

## OSaaS Pricing List for the Software Licensing Program

### SAAS and CLOUD OFFERINGS

SKU #	PRODUCT DESCRIPTION	MSRP / LIST Price	GSA Price	SLP Price
BANPSSMCS1YR	Chat Framework Support Annual Managed Content Platform Subscription Includes support for one instance of chatbot, Spanish Language, Web Content Accessibility Guidelines (WCAG) Compliance Review, Site Sync, User Sentiment Analytics, Assisted Support, Online & Phone Support Knowledge Base Mgmt., Natural Language Processor Configuration.	\$154,000.00	\$138,600.00	\$124,740.00
BANPSSMAND1YR	Chat Bot translation, integration, validation, of Mandarin Language. 1 year subscription.	\$21,000.00	\$18,900.00	\$17,010.00
BANPSSSOLANG1YR	Chat Bot translation, integration, validation, of (Qty 1) Language. Options : RUS, HINDI, KOR, VTNMSE Language.	\$28,000.00	\$25,200.00	\$22,680.00
BBUSCONNECT1YR	Constituent Assistance API Bus connector	\$2,100.00	\$1,890.00	\$1,701.00
BNOTIFACTION1YR	Constituent Notification Push System, Registration Option, (Requires Customer SW for Push Function)	\$16,800.00	\$15,120.00	\$13,608.00
BBUSRULES1YR	Policy Rules Engine Integration (Requires Customer Policy Engine System)	\$16,800.00	\$15,120.00	\$13,608.00
BLIVECHAT	Connector for Live Agent (Requires Customer Live Agent SW)	\$16,800.00	\$15,120.00	\$13,608.00
BLIVEAGENTS	Live Agent Software Annual Subscription. Up to 20 agents	\$134,960.00	\$121,464.00	\$109,317.60
BANPSSGISADPT	GIS Connector Subscription ( 1 Yr.)	\$28,000.00	\$25,200.00	\$22,680.00
BANPSSCMS	Bot Content Management Workflow Mgr. (1 Yr.)	\$36,400.00	\$32,760.00	\$29,484.00
BANPSSANALYT	MSPBI Analytics Connector and Dashboard Subscription (1 Yr.)	\$16,800.00	\$15,120.00	\$13,608.00
BANPSSIDM	OKTAIDM and Connector Support - 25 User Pack	\$84,000.00	\$75,600.00	\$68,040.00
ORAUTOANYWHR	Automation Anywhere Base Platform Annual Subscription - Core Platform for Robotics Process Automation	\$98,000.00	\$88,200.00	\$79,380.00
ORAUTOANYIQB	IQ Bot Volume Driven Annual Count 100k	\$63,000.00	\$56,700.00	\$51,030.00
BANPGM1YR	12 months subscription for an additional program content added to the oChat platform. Applies to additional 10 add-on programs. It includes up to 10k user questions per month. Includes program specific interviewing, data collection, dialog analysis, and integration with the bot platform.	\$18,816.00	\$16,934.40	\$15,240.96
BANCNTR1YR	12 month subscription for 1 oChat Connector with External Webservices.	\$18,816.00	\$16,934.40	\$15,240.96
BANWCAG1YR	12 month subscription WCAG compliance monitoring for the Intelligent Assistance.	\$18,816.00	\$16,934.40	\$15,240.96
BANWCTS1YR	12 month subscription for daily web change tracking service. Chatbot synching service to website content changes.	\$18,816.00	\$16,934.40	\$15,240.96

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BANSMS1YR	12 month subscription to enable SMS channel for ochat. It includes up to 500k messages (including questions and answers)	\$151,200.00	\$136,080.00	\$122,472.00
BANVR	12 month subscription for the Voice recognition add on for the intelligent assistant platform	\$910,000.00	\$819,000.00	\$737,100.00
CCPOAS	12 month subscription for Pulse / ADB	\$280,000.00	\$252,000.00	\$226,800.00
OSVECS	12 months subscription for the Voter Election Compliance System.	\$910,000.00	\$819,000.00	\$737,100.00
OSANHMSP	12 month subscription homelessness Management Platform	\$910,000.00	\$819,000.00	\$737,100.00
OSANREMP	12 months subscription for the Rehabilitation Education Management Platform	\$910,000.00	\$819,000.00	\$737,100.00
OSANDCS	12 months subscription for the Digital Credentialing Platform	\$168,000.00	\$151,200.00	\$136,080.00
OSEBP1YR	12 months subscription for the Electronic Badging Platform	\$168,000.00	\$151,200.00	\$136,080.00
OSACTMS	12 months subscription for the Timesheet Management System	\$168,000.00	\$151,200.00	\$136,080.00
OSANSCRIP	12 months subscription for the Security Compliance Reporting Platform	\$84,000.00	\$75,600.00	\$68,040.00
OSATPAS	12 months subscription for the Timesheet Process Automated System	\$84,000.00	\$75,600.00	\$68,040.00
OSAOAP	12 months subscription for the oDash Analytics Platform	\$168,000.00	\$151,200.00	\$136,080.00
OSACMP	12 months subscription for the MDM Constituent Management Platform	\$350,000.00	\$315,000.00	\$283,500.00
OSALMS	12 months subscription for the MDM Constituent Management Platform	\$350,000.00	\$315,000.00	\$283,500.00
OCBOTP3M	oChat Limited Three (3) Month Instance. Includes installation and management of one English oChat instance on one (1) webpage, and with up to 50 question dialog flows, for 3 months. Also included are weekly reviews and updates, site syncs, user sentiment analytics and reporting, and online & phone support.	\$16,250.00	\$14,625.00	\$13,000.00
OCBOTPSTDEV	oChat Standard Instance with 300 question dialogs in English. Includes customization and installation of one (1) Chat Platform with Avatar, Question and Answer Knowledge Base, User Sentiment Analytics and Reporting, Web Content Accessibility Guidelines (WCAG), Compliance Review, User Training and Guides, Online and Phone Support	\$78,000.00	\$70,200.00	\$62,400.00
OCBOTPSTESP	oChat one (1) Year Subscription of Spanish Translation updates for a Standard instance - Natural Language Processor	\$15,000.00	\$13,500.00	\$12,000.00

