

Department of Information Resources  
DIR-CPO-5831  
Software, Products and Related Services  
PRICING SHEET

BRAND	FUNCTION	SOFTWARE CATEGORY	PRODUCT DESCRIPTION	MSRP	DIR Customer Discount % off MSRP	DIR Customer Price*	Unit
Aware	Developer Tools Software	Software	Aware BioSP Core Server 4 Core - Description: Aware Biometric Services Platform is a modular, configurable, service-oriented platform used to integrate advanced biometric data processing and management functionality into an enterprise solution. BioSP is well suited for applications that require the collection of biometrics throughout a distributed network, and subsequent aggregation, analysis, processing, distribution, authentication, and sharing of this data with other system components. BioSP manages all aspects of transaction workflow, including messaging, submissions, responses, and logging.	\$17,500.00	16.25%	\$14,766.17	p/server
Aware	Developer Tools Software	Software	Aware BioSP Core Server 8 Core - Description: Aware Biometric Services Platform is a modular, configurable, service-oriented platform used to integrate advanced biometric data processing and management functionality into an enterprise solution. BioSP is well suited for applications that require the collection of biometrics throughout a distributed network, and subsequent aggregation, analysis, processing, distribution, authentication, and sharing of this data with other system components. BioSP manages all aspects of transaction workflow, including messaging, submissions, responses, and logging.	\$26,500.00	16.25%	\$22,360.20	p/server
Aware	Developer Tools Software	Software	Aware BioSP Biometric Identification Module 10K - Description: Addon to the BioSP Core Platform providing identification matching on biometric data within the system. Up to 10,000 Identities and 4 cores	\$12,500.00	16.25%	\$10,547.27	p/server
Aware	Developer Tools Software	Software	Aware BioSP Biometric Identification Module 100K - Description: Addon to the BioSP Core Platform providing identification matching on biometric data within the system. Up to 100,000 Identities and 8 cores	\$32,000.00	16.25%	\$27,001.00	p/server
Aware	Developer Tools Software	Software	Aware BioSP Biometric Subject Manager Module - Description: Addon to the BioSP Core Platform providing management of discrete subjects for submitted biometric transactions.	\$19,500.00	16.25%	\$16,453.73	p/server
Aware	Developer Tools Software	Software	Aware BioSP Biometric Transaction Manager Module - Description: Addon to the BioSP Core Platform providing history and analysis of biometric transactions received by the system.	\$11,500.00	16.25%	\$9,703.48	p/server
Aware	Developer Tools Software	Software	Aware BioSP Reporting Manager Module - Description: Addon to the BioSP Core Platform providing advanced reports and aggregate transaction evaluation.	\$9,500.00	16.25%	\$8,015.92	p/server
Aware	Developer Tools Software	Software	Aware BioSP Fingerprint Analysis Module - Description: Addon to the BioSP Core Platform providing fingerprint quality assessment, segmentation, and sequence checking.	\$12,500.00	16.25%	\$10,547.27	p/server

Aware	Developer Tools Software	Software	<b>Aware BioSP Facial Image Analysis Module</b> - Description: Addon to the BioSP Core Platform providing batch processing and analysis of facial images. Compliance profiles ANSI/INCITS 385 and ISO/IEC 19794.	\$12,500.00	16.25%	\$10,547.27	p/server
Aware	Developer Tools Software	Software	<b>Aware BioSP Format Manager Module</b> - Description: Addon to the BioSP Core Platform providing EFTS/EBTS data parsing, object creation, validation and data storage.	\$9,900.00	16.25%	\$8,353.43	p/server
Aware	Developer Tools Software	Software	<b>Aware BioSP Application Integration Module</b> - Description: Addon to the BioSP Core Platform providing interfaces between BioSP and COTS or custom interfaces including other external services and applications.	\$18,500.00	16.25%	\$15,609.95	p/server
Aware	Developer Tools Software	Software	<b>Aware BioSP AccuPrint Print Server Module</b> - Description: Addon to the BioSP Core Platform providing printing of EFTS/EBTS in accordance with FBI Appendix F certification.	\$9,900.00	16.25%	\$8,353.43	p/server
Aware		Related Services	<b>Aware Services, Daily</b> - Description: This service option provides a full day discounted rate for services related to the manufacture's software. Available services include product installation, integration, training, maintenance and technical support. The customer's site configuration and need will determine the total days required. Custom packages are available and can be tailored and scaled to meet organizational needs (i.e. pre-paid annual support services, on-site support staff, etc.).	\$1,500.00	16.25%	\$1,265.67	
Aware		Related Services	<b>Aware Services, Hourly</b> - Description: This service option provides an hourly basis for services related to the manufacture's software. Available services include product installation, integration, training, maintenance and technical support. The customer's site configuration and needs will determine the total hours required. Flexible, pre-paid block hour packages are available allowing the leverage of a bulk purchase to be used on an "as needed" basis (with annual rollover).	\$225.00	16.25%	\$189.85	
Aware		Related Services	<b>Aware Software Annual Maintenance, Standard</b> - Description: Standard 8X5; First-In-First-Out support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed.	20% of Software Purchase	16.25%	#VALUE!	
