



**Exhibit to Texas Open Data Portal
Master Services Agreement**

DIR Contract No. DIR-ESS-ODP-428

Between

**The State of Texas, acting by and through
the Texas Department of Information Resources**

and

Socrata, Inc.

**Exhibit 2
Pricing Structure**

June 26, 2018

Pricing Overview

State of Texas Pricing Package (DIR-TSO-TMP-428)



We wanted to provide a brief narrative to offer some context to Socrata's pricing package proposal. This package is comprised of four main sections that are designed to present the costs associated with the four-year contract. The Investment Summary section provides a quick review of what is being proposed for Subscription Services and Professional Services for the initial year, as well as the overall cost for the four-year contract term.

As noted in the Subscription Services section of this response, there are additional Socrata Connected Government Cloud features that are available to DIR. Additional implementation hours might be needed should DIR wish to implement any of the additional features that are beyond the scope of this response.

Also included in this package for your consideration is an optional technical data inventory audit that we believe is beneficial to DIR and the overall project. Described in greater detail in the Assumption and Notes section of this package, we are offering a multi-level data inventory audit that will look at a number of parameters. Data duplication, Data format, Data correctness, Data completeness, Business rule relevance, Data definition consistency and Referential integrity are all areas that will be included in this optional audit.

Finally, there are a handful of items that have been included into this response that don't show up in the pricing overview, but are key components to the overall proposal. As described in the Executive Summary in Package 1, Socrata will be including 2 Data Academy events for Texas DIR to use in the first year of the contract. In addition to the Data Academy events, Socrata is also allowing the existing unused coaching hours to carryover into the first 6 months of the new contract term.

Investment Summary

State of Texas Pricing Package (DIR-TSO-TMP-428)



Cost Breakdown

Proposal Valid Until June 29, 2018

	Jul 1 - Aug 31 2018	Annual Cost Year 1	Annual Cost Years 2, 3 & 4
Subscription Services			
Socrata Connected Government Cloud - Gold Support	included	232,050	252,525
Option year pricing is included in the detailed pricing			
Sub-total		\$ 232,050	\$ 252,525
Professional Services			
	Cost	Cost	Cost
Project Services	37,500		
Training & Enablement Services			
Sub-total	\$ 37,500		
Sub-Total	\$ 37,500	\$ 232,050	\$ 252,525
50 Month Total			\$ 1,027,125

Subscription Services

State of Texas Pricing Package (DIR-TSO-TMP-428)



Socrata Connected Government Cloud (SCGC)

Proposal Valid Until June 29, 2018

Features Included in Proposal	Tier	Jul 1 - Aug 31 2018	Year One	Year Two	Year Three	Year Four
Socrata Open Data & Citizen Engagement Cloud	5	included	211,050	222,525	222,525	222,525
Data-as-a-Service Platform Includes:						
25 Monthly Active Users						
2TB of Data Storage						
Unlimited Datasets						
External API calls - existing ODP volume included						
ETL Tool						
Gold Support includes:		included	21,000	30,000	30,000	30,000
Online Support (24 hours x 7 days)						
Phone Support (12 hours x 5 days) - <i>see Assumption and Notes</i>						
Unlimited access to Socrata's Learning Management System						
Online Knowledge Base						
Community Portal						
Service Level Agreement - <i>see Assumptions and Notes</i>						
Coaching Hours - <i>see Assumption and Notes</i>						
SCGC features available to DIR - <i>see Assumptions and Notes</i>						
Operational Intelligence Cloud						
Performance Optimization Cloud						
Financial Insights Cloud						
Total Subscription & Support Service Fees		included	232,050	252,525	252,525	252,525

Optional/Future Considerations

Feature	Recurring	Cost
User Expansion Pack (25 Monthly Active User)	5,000	60,000
Platinum Support	6,500	78,000
API Expansion Pack (1M additional monthly external calls)	2,000	24,000

Proposed Subscription & Support Service Fees - 50 Month Total **Total Fee**
\$989,625

Professional Services

State of Texas Pricing Package (DIR-TSO-TMP-428)



Services by Activity

Proposal Valid Until June 29, 2018

Project Services	Hours	Cost
Project Management	110	16,500
Data Analyst	140	21,000
MSI Integration - <i>see Assumptions and Notes</i>		
Subtotal - Project Services	250	\$ 37,500

Training & Enablement Services	Hours	Cost
Subtotal - Training & Enablement Services		

Total Proposed Professional Services	Hours	Services Cost
	250	\$ 37,500

Optional Professional Services (Recommended)	Hours	Cost
Technical Inventory Audit Services	1,600	402,000
<i>*See Assumptions and Notes</i>		
Subtotal - Optional Professional Services	1,600	\$ 402,000

Assumptions and Notes

State of Texas Pricing Package (DIR-TSO-TMP-428)



Assumptions

Proposal Valid Until June 29, 2018

Contract Execution

Pricing in this proposal assumes a contract execution date by June 29, 2018. If the deadline is missed due to lack of Socrata responsiveness, then DIR will not be penalized. In order to align with Texas DIR's budgeting cycle the contract will commence on the Effective Date and continue for 50 months as outlined in the Master Services Agreement - Texas Open Data Portal RFO (DIR-TSO-TMP-428).