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OCBOTPEXDEV	oChat Expanded Instance with 1000 question dialog flows in English. Includes development and installation of one (1) oChat Platform with Avatar, Question and Answer knowledge base, User Sentiment Analytics and Reporting Menu, Web Content Accessibility Guidelines (WCAG), Compliance Review, End User Training and Guides, Online and Phone Support	\$112,500.00	\$101,250.00	\$90,000.00
OCBOTPEXESP	oChat one (1) Year Subscription of Spanish Translation updates for an Extended instance - Natural Language Processor	\$30,000.00	\$27,000.00	\$24,000.00
OCBOTPCUSMT1Y	Ochat Installation within Customer's IT environment. Includes design, development and set up of one (1) oChat Instance including Avatar creation, Population of Question and Answer Database, linkages to legacy systems, analytics and reporting setup.	\$78,000.00	\$70,200.00	\$62,400.00
OCBOTPFUNC	Addition of oChat functionality or features. Such additions can include a new input or output sources such as text or voice	\$16,250.00	\$14,625.00	\$13,000.00
OCBOTNAVCNTR	Connector between an oChat Instance and an oNav Instance. Includes all development, installation, and testing.	\$7,500.00	\$6,750.00	\$6,000.00
OCBOTSCHCNTR	Connector between an oChat Instance and an oSchedule Instance. Includes all development, installation, and testing.	\$7,500.00	\$6,750.00	\$6,000.00
ONAVSCHCNTR	Connector between an oNav Instance and an oSchedule Instance. Includes all development, installation, and testing.	\$7,500.00	\$6,750.00	\$6,000.00
ONAVP3M	oNav Limited Three (3) Month Instance. Includes installation and management of one english language oNavigator with up to 200 decision records, for 3 months. Weekly accuracy updates and Site Syncs, User Sentiment Analytics and Reporting, and Online & Phone Support.	\$50,000.00	\$45,000.00	\$40,000.00
ONAVPSTDEV	oNav Standard Instance. Includes design, development and installation of one (1) oNav Guide Platform with up to 500 decision records, User Sentiment Analytics and Reporting Menu, Web Content Accessibility Guidelines (WCAG) Compliance Review, User Training and Guides, Online and Phone Support	\$100,000.00	\$90,000.00	\$80,000.00
ONAVPSTESP	oNav Translation for Standard Instance and one (1) year of updates - Spanish - Natural Language Processor	\$15,000.00	\$13,500.00	\$12,000.00

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ONAVPEXDEV	oNav Extended Instance. Includes design, development and installation of one (1) oNav Guide Platform with over 500 decision records, User Sentiment Analytics and Reporting Menu, Web Content Accessibility Guidelines (WCAG) Compliance Review, User Training and Guides, Online and Phone Support	\$150,000.00	\$135,000.00	\$120,000.00
ONAVPEXSP	oNav Translation for an Extended Instance and one (1) year of updates - Spanish - Natural Language Processor	\$30,000.00	\$27,000.00	\$24,000.00
ONAVPFUNC	Addition of additional oNav functionality or features. Such additions can include a new input or output sources such as text or voice	\$16,250.00	\$14,625.00	\$13,000.00
OSCHP3M	oSchedule Limited Three (3) Month Instance. Includes installation and support for one Scheduling System in English, Connections into 1 master calendar, appointment alerts and reminder emails. Weekly accuracy updates and Site Syncs, User Sentiment Analytics and Reporting, and Online & Phone Support.	\$50,000.00	\$45,000.00	\$40,000.00
OSCHPDEV	oNav Standard Instance. Includes design, development and installation of one (1) oSchedule Platform, Connections into up to 3 calendars, appointment alerts, reminder emails, User Sentiment Analytics and Reporting Menu, Web Content Accessibility Guidelines (WCAG) Compliance Review, User Training and Guides, Online and Phone Support	\$100,000.00	\$90,000.00	\$80,000.00
OSCHPESP	oSchedule Translation for Standard Instance and one (1) year of updates - Spanish - Natural Language Processor	\$15,000.00	\$13,500.00	\$12,000.00
OSCHPFUNC	Addition of additional oSchedule functionality or features. Such additions can include a new input or output sources such as text or voice	\$16,250.00	\$14,625.00	\$13,000.00

