

**DIR-TSO-3392**  
**Appendix C- Pricing Index (per Amendment 2)**  
**IQBG, Inc.**

Brand	Software Description	DIR Discount % off MSRP
<b>OpenText</b>	<b>Content Server</b> - The foundational content repository for the Content Suite, and it provides richly-featured enterprises services based upon a unique combination of integrated tools which include document management, workflow, search, collaboration, and information retrieval services, all tightly integrated into a solution that is easily customized and extended.	25.00%
<b>OpenText</b>	<b>Records Management</b> - By enabling a common records management program for all types of information, Records Management provides an automated system removing the complexities of electronic records management while making the process completely transparent to end users. Records Management features are embedded in the interface of the relevant business application, allowing users to access records management functions from within the interface they are most familiar. Records Management empowers organizations to govern corporate holdings according to organizational policies, managing the complete lifecycle of all enterprise information, ensuring regulatory compliance, and reducing the risks associated with audit and litigation.	25.00%
<b>OpenText</b>	<b>Enterprise Scan (Imaging)</b> - The solution for mass and ad hoc scanning and indexing of documents at one or more scan stations. With Enterprise Scan, workflows can be implemented from receipt by mail—through scanning and linking to the leading application—to archiving. Several functions are available to improve contrast and legibility. Enterprise Scan connects to leading applications either directly or through document pipelines. It can be combined with OpenText Capture Center to create a full document capture workflow, leveraging Optical Character Recognition (OCR) and Intelligent Document Recognition (IDR).	25.00%
<b>OpenText</b>	<b>Capture Center</b> - Uses the most advanced tools available to capture, classify, extract information from, and validate paper documents and other types of content, including faxes, email with attached documents, images, business forms, and complex multipart documents. Pulling from sources such as high-end scanning devices, Multi-Function Peripherals (MFPs), file system folders, email servers, Microsoft SharePoint® servers, and FTP sites, Capture Center quickly and efficiently captures and digitizes documents, forms, and faxes.	25.00%

<b>OpenText</b>	<b>Brava</b> - Provides access to content in virtually any format—including PDFs, Microsoft Office documents, image files, CAD drawings, 3D models and even video clips—without allowing the source file to be edited or downloaded. It enables workers to view the content they need and collaborate with coworkers and external stakeholders, all within the business rules so organizations can operate efficiently while meeting compliance and security objectives.	25.00%
<b>OpenText</b>	<b>RightFax</b> - Is a centralized, computer based fax server solution that provides enterprise-grade faxing capabilities across an entire organization. RightFax integrates fax and document distribution with email, desktop, and enterprise applications, enabling secure fax exchange from CRM, ERP, EMR, document management, and other business applications.	25.00%
<b>OpenText</b>	<b>Archive Server</b> - Covers a broad spectrum of archiving use cases—from optimizing mission-critical lead applications to capturing machine-to-machine communications and from content lifecycle management to fundamental archiving supporting organizational, legal, and regulatory compliance. Tight integration with OpenText Records Management allows for optimized archiving capabilities like smart disposal, auto-classification, and robust search. The result is a strong information governance framework operating as a seamless extension of lead applications like email, ERP, CRM, and SharePoint®.	25.00%
<b>OpenText</b>	<b>Enterprise Connect</b> - Is an alternate desktop interface to the standard OpenText Content Suite Platform web environment that makes working with business content, applications, and processes easy for users. It integrates seamlessly with the productivity tools business users work in every day: Microsoft® Office applications, Windows® Explorer, Adobe® Acrobat®, and more—as well as their email environments, including Microsoft Office 365™ Desktop Professional, Microsoft Outlook® and IBM® Lotus Notes®. By enabling users to work directly from the familiar productivity tools they use every day, Enterprise Connect improves user adoption and business process efficiency, while ensuring adherence to organizational ECM policies.	25.00%
<b>OpenText</b>	<b>Archive Center</b> - Is a highly scalable, multi-tenant archive helping organizations manage the explosion of unstructured data (e.g., email and files) while ensuring it is cost-effectively and securely stored on premise or in the cloud. End users access data from everywhere—online, offline, or on their mobile device—and it's completely stub-free and transparent. Business administration features provide a broad set of archive and retention management capabilities along with system reporting, legal hold, and export.	25.00%