CBM Archives	Application Monitoring Software	Software	<b>CBM Batch Control Server</b> - Description: CBM Batch Control is a service for Windows based servers that monitors defined directories for import into an external document management system. The program provides flexible user configuration for the directories to monitor and configurable log file processing. Platforms: Windows Server 2008/2012/2012 R2/2016/2019.	\$6,000.00	17.25%	\$5,002.24	p/server
CBM Archives	Workflow Automation Software	Software	<b>CBM Card Print Server</b> - Description: CBM CardPrint Server is a server based service that controls printing of biometric files based on the Electronic Fingerprint Transmission Specification. Traditionally used for the printing of fingerprint cards, the service can be configured to print finger, palm and/or mugshot data to multiple printers using configurable settings and user modifiable card layouts. Platforms: Windows Server 2008/2012/2012 R2/2016/2019.	\$8,500.00	17.25%	\$7,086.50	p/server
CBM Archives	Data Management Software, Records Management Software	Software	<b>CBM EBTS Manager</b> - Description: CBM EFTS Manager is a Windows based client used for the viewing, printing and annotation of biometric files. It adheres to the ANSI/NIST standard for Electronic Fingerprint Transmission Specification as embraced by the FBI. Platforms: Windows 7/8/8.1/10/11	\$4,500.00	17.25%	\$3,751.68	p/user

CBM Archives	Workflow Automation Software	Software	CBM FES Capture Standard Edition - Description: This Front End Scanning station facilitates the processing of records electronically throughout the organization by allowing paper based documents to be converted to electronic documents as they arrive. The capture module controls document scanners in both simplex and duplex mode and is designed to streamline the capture and indexing of documents. The interface is customizable and supports rapid keying, database lookups and barcode recognition. Platforms: Windows 7/8/8.1/10/11	\$1,000.00	17.25%	\$833.71	p/user
CBM Archives	Workflow Automation Software	Software	CBM FES Capture Fingerprint Edition - Description: All the features of the "Standard Edition" with added support for the capture of FBI complaint fingerprint records and mugshot images. Platforms: Windows 7/8/8.1/10/11	\$2,000.00	17.25%	\$1,667.41	p/user
CBM Archives	Workflow Automation Software	Software	CBM FES WorkQueue - Description: This application works in conjunction with FES Capture to assist with the processing of electronic documents as they are routed though the organization. CBM FES WorkQueue allows users to display documents in a convenient manner as the user works with other line of business applications. Documents can then be annotated, printed or routed to the next user or group in the process. Dual monitor display is supported and recommended. Platforms: Windows 7/8/8.1/10/11	\$1,500.00	17.25%	\$1,250.56	p/user
CBM Archives	Workflow Automation Software	Software	CBM FES Workflow Server - Description: This server based service works in conjunction with other FES products to provided automated evaluation and routing of jobs as they are processed through the organization. Configurable rules and statuses can be changed together to create complex document processing scenarios. Platforms: Windows Server 2008/2012/2012 R2/2016/2019	\$5,000.00	17.25%	\$4,168.53	p/server
CBM Archives	Data Management Software, Records Management Software	Software	CBM CCH Archive Web v1.0, Texas Edition - Description: This web browser plug-in allows for the searching and viewing of biometric files based on the Eletronic Fingerprint Transmission Standard. The Texas edition is for use by authorized agencies for access to the achive hosted by the Texas Department of Public Safety. Platforms: Windows 7/8/8.1/10/11	\$1,500.00	17.25%	\$1,250.56	p/user
