Services' website at <https://aws.amazon.com/whitepapers/#security>.

## Attachment 4

### DATA PROTECTION

#### 1. Definitions

Capitalized terms used but not defined in this Attachment shall have the meanings set forth in the Agreement.

- 1.1. **"Data Protection Laws"** means data privacy laws addressing the protection of information relating to an identified or identifiable natural person to the extent applicable to performance hereunder, including United States federal and state data security and privacy laws and any other applicable laws such as the EU General Data Protection Regulation (2016/679).
- 1.2. **"Data Subject"** means any individual about whom Personal Data may be Processed under the Agreement.
- 1.3. **"Personal Data"** has the meaning given by applicable Data Protection Laws but shall be restricted to information of a Data Subject that Licensee provides to Deloitte Consulting in connection with the Licensed Software as identified in Section 3 below.
- 1.4. **"Personal Data Breach"** means any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Personal Data.
- 1.5. **"Process", "Processed" or "Processing"** means any operation or set of operations which is performed upon Personal Data, whether or not by automated means, such as collection, recording, organization, structuring, transfer, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination, transfer or otherwise making available, alignment or combination, restriction, erasure or destruction of Personal Data.
- 1.6. **"Subprocessor"** means any third party that Deloitte Consulting engages to Process Personal Data on behalf of Deloitte Consulting to provide the Licensed Software.

#### 2. Data Processing and Protection

2.1. **Limitations on Use; Instructions.** Deloitte Consulting shall and require that Subprocessors shall, Process Personal Data only on behalf of Licensee in accordance with the Agreement, this Attachment, Data Protection Laws to which Deloitte Consulting is subject, or documented instructions of Licensee set forth in the Agreement or otherwise. Licensee shall limit disclosures of Personal Data to Deloitte Consulting or Subprocessors to the minimum necessary for Deloitte Consulting or Subprocessors to provide the Licensed Software. Deloitte Consulting shall not sell, retain, use or disclose, Personal Data to any third party as such terms are defined under applicable Data Protection Laws other than for its performance under the Agreement. Deloitte Consulting certifies that it understands the restrictions on Processing of Personal Data as set forth in this Section.

2.2. **Processing.** The details of Processing are described in Section 4 (Data Processing Details) below.

2.3. **Confidentiality.** Deloitte Consulting shall, and require that Subprocessors shall, limit access to authorized personnel who need to access Personal Data for the purpose of performing Deloitte Consulting's obligations under the Agreement, and who have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.

2.4. **Security.** Deloitte Consulting shall require its Subprocessors to implement and maintain an information security program with appropriate technical and organizational measures to protect the security of Personal Data to a level of security appropriate to the risk, in particular, from accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Data.

2.5. **Subprocessors.** Licensee hereby provides a general authorization for the Processing of Personal Data by (a) vendors providing a component of the Licensed Software under the Agreement, and (b) contractors to the extent necessary, while providing ancillary administrative, infrastructure and other support services to Deloitte Consulting, in each case, whether located within or outside of the United States. Deloitte Consulting shall not disclose, transfer and/or grant access to Personal Data to a Subprocessor unless Deloitte Consulting: (i) executes a written agreement with Subprocessor that contains substantially similar data protection obligations imposed on Deloitte Consulting by this Attachment, including implementing appropriate technical and organizational measures; and (ii) remains fully responsible for Subprocessor's failure to fulfill its obligations with respect to the Processing of Personal Data as if Deloitte Consulting had failed to fulfill such obligations.

2.6. **Data Subject Requests.** Deloitte Consulting shall promptly notify Licensee, unless specifically prohibited by applicable law, if Deloitte Consulting or Subprocessor receives: (a) any request from a Data Subject with respect to Personal Data Processed; or (b) any complaint relating to the Processing of Personal Data. Deloitte Consulting shall reasonably assist Licensee, at Licensee's expense, to comply with any exercise of rights by a Data Subject under applicable Data Protection Laws with respect to relevant Personal Data.