Existing Datasets

All existing datasets will be migrated to the new Open Data Platform.

Loading of New Datasets

We will review each Customer request for assistance in the loading of their open record datasets to the Socrata platform. The team will make every attempt to absorb the effort associated with the specific request with unused capacity. In the event that a specific request cannot be absorbed by available capacity, the Customer request for assistance will be individually estimated and provided to DIR or appropriate Customer for review and approval of new services.

Notes

Monthly Active Users

An authenticated user from the customer organization who logs in ten (10) times per month or more. MAU's do not apply to citizens, even if citizens create a profile and authenticate. MAU's do apply to internal API users who authenticate. For example, an analyst who uses Tableau or PowerBI against their organization's instance of Socrata Connected Government Cloud (SCGC). The Socrata subscription MAU model does not include the concept of a true-up. Should Texas DIR exceed the 25 users being proposed, the contracted MAU amount will not increase during the 2 year agreement being proposed. Socrata will work with DIR on a plan to address any excess users after year 2 of the agreement, but there will

Current Coaching Hours

DIR's 75 existing unused coaching hours for the current year will "rollover" and be available for use in the first 6 months of the new agreement. Coaching hours can be used by reaching out to support@socrata.com to schedule coaching sessions, or by working with your assigned Program Manager. This is a one-time extension of the hours. Coaching hours will not

Customer Support Request Priorities

Each Customer Support Request is assigned a priority by Socrata based on the technical severity of the request. The combination of Customer Support Program and Request Priority determines the SLA commitment time frame. The proposed Gold support program includes the following First Response Times and Target Resolution Times.

First Response Times	Target Resolution Times
Urgent = 1 hour	Urgent = 1 day
High = 2 hours	High = 10 days
Normal = 4 hours	Normal = 20 days
Low = 12 hours	Low = 25 days

Hours of Operations

Socrata Customer Support is available during the following business hours (Pacific Standard Time) weekdays 6:00am - 6:00pm, excluding the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving and Christmas Day.

Optional Audit

The open dataset audit is comprised of performing data audits across two levels. The first level is performing an assessment of the catalog or metadata, and the second level performs an assessment of the quality of the datasets. As opposed to the first level that analyzes the metadata the second level audit analyzes the data in order to publish a data quality score. The data quality score can be used by the end user to determine the level of reliability and usability of the data.

MSI Services

"MSI Services will be billed on a Time and Materials basis for the first year of the contract. These services will be billed at an hourly rate of \$150 per hour. Benchmarks from year 1 will be used to set MSI budget figures for years 2 through 4. Socrata will provide a Professional Services resource to support and deliver MSI integration activities including but not limited to prearranged set of interfaces, expectations, and processes to enhance collaboration identified in the project kickoff. This resource will be staffed through our partnership with Deloitte and have the following skill profile:

- :: Experience with project management principles and working in a multi-vendor environment
- :: Ability to prioritize and share information in a timely, easily digestible manner
- :: Excellent written and verbal communication skills
- :: Ability to build Customer relationships and work with MSI to develop, implement, and support processes for Customer work orders and support requests
- :: Experience working with customers to prepare and review work orders
- :: Ability to manage work order backlog and Customer priorities"

Next Tier Pricing

The next tier pricing (Tier 4) for Socrata Connected Government Cloud would be \$360,000 annually and include the following:

- :: 50 Monthly Active Users
- :: 4TB of Data Storage
- :: Unlimited Datasets

Data Academy

A two-day local Data Academy event will be included in year 1 of the contract. Socrata will include a second Data Academy event the same week if more than 25 students would like to attend.

Acknowledgement Forms

Socrata will include the acknowledgement forms created for Texas Parks & Wildlife (TPW) and the Bond Review Board (BRB) as part of this project, but reserves the right to use a portion of the 75 "rollover" coaching hours to address any additional development efforts associated with these forms beyond migration. These are the only 2 forms created for Texas' existing Data Platform, and future forms might require custom development. Should either TPW or BRB desire to enhance the existing functionality of the form, then a custom development scope will need to be prepared.

Travel & Expense

Acknowledge Travel & Expenses are included in all Professional Services (including MSI Services) rates provided within this proposal.