CBM Archives	Data Management Software, Records Management Software	Software	CBM CCH Archive Web Server v1.0, Texas Edition - Description: CBM CJS Web Server provides web based access to data archives of biometric files based on the Electronic Fingerprint Transmission Specification. Once configured to interface with the users repository, CBM CJS Web will manage the display and manipulation of biometric images to reduce server load and increase end user response time. The Texas edition is specifically designed for Texas agencies to meet the specifications put forth by the Texas Department of Public Safety. Platforms: Windows 7/8/8.1/10/11	\$75,000.00	17.25%	\$62,527.97	p/server
CBM Archives	Workflow Automation Software	Software	CBM Store and Forward - Description: CBM Store and Forward is a scalable, fault tolerant, state based workflow engine. A GUI interface provides for the design and modification of transactional workflows. Per server/machine license.	\$50,000.00	17.25%	\$41,685.31	p/server
CBM Archives	Documentation Generation Software	Software	CBM Sky Forms, Entry Level - Description: CBM Sky Forms is a form processing engine that allows custom forms to be designed, managed and routed based on business level rules and requirements. Completed, signed forms are then converted to PDF documents for archival purposes. Entry Level edition allows for the management of up to 10 form templates.	\$5,000.00	17.25%	\$4,168.53	p/user
CBM Archives	Documentation Generation Software	Software	CBM Sky Forms, Enterprise - Description: CBM Sky Forms is a form processing engine that allows custom forms to be designed, managed and routed based on business level rules and requirements. Completed, signed forms are then converted to PDF documents for archival purposes. Enterprise edition allows for the management of unlimited form templates.	\$10,000.00	17.25%	\$8,337.06	p/user
CBM Archives	Documentation Generation Software	Software	CBM Sky Forms Online - Description: Online, hosted version of CBM Sky Forms Enterprise. Price is per hosted form template per month.	\$50.00	17.25%	\$41.69	p/user
CBM Archives		Related Services	CBM Installation Services, Daily - Description: This service option provides a full day discounted rate for installing the manufacturer's software product and configuring it for operation in an organization's environment. The individual site configuration will determine the total days required.	\$1,500.00	14.25%	\$1,295.90	
CBM Archives		Related Services	CBM Installation Services, Hourly - Description: This service option provides an hourly basis for installing the manufacturer's software product and configuring it for operation in an organization's environment. The individual site configuration will determine the total hours required. Flexible, pre-paid block hour packages are available allowing the leverage of a bulk purchase to be used on an "as needed" basis (with annual rollover).	\$250.00	9.25%	\$228.58	
CBM Archives		Related Services	CBM Training Services, Daily - Description: This service option provides for the training of authorized users of the manufacturer's product. User training is essential for the successful implementation of virtually all software systems. Custom training packages can be negotiated. The individual site configuration will determine the total days required.	\$1,200.00	14.25%	\$1,036.72	
CBM Archives		Related Services	CBM Site Support, Annual - Description: This service option provides for annual services needed to provide direct support for an entire installation including integrations, databases, storage, etc. These pre-paid support packages can be tailored and scaled to meet organizational needs (i.e. on-site support staff, etc.).	Site Specific	19.25%	#VALUE!	