2.7. **Audit.** Upon written request, Deloitte Consulting shall make available to Licensee information on its Processing of Personal Data necessary to demonstrate Deloitte Consulting's compliance with its obligations herein. To the extent relevant, this may include third party assessments or certifications of certain of Deloitte Consulting's information technology controls. Licensee shall not disclose such third party assessments, or refer thereto in any communication, to any other person or entity. Third party assessments or certifications with respect to the data centers hosting the Licensed Software are accessible via Amazon Web Services' website at <https://aws.amazon.com/whitepapers/#security> provides the right to request limited audit rights where applicable to certain regulated data.

2.8. **Breach Notice.** Deloitte Consulting shall notify Licensee in writing without undue delay after becoming aware of any Personal Data Breach, providing Licensee with sufficient information to allow Licensee to meet its obligations under applicable Data Protection Laws to report to or inform Data Subjects and applicable regulators of the Personal Data Breach.

2.9. **Breach Response.** Deloitte Consulting shall take appropriate steps to (a) investigate any Personal Data Breach, and (b) provide cooperation reasonably requested by Licensee in the furtherance of its investigation, or its preparation of notification to send to affected Data Subjects, applicable regulators, or other relevant third parties.

2.10. **Return or Disposal.** Upon termination or expiration of the applicable Order and Licensee's written request, Deloitte Consulting shall and require that Subprocessors shall, cease Processing Personal Data and shall destroy, or, if directed by Licensee, shall return Personal Data in Deloitte Consulting's or Subprocessor's possession or control, except where retention is permitted for archival purposes or as otherwise required by any law, regulation or professional standard.

2.11. **General Cooperation.** Upon written request, Deloitte Consulting shall make available information with respect to Deloitte Consulting's Processing of Personal Data to reasonably assist Licensee in fulfilling its obligations under applicable Data Protection Laws with respect to maintaining the security of Personal Data, and conducting privacy and data protection impact assessments.

### 3. Data Processing Details

<i>Categories Of Data Subjects Whose Personal Data Is Transferred:</i>	employees or contractors of Licensee operating as Users of the Licensed Software
<i>Categories Of Personal Data Transferred:</i>	names and email address of Users for purposes of providing User IDs to access the Licensed Software provided by Deloitte Consulting to Licensee
<i>Sensitive Data Transferred (If Applicable) And Applied Restrictions Or Safeguards That Fully Take Into Consideration The Nature Of The Data And The Risks Involved, Such As For Instance Strict Purpose Limitation, Access Restrictions (Including Access Only For Staff Having Followed Specialized Training), Keeping A Record Of Access To The Data, Restrictions For Onward Transfers Or Additional Security Measures:</i>	None.
<i>The Frequency Of The Transfer (E.G. Whether The Data Is Transferred On A One-Off Or Continuous Basis):</i>	Continuous basis while Deloitte Consulting is providing the Licensed Software.
<i>Nature Of The Processing:</i>	Deloitte Consulting provides the Licensed Software as further described in the Agreement.
<i>Purpose Of The Data Transfer And Further Processing:</i>	The purpose of the data transfer and further processing is to enable Deloitte Consulting to provide the Licensed Software to Licensee as set forth in the Agreement.
<i>The Period For Which The Personal Data Will Be Retained, Or, If That Is Not Possible, The Criteria Used To Determine That Period:</i>	The duration of the Processing is for so long as Deloitte Consulting provides the Licensed Software for Licensee or Processes Personal Data.

*For Transfers To (Sub-) Processors, Also Specify Subject Matter, Nature And Duration Of The Processing:*

Processing by (sub)-processors in support of Deloitte Consulting related to the provision of the Licensed Software to Licensee as set forth in the Agreement.

## Appendix J: Close as You Go Subscription License Agreement

This Subscription License Agreement (“Agreement”) is made and entered into as of \_\_\_\_\_ by and between Deloitte & Touche LLP (“D&T”), a Delaware limited liability partnership, with an office located at \_\_\_\_\_, and \_\_\_\_\_ (“Licensee”), a \_\_\_\_\_ organized under the laws of \_\_\_\_\_, with offices located at \_\_\_\_\_.