## OSaaS Pricing List for the Software Licensing Program

### SAAS PLATFORM SUPPORT and MAINTENANCE

SKU #	PRODUCT DESCRIPTION	MSRP / LIST Price	GSA Price	SLP Price
PSSMHR40	Premier Support Configuration 40 Hrs.	\$11,200.00	\$10,080.00	\$9,072.00
OSCIOADV	CIO Advisory As a Service, 12 month subscrip	\$280,000.00	\$252,000.00	\$226,800.00
OCBOTPSTMT1M	One (1) Month of oChat Maintenance for a Standard oChat Instance. Includes Weekly oChat analytics, reporting, ongoing improvement training and Site Syncs, Online & Phone Support. Includes all avatars using same instance.	\$7,500.00	\$6,750.00	\$6,000.00
OCBOTPEXMT1M	One (1) Month of oChat Maintenance for a Extended oChat Instance. Includes Weekly oChat analytics, reporting, ongoing improvement training and Site Syncs, Online & Phone Support. Includes all avatars using same instance.	\$15,000.00	\$13,500.00	\$12,000.00
ONAVPSTMT1M	One (1) Month of oNav Maintenance for a Standard Instance. Includes weekly analytics, reporting, ongoing improvement training and Site Syncs, Online & Phone Support.	\$7,500.00	\$6,750.00	\$6,000.00
ONAVPEXMT1M	One (1) Month oNav Maintenance for a Extended Instance. Includes weekly analytics, reporting, ongoing improvement training and Site Syncs, Online & Phone Support.	\$15,000.00	\$13,500.00	\$12,000.00
OSCHPMT1M	One (1) Month oSchedule Maintenance for a Standard Instance. Includes weekly analytics, reporting, ongoing improvement training and Site Syncs, Online & Phone Support.	\$7,500.00	\$6,750.00	\$6,000.00
OCZPPSV40H	Citizen360 Professional Services Platform Includes 40 hours of engineering time for analysis, development, implementation and support of custom applications linked to other OSaaS products.	\$4,000.00	\$3,600.00	\$3,200.00
OCZPPSV80H	Citizen360 Professional Services Platform Includes 80 hours of engineering time for analysis, development, and implementation and support of custom applications linked to other OSaaS products.	\$8,000.00	\$7,200.00	\$6,400.00
OCZPPSV1M	Citizen360 Professional Services Platform Includes one (1) month of engineering time for analysis, development, implementation and support of custom applications linked to other OSaaS products.	\$16,000.00	\$14,400.00	\$12,800.00

## OSaaS Pricing List for the Software Licensing Program

**IMPLEMENTATION**

*The following labor categories are limited to implementation services only:*

SKU #	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	MSRP Hourly Rate	SLP Contract Price/ Hourly Rate (Not to Exceed Hourly Rate)
OSPROSERV1HR	Engineer	Provides software implementation and support for multiple large scale projects that cross-cut multiple specialization and product development areas.	B.A. or B.S. degree in related field	5	\$ 390.00	\$240.00
OSPROSERV1HR	Senior Information Architect	Provides supervision, person designs Intranet/Internet/Extranet architectures and develops software implementations plans; administration activity.	B.A. or B.S. degree in related field	7	\$ 390.00	\$240.00
OSPROSERV1HR	Senior Engineer	Provides technical or scientific and project support for multiple large-scale software implementation projects that cross-cut multiple specialization and product development areas.	B.A. or B.S. degree in related field	10	\$ 390.00	\$240.00
OSPROSERV1HR	Senior Project Manager	Provides supervision, person possesses a thorough understanding of the process requirements and provide both technical and management oversight of the project.	B.A. or B.S. degree in related field	7	\$ 390.00	\$240.00
OSPROSERV1HR	Information Architect	Designs Intranet/Internet/Extranet architectures and develops software implementations plans; administration activity.	B.A. or B.S. degree in related field	2	\$ 390.00	\$240.00
OSPROSERV1HR	Project Manager	Possesses a thorough understanding of the process requirements and provide both technical and management oversight of software implementation services for the project	B.A. or B.S. degree in related field	2	\$ 390.00	\$240.00