CBM Archives		Related Services	CBM Site Support, Daily - Description: This service option provides a full day discounted rate for services needed to provide direct support for an entire installation including integrations, databases, storage, etc. Pre-paid support packages are available and can be tailored and scaled to meet organizational needs (i.e. on-site support staff, etc.).	\$1,500.00	14.25%	\$1,295.90	
CBM Archives		Related Services	CBM Site Support, Hourly - Description: This service option provides an hourly basis for services needed to provide direct support for an entire installation including integrations, databases, storage, etc. Pre-paid support packages are available and can be tailored and scaled to meet organizational needs (i.e. on-site support staff, etc.).	\$250.00	9.25%	\$228.58	
CBM Archives		Related Services	CBM Programming Services, Daily - Description: This service option provides a full day discounted rate for programming serviced needed in relation to the manufacturer's software. Programming services can be utilized to assist in the integration of products via the API, to provide custom interfaces and features and/or to meet requirements that cannot otherwise be met.	\$1,800.00	14.25%	\$1,555.08	

CBM Archives		Related Services	<b>CBM Software Annual Maintenance, Standard</b> - Description: Standard 8X5; First-In-First-Out support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed.	20% of Software Purchase	9.25%	#VALUE!	
CBM Archives		Related Services	<b>CBM Software Annual Maintenance, Priority</b> - Description: Priority 24X7; 4 hour response support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed.	30% of Software Puchase	9.25%	#VALUE!	
FileHold	Document Management Software, Records Management Software, Content Management Software	Software	<b>FileHold DMS On-Primise Perpetual 5 User Bundle:</b> FileHold Server, 5 registered users, 5 concurrent sessions, 5 Level 1 viewers, 3 redaction users, Advanced Workflow with Auto initiation , Active Directory Synchronization, FastFind, Print to FileHold, Server-side OCR, ADI - Automatic Document Importation, 1 complimentary licence of SmartSoft Capture, Post installation System Validation professional service.	\$10,900.00	15.00%	\$9,334.49	p/user
FileHold		Related Services	<b>FileHold DMS On-Primise Perpetual 5 User Bundle FileCare:</b> Annual unlimited technical support and all product upgrades agreement	\$2,100.00	9.25%	\$1,920.04	
FileHold		Related Services	<b>FileHold DMS Bundle - Training:</b> 8 Hours of FileHold Fundamentals training	\$1,200.00	9.25%	\$1,097.17	
FileHold	Document Management Software, Records Management Software, Content Management Software	Software	<b>FileHold DMS On-Premise Subscripton 5 User Bundle:</b> FileHold Server, 5 registered users, 5 concurrent sessions, 5 Level 1 viewers, 3 redaction users, Advanced Workflow with Auto initiation , Active Directory Synchronization, FastFind, Print to FileHold, Server-side OCR, ADI - Automatic Document Importation, 1 complimentary licence of SmartSoft Capture, Post installation System Validation professional service.	\$3,180.00	15.00%	\$2,723.27	p/user
FileHold		Related Services	<b>FileHold DMS On-Premise Subscripton 5 User Bundle FileCare:</b> Annual unlimited technical support and all product upgrades agreement	\$1,680.00	9.25%	\$1,536.03	
FileHold	Document Management Software, Records Management Software, Content Management Software	SaaS	<b>FileHold DMS Cloud 5 User Bundle:</b> FileHold Server, 5 registered users, 5 concurrent sessions, 5 Level 1 viewers, 3 redaction users, Advanced Workflow with Auto initiation , Active Directory Synchronization, FastFind, Print to FileHold, Server-side OCR, ADI - Automatic Document Importation, 1 complimentary licence of SmartSoft Capture, Post installation System Validation professional service.	\$3,800.00	15.00%	\$3,254.23	
FileHold		Related Services	<b>FileHold DMS Cloud 5 User Bundle FileCare:</b> Annual unlimited technical support and all product upgrades agreement	\$3,300.00	9.25%	\$3,017.21	
FileHold	Document Management Software, Records Management Software, Content Management Software	Software	<b>Add-on Features - FileHold 2 Registered user add-on:</b> with Level 2 viewers, Advanced Workflow with Auto initiation , Active Directory Sync, FastFind, Print to FileHold, Server-side OCR, ADI - Automatic Document Importation	\$1,500.00	15.00%	\$1,284.56	