1. **Subscription Offering.** D&T will make available to Licensee, on a subscription basis, certain technology and related services for reimbursement eligibility management as set forth in the order (“Order”) attached hereto as Schedule A (the “Subscription Offering”). Specifically, D&T will (a) provide Licensee with access to and use of the software set forth in the Order (“Licensed Software”), and (b) provide the implementation, configuration, maintenance and other managed services for such Licensed Software as set forth Schedule B to this Agreement (the “Support and Maintenance”), which will be provided in accordance with the Service Levels set forth therein. Licensor may also request additional Subscription Offering support services as may be set forth in the Order (“Support Requests”). The Subscription Offering may include advice and recommendations, but D&T will not make any decisions on behalf of Licensee in connection with the implementation of such advice and recommendations.

### 2. License Grant.

a) Subject to Licensee’s payment to D&T of the fees set forth in the Order, D&T hereby grants to Licensee a limited, non-exclusive and non-transferable license to use the Licensed Software solely for Licensee’s internal business purposes. The foregoing license for the Licensed Software is subject to the additional license restrictions set forth herein and in the Order.

b) The Licensed Software may run on platforms or include software, including open source software, made available by one or more third parties. Any such third-party platforms or software may be subject to an acceptable use policy or terms of use.

c) To the extent any Licensed Software provided to Licensee hereunder constitutes inventory within the meaning of section 471 of the Internal Revenue Code, such Licensed Software is licensed to Licensee by D&T as agent for its product company subsidiary, Deloitte & Touche Products Company LLC, on the terms and conditions contained in the Order and in this Agreement.

3. **Payment of Invoices.** Licensee shall pay D&T for the Subscription Offering as set forth in the Order. D&T’s invoices shall be due thirty (30) days from receipt. If payment is not received within thirty (30) days of receipt of an invoice, (a) such invoice shall accrue a late charge equal to the lesser of (i) 1½% per month or (ii) the highest rate allowable by law, in each case compounded monthly to the extent allowable by law and (b) D&T may terminate the license granted to the Licensed Software. Licensee shall be responsible for any taxes imposed in connection with this Agreement, other than taxes imposed by employment withholding for D&T’s personnel or on D&T’s income or property.

4. **Term and Termination.** This Agreement commences on the date hereof and, unless sooner terminated as set forth below, shall terminate upon the subscription expiration date set forth in the

Order. Either party may terminate this Agreement for the other party’s material breach by giving thirty (30) days prior written notice to the other party, provided that the other party shall have the right to cure the breach within the notice period. D&T may terminate this Agreement or performance of any part of this Agreement upon written notice to Licensee if D&T determines that the performance of any part of this Agreement would be in conflict with law, or independence or professional rules. Upon any termination of this Agreement, Licensee shall pay D&T for any fees due for the Subscription Offering rendered through the effective date of such termination.

5. **Licensee Responsibilities.** Licensee shall be solely responsible for, among other things (a) providing all Licensee and/or third party data or information for use by the Subscription Offering (“Licensee Data”), and the accuracy and completeness thereof; (b) maintaining in effect at all times during the term of the Agreement all rights required for use of any Licensee Data in connection with the Subscription Offering; and (c) obtaining and providing Licensee Data in accordance with applicable laws. As between the parties, Licensee shall own all Licensee Data. In addition, Licensee shall be solely responsible for the performance of its personnel and agents and maintaining all software, hardware and other equipment used by Licensee to access and use the Licensed Software. D&T’s performance is dependent on Licensee’s timely and effective satisfaction of Licensee’s responsibilities under this Agreement and the Order and timely decisions and approvals in connection therewith.