FileHold	Document Management Software, Records Management Software, Content Management Software	Software	<b>Add-on Features - FileHold DMS Optional Productivity Feature(s):</b> Azure Active Directory (AAD) identity provider - may require additional PS consultation, Server-side PDF & TIFF compression, Enhanced Multiple Capacity Balanced Document Repositories, PDF and TIFF compression, Azure cloud deployment	Based on Bundle Purchase	15.00%	#VALUE!	p/user
FileHold	Document Management Software, Records Management Software, Content Management Software	Software	<b>Add-on Features - FileHold DMS Scanning and OCR Tools:</b> SmartSoft Capture Additional licenses - works only with FileHold, SmartSoft Capture Plus - advanced OCR & barcode detection, SmartSoft Pro - forms processing, WebCap - browser-based scanning per user.	Based on Bundle Purchase	15.00%	#VALUE!	p/user
FileHold	Document Management Software, Records Management Software, Content Management Software	Software	<b>Add-on Features - FileHold DMS Optional Annual Subscription Modules:</b> (Adobe Sign / DocuSign connector (requires separate account) Duo 2 Factor, Authentication, Customer Forms Portal - 20% of licensing, Courier transmission packs, Hot back up or test licenses includes 10/5 users.	Based on Bundle Purchase	15.00%	#VALUE!	p/user
FileHold		Related Services	<b>FileHold DMS - Add On FileCare:</b> FileCare is an annual support agreement that provides unlimited technical support and will be prorated to synchronize / expire with the initial bundle purchase. This is the annual price for a 2 user add on and will be added to, the base 5 user price as quoted above at \$2,100.00.	\$400.00	9.25%	\$365.72	
Novastor	Back-Up Software	Software	NovaStor DataCenter - 1TB Front End Data - Unlimited Servers and Workstations - Annual Subscription License Paid Annually	\$600.00	30.00%	\$423.15	p/user
Novastor	Back-Up Software	Software	NovaStor DataCenter - 5TB Front End Data - Unlimited Servers and Workstations - Annual Subscription License Paid Annually	\$2,500.00	30.00%	\$1,763.13	p/user
Novastor	Back-Up Software	Software	NovaStor DataCenter - 10TB Front End Data - Unlimited Servers and Workstations - Annual Subscription License Paid Annually	\$4,500.00	30.00%	\$3,173.63	p/user
Novastor	Back-Up Software	Software	NovaStor DataCenter - 15TB Front End Data - Unlimited Servers and Workstations - Annual Subscription License Paid Annually	\$6,000.00	30.00%	\$4,231.50	p/user
Novastor	Back-Up Software	Software	NovaStor DataCenter - 20TB Front End Data - Unlimited Servers and Workstations - Annual Subscription License Paid Annually	\$7,500.00	30.00%	\$5,289.38	p/user
Novastor	Back-Up Software	Software	NovaStor DataCenter - 25TB Front End Data - Unlimited Servers and Workstations - Annual Subscription License Paid Annually	\$9,000.00	30.00%	\$6,347.25	p/user
Novastor	Back-Up Software	Software	NovaStor DataCenter - Misc TB Front End Data - Unlimited Servers and Workstations - Annual Subscription License Paid Annually	Call	30.00%	#VALUE!	p/user
Novastor	Back-Up Software	Software	NovaBACKUPData Center - Command Server with 1 year of NovaCare (starts on date of purchase)	\$2,500.00	30.00%	\$1,763.13	p/user
Novastor	Back-Up Software	Software	NovaBACKUPData Center - additional 1 physical with 1 year of NovaCare (starts on date of purchase)	\$950.00	30.00%	\$669.99	p/user
Novastor	Back-Up Software	Software	NovaBACKUPData Center - additional 1 virtual with 1 year of NovaCare (starts on date of purchase)	\$250.00	30.00%	\$176.31	p/user
Novastor	Back-Up Software	Software	NovaBACKUPData Center - additional 1 Workstation with 1 year of NovaCare (starts on date of purchase)	\$100.00	30.00%	\$70.53	p/user
Novastor	Back-Up Software	Software	NovaBACKUPData Center - Command Server with 3 years of NovaCare (starts on date of purchase)	\$3,562.50	30.00%	\$2,512.45	p/user
Novastor	Back-Up Software	Software	NovaBACKUPData Center - additional 1 physical with 3 years of NovaCare (starts on date of purchase)	\$1,353.75	30.00%	\$954.73	p/user
Novastor	Back-Up Software	Software	NovaBACKUPData Center - additional 1 virtual with 3 years of NovaCare (starts on date of purchase)	\$356.25	30.00%	\$251.25	p/user
Novastor	Back-Up Software	Software	NovaBACKUPData Center - additional 1 Workstation with 3 years of NovaCare (starts on date of purchase)	\$142.50	30.00%	\$100.50	p/user
Novastor		Related Services	<b>Novastor Site support, Annual</b> - Description: This service option provides for annual services needed to provide direct support for an entire installation including integrations, databases, storage, etc. These pre-paid support packages can be tailored and scaled to meet organizational needs (i.e. on-site support staff, etc.).	Site Specific	30.00%	#VALUE!	

Novastor		Related Services	Novastor Services, Daily - Description: This service option provides a full day discounted rate for services related to the manufacture's software. Available services include product installation, integration, training, maintenance and technical support. The customer's site configuration and need will determine the total days required. Custom packages are available and can be tailored and scaled to meet organizational needs (i.e. pre-paid annual support services, on-site support staff, etc.).	\$1,500.00	30.00%	\$1,057.88	
Novastor		Related Services	Novastor Services, Hourly - Description: This service option provides an hourly basis for services related to the manufacture's software. Available services include product installation, integration, training, maintenance and technical support. The customer's site configuration and needs will determine the total hours required. Flexible, pre-paid block hour packages are available allowing the leverage of a bulk purchase to be used on an "as needed" basis (with annual rollover).	\$225.00	30.00%	\$158.68	
Novastor		Related Services	NovaCare - NovaBACKUPDate Center Command Server - 1 year Renewal	\$625.00	30.00%	\$440.78	
Novastor		Related Services	NovaCare - NovaBACKUPDate Center additional 1 physical server - 1 year Renewal	\$237.50	30.00%	\$167.50	
Novastor		Related Services	NovaCare - NovaBACKUPDate Center additional 1 virtual server - 1 year Renewal	\$62.50	30.00%	\$44.08	
Novastor		Related Services	NovaCare - NovaBACKUPDate Center additional 1 workstation - 1 year Renewal	\$25.00	30.00%	\$17.63	
Novastor		Related Services	NovaCare - NovaBACKUPDate Center Command Server - 3 years Renewal	\$1,593.75	30.00%	\$1,123.99	
Novastor		Related Services	NovaCare - NovaBACKUPDate Center additional 1 physical server - 3 years Renewal	\$6,004.95	30.00%	\$4,234.99	
Novastor		Related Services	NovaCare - NovaBACKUPDate Center additional 1 virtual server - 3 years Renewal	\$160.00	30.00%	\$112.84	
Novastor		Related Services	NovaCare - NovaBACKUPDate Center additional 1 workstation - 3 years Renewal	\$63.75	30.00%	\$44.96	
Novastor		Related Services	NovaCare - NovaBACKUPDate Center Command Server - 5 years Renewal	\$2,000.00	30.00%	\$1,410.50	
Novastor		Related Services	NovaCare - NovaBACKUPDate Center additional 1 physical server - 5 years Renewal	\$760.00	30.00%	\$535.99	
Novastor		Related Services	NovaCare - NovaBACKUPDate Center additional 1 virtual server - 5 years Renewal	\$200.00	30.00%	\$141.05	
Novastor		Related Services	NovaCare - NovaBACKUPDate Center additional 1 workstation - 5 years Renewal	\$80.00	30.00%	\$56.42	
Various Brand	Turnkey Solution		Turnkey solution to include hardware, software and associated services. - Hardware minimum discount. Various Brands as needed based on customer requirements.		3.00%	\$0.00	

**CBM Archives Co., LLC**  
**APPENDIX C – PRICING INDEX**  
**DIR-CPO-5831**  
**Software (COTS) and Related Services**

Brand	Category	DISCOUNT OF MSRP/List Price	Unit of Measure
<b>1-Software or SaaS</b>			
Aware	Software /A Developer Tool Software Solution	16.25%	Per Server
CBM Archives	Software/Complete Content Management Software Solution	17.25%	Various Based on Customer Configuration
FileHold	SaaS and Software / Document Management Software, Records Management Software and Content Management Software Solution	15.00%	Various Based on Customer Configuration
Novastor	Software/A Data Back-up and Recovery Software Solution	30.00%	Various Based on Customer Configuration
Various Brands	Hardware for Turnkey Solution Packages	3.00%	Each
*the hardware minimum discount may not apply for items or resellers that do not offer a discount, in these cases the cost will be a pass-through with zero discount.			