### 6. Restrictions on Use.

a) The Subscription Offering shall be solely for Licensee’s benefit and internal business purposes and are not intended to be relied upon by any person or entity other than Licensee.

b) The Licensed Software is available only for authorized users of Licensee (“Users”). Users may be (i) Licensee’s employees, (ii) Licensee’s third-party contractors of Licensee who need to use the Licensed Software on Licensee’s behalf in connection with their provision of services to Licensee, or (iii) third parties with which Licensee does business who need access to certain parts of the Licensed Software in order to make a reimbursement eligibility verification. Licensee shall be responsible for each User’s compliance with the terms of this Agreement. Licensee will not permit any User ID or User login to be used by more than one individual. Licensee is responsible for all activities conducted under its Users’ logins. Licensee and its Users are responsible for maintaining the security of its and their accounts and passwords to prevent and restrict the access and use of the Licensed Software from unauthorized individuals.

c) Licensee is prohibited from and shall not: (i) de-compile, reverse engineer or disassemble the Licensed Software or apply any other

process or procedure to derive the source code thereof, or allow any third party to do so; (ii) sell, re-license, rent, lease, provide service bureau or timeshare access to, the Licensed Software; (iii) use the Licensed Software for incorporation in any device, article, commodity, product or goods for use by or sale or lease to third parties, or for the provision of services to third parties; (iv) except as expressly provided in the Order, modify, publish, transmit, reproduce, create derivative works from, distribute, perform, display or in any way exploit the Licensed Software in whole or in part; or (v) use any part of the Subscription Offering, including the Licensed Software or the output thereof in any way that is (1) fraudulent, misleading, harmful or offensive, or violates applicable law, rule or regulation, including the export, re-export, access or use of the Licensed Software, either directly or indirectly, in violation of the U.S. economic sanctions or export controls laws and regulations (2) not authorized by this Agreement of the applicable Order, (3) in violation of any applicable acceptable use policy, or (4) in violation of any terms of use for any Licensee Data that apply to Licensee by its licensors. In addition, Licensee shall not use or permit third parties to use the Licensed Software in any way that (A) interferes with or disrupts other network users, network services or network equipment, including spamming; (B) results in the introduction of computer worms or viruses; (C) involves the use of false identities; or (D) attempts to gain unauthorized entry to any servers or databases through which such Licensed Software is provided.

d) The Subscription Offering embodies valuable copyright, patent, trademark, trade secret and other intellectual property rights owned or licensed by D&T. D&T or its licensors retain all right, title and interest in all such proprietary rights and property, and Licensee shall have no interest in any such rights or property, nor will anything contained in this Agreement or the Order constitute a license or grant of any rights to Licensee with respect to any copyright, patent, trademark, trade secret or any other intellectual property right other than as specifically provided in Section 2(a) of this Agreement.

e) D&T reserves the right to, at any time, review Licensee's use of the Licensed Software to confirm compliance with the terms of this Agreement and the Order, and to take such action as it deems necessary, including suspension of an individual User's access to the Licensed Software if there has been a violation of such restrictions.

7. Updates, Modifications and Enhancements. Except for the Support and Maintenance and Support Requests, D&T shall have no obligation under this Agreement to provide updates, modifications or enhancements to the Licensed Software, or to provide maintenance, support or other services with respect to the Licensed Software. Any updates, modifications or enhancements provided to Licensee as part of the support and maintenance or otherwise shall be and remain the sole and exclusive property of D&T. The term "Licensed Software" as used herein shall include such updates, modifications or enhancements.

8. Confidentiality. To the extent that, in connection with this Agreement either D&T or Licensee (each, the "receiving party") comes into possession of any confidential information of the other (the "disclosing party"), it will not disclose such information to any third party without the disclosing party's consent, using at least the same degree of care as it employs in maintaining in confidence its own confidential information of a similar nature, but in no event less

than a reasonable degree of care. The disclosing party hereby consents to the receiving party disclosing such information (a) as expressly set forth in the Order; (b) to contractors providing administrative, infrastructure and other support services to the receiving party and subcontractors providing services in connection with this Agreement, in each case, whether located within or outside of the United States, provided that such contractors and subcontractors have agreed to be bound by confidentiality obligations similar to those in this Section; (c) as may be required by law or regulation, or to respond to governmental inquiries, or in accordance with applicable professional standards or rules, or in connection with litigation pertaining to this Agreement; or (d) to the extent such information (i) is or becomes publicly available other than as the result of a disclosure in breach hereof, (ii) becomes available to the receiving party on a nonconfidential basis from a source that the receiving party believes is not prohibited from disclosing such information to the receiving party, (iii) is already known by the receiving party without any obligation of confidentiality with respect thereto, or (iv) is developed by the receiving party independently of any disclosures made to the receiving party hereunder. Licensee agrees that any Licensee Data provided by Licensee hereunder may be used by D&T in connection with the Subscription Offering, including but not limited to modifications, enhancements thereto.