<b>Hardware under this RFO can only be sold as part of a Turn Key Solution.</b> <b>Standalone Hardware sales are not under the Scope of this RFO.</b>			
<b>2. Related Services</b>			
Aware	<b>Technical Services Daily/or Hourly</b> - Description: This service option provides a full day/ or hourly rate for services related to the manufacture's software. Available services include but not limited to product installation, integration, configuration, training, maintenance and technical support. The customer's site configuration and need will determine the total days required. Custom packages are available and can be tailored and scaled to meet organizational needs (i.e. pre-paid annual support services, on-site support staff, etc.).	16.25%	Per Day or Per Hour Packages Available



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Brand	Category	DISCOUNT OF MSRP/List Price	Unit of Measure
Aware	<b>Software Annual Maintenance, Standard</b> - Description: Standard 8X5; First-In-First-Out support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed.	16.25%	20% of the total Cost of the Software Purchase
CBM Archives	<b>Installation Services, Hourly</b> - Description: This service option provides an hourly basis for installing the manufacturer's software product and configuring it for operation in an organization's environment. The individual site configuration will determine the total hours required. Flexible, pre-paid block hour packages are available allowing the leverage of a bulk purchase to be used on an "as needed" basis (with annual rollover).	9.25%	Per Hour
CBM Archives	<b>Site Support, Hourly</b> - Description: This service option provides an hourly basis for services needed to provide direct support for an entire installation including integrations, databases, storage, etc. Pre-paid support packages are available and can be tailored and scaled to meet organizational needs (i.e. on-site support staff, etc.).	9.25%	Per Hour
CBM Archives	<b>Software Annual Maintenance, Standard</b> - Description: Standard 8X5; First-In-First-Out support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed.	9.25%	20% of the total Cost of the Software Purchase Annually
CBM Archives	<b>Software Annual Maintenance, Priority</b> - Description: Priority 24X7; 4 hour response support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed.	9.25%	30% of the total Cost of the Software Purchase

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Brand	Category	DISCOUNT OF MSRP/List Price	Unit of Measure
CBM Archives	<b>Installation Services, Daily</b> - Description: This service option provides a full day discounted rate for installing the manufacturer's software product and configuring it for operation in an organization's environment. The individual site configuration will determine the total days required.	14.25%	Per Day
CBM Archives	<b>Training Services, Daily</b> - Description: This service option provides for the training of authorized users of the manufacturer's product. User training is essential for the successful implementation of virtually all software systems. Custom training packages can be negotiated. The individual site configuration will determine the total days required.	14.25%	Per Day
CBM Archives	<b>Site Support, Daily</b> - Description: This service option provides a full day discounted rate for services needed to provide direct support for an entire installation including integrations, databases, storage, etc. Pre-paid support packages are available and can be tailored and scaled to meet organizational needs (i.e. on-site support staff, etc.).	14.25%	Per Day
CBM Archives	<b>Integration Services, Daily</b> - Description: This service option provides a full day discounted rate for integrating services needed in relation to the manufacturer's software. Integration services can be utilized to assist in the integration of products and features in order to meet requirements that cannot otherwise be met.	14.25%	Per Day
CBM Archives	<b>Site Support, Annual</b> - Description: This service option provides for annual services needed to provide direct support for an entire installation including integrations, databases, storage, etc. These pre-paid support packages can be tailored and scaled to meet organizational needs (i.e. on-site support staff, etc.).	19.25%	Site Specific
FileHold	<b>DMS On-Prmise Perpetual 5 User Bundle FileCare:</b> Annual unlimited technical support and all product upgrades agreement	9.25%	Per Package/ Per Bundle
FileHold	<b>DMS Bundle - Training:</b> 8 Hours of FileHold Fundamentals training	9.25%	Per Package/ Per Bundle
FileHold	<b>DMS On-Premise Subscripton 5 User Bundle FileCare:</b> Annual unlimited technical support and all product upgrades agreement	9.25%	Per Package/ Per Bundle
FileHold	<b>DMS Cloud 5 User Bundle FileCare:</b> Annual unlimited technical support and all product upgrades agreement	9.25%	Per Package/ Per Bundle



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**Software (COTS) and Related Services**

Brand	Category	DISCOUNT OF MSRP/List Price	Unit of Measure
FileHold	<b>DMS - Add On FileCare:</b> FileCare is an annual support agreement that provides unlimited technical support and will be prorated to synchronize / expire with the initial bundle purchase. The FileCare bundles are by the total number of users. (packages of 2 or 5 etc..)	9.25%	Per Package/ Per Bundle
Novastor	<b>Site support, Annual</b> - Description: This service option provides for annual services needed to provide direct support for an entire installation including integrations, databases, storage, etc. These pre-paid support packages can be tailored and scaled to meet organizational needs (i.e. on-site support staff, etc.).	30.00%	Per Site
Novastor	<b>Services, Daily</b> - Description: This service option provides a full day discounted rate for services related to the manufacture's software. Available services include product installation, integration, customization, training, maintenance and technical support. The customer's site configuration and need will determine the total days required. Custom packages are available and can be tailored and scaled to meet organizational needs (i.e. pre-paid annual support services, on-site support staff, etc.).	30.00%	Per Day
Novastor	<b>Services, Hourly</b> - Description: This service option provides an hourly basis for services related to the manufacture's software. Available services include product installation, integration, customization, training, maintenance and technical support. The customer's site configuration and needs will determine the total hours required. Flexible, pre-paid block hour packages are available allowing the leverage of a bulk purchase to be used on an "as needed" basis (with annual rollover).	30.00%	Per Hour
Novastor	<b>NovaBACKUPDate Center</b> Virtual Server, physical Server, workstations, or Additional Servers renewal packages from 1 to 5 years.	30.00%	Per Package
CBM Archives	<b>Platform Setup,</b> Configuration, Installation - Virtual Machine Services. Network setup services	9.25%	Per Hour
CBM Archives	<b>Migration Services</b> - Legacy system conversion	9.25%	Per Hour
CBM Archives	<b>Transition Services</b> - Ensure smooth transition to platform and application, training	9.25%	Per Hour
CBM Archives	<b>Maintenance Services</b> - patches, automated distribution, imaging creation, and imaging implementations	9.25%	Per Hour

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Brand	Category	DISCOUNT OF MSRP/List Price	Unit of Measure
CBM Archives	<b>Support Services</b> - Application Support Desk: Onsite or Remote Support Services. Manage and supply a toll-free telephone number, email address, or web-based application for a Customer to report application issues, submit trouble-tickets, and request other how-to assistance as necessary. , IT service desk is defined as the provision of internal end-user support for all IT services and includes: > First-level and second-level support, > Problem categorization and logging, > Problem tracking and escalation, > Problem resolution, > Remote access and resolution	9.25%	Per Hour
CBM Archives	End of Engagement - Manage the de-installation and decommissioning of platform components, to include but not be limited to: providing a plan to manage the unwind of the services	9.25%	Per Hour
CBM Archives	<b>Fit for Purpose Assessment Services</b> - Business requirements compilation as related to software under consideration - assessment of business need	9.25%	Per Hour
CBM Archives	<b>Platform Provisioning</b> - Platform specification compilation Platform component Provisioning	9.25%	Per Hour
All Brands	Installation	9.25%	Per Hour
All Brands	Implementation	9.25%	Per Hour
All Brands	Training	9.25%	Per Hour
All Brands	Integration	9.25%	Per Hour
All Brands	Migration	9.25%	Per Hour
All Brands	Business Analysis	9.25%	Per Hour
All Brands	Transition Services	9.25%	Per Hour
All Brands	Project Management	9.25%	Per Hour
<b>3. Turnkey Solutions</b>			
Turnkey Solutions packages to be configured based on customer requirements including, but not limited to, Software, Hardware and Services as listed above.		To be Discounted at the Line Item level Above	