9. Data Security; Compliance with HIPAA. D&T will maintain appropriate administrative, physical, and technical safeguards for the protection of the security, confidentiality and integrity of the Licensee Data resident in the Licensed Software, including as set forth in Schedule C. To the extent D&T is Processing Personal Data (as such terms are defined in Schedule D) in connection with the Licensed Software, the terms of Schedule D will apply. D&T will implement appropriate controls designed to protect the Licensed Software against viruses, malware or malicious code that causes the Licensed Software or the Licensee Data within it to become impaired, disrupted, erased or incapable of use.

10. Limited Warranty and Disclaimer. D&T represents and warrants that (i) the Support and Maintenance and Support Requests will be provided in a professional and workmanlike manner, (ii) the Licensed Software will substantially conform to its then-current documentation, and (iii) it has the right to grant the license to the Licensed Software as set forth herein. D&T does not represent or warrant that the Subscription Offering will meet Licensee's requirements or that operation of the Licensed Software will be uninterrupted or error free. D&T disclaims all other representations and warranties, either express or implied, including warranties of merchantability, fitness for a particular purpose AND NON-INFRINGEMENT.

11. Indemnification.

a) Licensee shall indemnify and hold harmless D&T, its licensors and their respective personnel from all Claims attributable to claims of third parties relating to Licensee's use of the Licensed Software in violation of the terms of this Agreement or the applicable Order, or Licensee's provision of Licensee Data that is unlawful or infringes a third party's intellectual property rights.

b) D&T agrees to defend Licensee against all third party claims that Licensed Software infringes a patent or copyright or constitutes an unauthorized use of any trade secret of such third party, and to indemnify and hold harmless Licensee from any damages, liabilities and costs finally awarded by a court or amounts paid in a settlement agreed to by D&T, except to the extent that such infringement or unauthorized use arises from, or could have been avoided except for (i) modification of such Licensed Software other than by D&T or its contractors, or use thereof in a manner not contemplated or permitted by the Order, (ii) the failure of the indemnified party to use any corrections or modifications made available by D&T, (iii) information, materials, instructions, specifications, requirements or designs provided by or on behalf of the indemnified party, or (iv) the use of such Licensed Software in combination with any platform, product, network or data not provided by D&T. If Licensee's use of such Licensed Software, or any portion thereof, is or is likely to be enjoined by order of a court of competent jurisdiction as such an infringement or unauthorized use, D&T, at its option and expense, shall have the right to (x) procure for Licensee the continued use of such Licensed Software, (y) replace such Licensed Software with a non-infringing item, or (z) modify such Licensed Software so it becomes non-infringing; provided that, if (y) or (z) is the option chosen by D&T, the replacement or modified Licensed Software is capable of performing substantially the same function. In the event D&T cannot reasonably procure, replace or modify such Licensed Software in accordance with the immediately preceding sentence, D&T may require Licensee to cease use of such Licensed Software and refund Licensee a pro-rata portion of the license fee paid by Licensee for the affected Licensed Software. The foregoing provisions of this paragraph constitute the sole and exclusive remedy of the indemnified parties, and the sole and exclusive obligation of D&T, relating to a claim that any Licensed Software infringes any patent, copyright or other intellectual property right of a third party.

c) As a condition to the indemnity obligations contained herein, the indemnified party shall provide the indemnifying party with prompt notice of any claim for which indemnification shall be sought hereunder and shall cooperate in all reasonable respects with the indemnifying party in connection with any such claim. The indemnifying party shall be entitled to control the handling of any such claim and to defend or settle any such claim, in its sole discretion, with counsel of its own choosing.

12. Limitation on Damages. Neither party, its contractors or their respective personnel shall be liable for any claims, liabilities or expenses relating to this Agreement ("Claims") for an aggregate amount in excess of the fees paid by Licensee to D&T under the Order over the 12-month period immediately preceding the date on which the initial act or omission giving rise to the liability first occurs, except that the foregoing will not limit amounts owing by Licensee to D&T for the charges thereunder. In no event shall either party, its contractors or their respective personnel be liable for any loss of use, data, goodwill, revenues or profits (whether or not deemed to constitute a direct Claim), or any consequential, special, indirect, incidental, punitive or exemplary loss, damage or expense, relating to this Agreement. The provisions of this Section shall not apply to any Claim for which one party has an express obligation to indemnify the other under Section 11, to a breach of the license restrictions set

forth in this Agreement or the Order, or to the extent resulting from a party's bad faith or intentional misconduct. In circumstances where any limitation on damages or indemnification provision hereunder is unavailable, the aggregate liability of each party, its contractors and their respective personnel for any Claim shall not exceed an amount that is proportional to the relative fault that their conduct bears to all other conduct giving rise to such Claim.

13. Governing Law; Disputes. This Agreement and all matters relating hereto shall be governed by the laws of the State of New York (without giving effect to the choice of law principles thereof). Any action based on or arising out of this Agreement or the Order shall be brought and maintained exclusively in any state or federal court, in each case located in New York County, the State of New York. THE PARTIES HEREBY IRREVOCABLY WAIVE, TO THE FULLEST EXTENT PERMITTED BY LAW, ALL RIGHTS TO TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM RELATING TO THIS AGREEMENT, THE ORDER, THE LICENSED SOFTWARE OR SUPPORT AND MAINTENANCE.

14. General. Entire Agreement. This Agreement, together with its attachments, constitute the entire agreement with respect to the subject matter hereof and thereof and supersedes all other oral or written representations, understandings, or agreements relating to the subject matter hereof and thereof. Severability. If any provision of this Agreement is found unenforceable, such provision shall not affect the other provisions, but such unenforceable provision shall be deemed modified to the extent necessary to render it enforceable, preserving to the fullest extent permitted the intent of the parties set forth in this Agreement. Waivers and Amendments. No delay or omission by a party in enforcing its rights or remedies under this Agreement shall impair such right or remedy or be deemed to be a waiver thereof. No waiver of any right or remedy under this Agreement with respect to any occurrence or event on one occasion shall be deemed a waiver of such right or remedy with respect to such occurrence or event on any other occasion. No amendment or waiver of this Agreement shall be valid unless in writing and signed by the parties thereto. Binding Nature, Assignment. This Agreement shall be binding on the respective parties thereto and their respective permitted successors and assigns; provided, however, that neither party may assign any of its rights or obligations (including interests or claims) relating to this Agreement without the prior written consent of the other. Survival and Interpretation. All provisions which are intended by their nature to survive the performance of this Agreement shall survive such performance, or the expiration or termination of this Agreement. In the event of any conflict or ambiguity between the terms of this Agreement and the terms of the Order, the terms of this Agreement shall control, except to the extent that the Order expressly provides that certain provisions therein shall control over specified provisions of this Agreement with respect to the Order. Each of the provisions of this Agreement shall apply to the fullest extent of the law, whether in contract, statute, tort (such as *negligence*) or otherwise, notwithstanding the failure of the essential purpose of any remedy. Any references herein to the term "including" shall be deemed to be followed by "without limitation." Independent Contractor. Each of D&T and Licensee is an independent contractor and neither party is, nor shall be considered to be, nor shall purport to act as, the other's

agent, partner, fiduciary, joint venturer, or representative. Force Majeure. D&T shall not be liable for any delays or nonperformance directly or indirectly resulting from circumstances or causes beyond its reasonable control, including fire, epidemic or other casualty, act of God, strike or labor dispute, war or other violence, or any law, order, or requirement of any governmental agency or authority.

Notices. All notices hereunder shall be (a) in writing, (b) delivered to the representatives of the parties at the addresses set forth herein, unless changed by either party by notice to the other party, and (c) effective upon receipt.

IN WITNESS WHEREOF, Deloitte Consulting and Licensee have caused this Agreement to be executed and delivered by their respective duly authorized representatives as of the date first set forth above.

DELOITTE & TOUCHE LLP

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

[LICENSEE]

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_