<b>OpenText</b>	<b>Email Solutions</b> - Email is the most prolific source of unstructured data in the enterprise today. It also poses both legal and regulatory risks to organizations that do not properly manage their email and infrastructure. OpenText Email Monitoring, Archiving, and Management (Microsoft Exchange®, Lotus Domino®, and Google Mail™) enables companies to automatically and transparently capture corporate email communications and store them in a secure, isolated system, supporting ongoing compliance and legal efforts. OpenText Email Archiving captures email from lead application servers enabling users to continue to work with email as they always have, retrieving archived messages with a single click. OpenText Email Management combines foundational email archiving with advanced records management capabilities, enabling companies to archive corporate email into a centralized system and manage that information according to consistent record policies.	25.00%
<b>OpenText</b>	<b>Content Server Mobile</b> - Is the mobile access solution for Content Server. It enables Content Suite users to view, edit, and interact with folders, documents, workflows, and metadata contained within their repository using a native app or the standard web-browser on their modern smart phone. ECM Everywhere removes the constraints of enterprise boundaries, enabling businesses to enhance productivity, increase revenues, and maximize competitive advantage. It provides mobile workers with secure and real-time access to information, content (documents and rich media), and business processes regardless of whether they are connected, occasionally connected, or disconnected to the corporate network.	25.00%
<b>OpenText</b>	<b>OpenText Qfiniti Perpetual Software</b> - Qfiniti Observe captures and securely stores every interaction, ensuring your organization can safely manage all its recorded data. These security features help organizations comply with mandatory security regulations such as the Payment Card Industry Data Security Standards, HIPAA, and compliance deletion standards. Qfiniti Observe includes	30.00%
<b>OpenText</b>	<b>Qfiniti Observe Switch Connector(s)</b> - A 'Switch Connector' connects Qfiniti Survey to the telephone switch through a voice and CTI interface.	35.00%
<b>OpenText</b>	<b>Explore Speech Analytics Term Software</b> - Explore Dashboards with configurable widgets, cluster visualization, full text natural language search, advanced search, saved searches, automatic search refinement through related concepts, Ideas Clouds, and SOLR intelligent indexing platform.	30.00%

OpenText	<b>Hosted Survey Outbound Web/Voice Credits</b> - Qfiniti web surveys are deployed via a cloud-originated web survey link embedded in a customizable survey invitation email. The solution features automatic survey record creation with all surveys tied to interaction records, with automatic de-duplication and invite-frequency management. A single set-up automatically deploys web surveys one at a time, per interaction activity or outcomes. Web survey invite content, question content, form design and distribution criteria are configurable by the user, using robust controls including a survey question library, multi-level question branching and branding. Web survey results integrate with the Qfiniti and Explore product suite. One web survey credit deploys one survey invite to any email address provided.	30.00%
Brand	Maintenance / Software Assurance / Support Services Description (Pricing is a Percentage Based on Product Purchase Price)	DIR Discount % off MSRP
OpenText	<b>OpenText Protect Anytime</b> - DIR Customers will be making an investment in OpenText software to better manage its documents and other information, automate workflow to improve levels of service to Texas constituents, lower costs of operations, and reduce information governance and security related risks. For support of crucial systems running around the clock, OpenText Protect Anytime program provides 24x7 coverage for critical issues. Regardless of the time of day, customers with Protect Anytime support can log high priority ticket requests with the assurance that we will respond right away.	0.00%
OpenText	<b>OpenText Protect Anywhere</b> - Provides all the extended access to support services of OpenText Protect Anytime, plus extended access to support services, improved issues support, rapid problem resolution, and product innovation.	0.00%
OpenText	<b>OpenText Protect Premier Support</b> - Provides all the extended access to support services of OpenText Protect Anytime, plus advanced support expertise with assigned resources that will assist with issue and escalation management, centralized communication and reporting. OpenText's Program Managers deliver in-depth knowledge of OpenText products as well as best practices and advanced support tools. Working with DIR Customer staff, OpenText will provide proactive and preventive support onsite and remotely. In addition, OpenText will tailor technical assistance in order to prevent problems, speed issue resolution, and simplify deployments and upgrades.	0.00%
OpenText	<b>OpenText Protect Premier Anywhere</b> - Provides all the extended access to support services of OpenText Protect Anytime, plus unlimited support for all issues regardless of severity, 24 hours a day, 7 days a week and flexibility to continue partnered troubleshooting and issue resolution through OpenText Global Centers of Excellence, or resume next business day with your regional OpenText Call Center	0.00%

Brand	Software as a Service (SaaS) Description	DIR Discount % off MSRP
<b>OpenText EIM Enterprise Content and Records Management Suite (with specific products defined in the DIR Customer SaaS and Service Level Agreement) - Per User Subscription Price:</b>	Subscribed Users of 1 to 499	25.00%
	Subscribed Users of 500 to 999	34.09%
	Subscribed Users of 1,000 to 1,999	59.55%
	Subscribed Users of 2,000 to 2,499	76.82%
	Subscribed Users of 2,500 to 2,999	80.91%
	Subscribed Users of 3,000 and above	83.18%
<b>OpenText EIM Enterprise Content and Records Management Suite (with specific products defined in the DIR Customer SaaS and Service Level Agreement) - Including upfront payment for Implementation Fees of \$200K - Per User Subscription Price:</b>	Subscribed Users of 1 to 499	25.00%
	Subscribed Users of 500 to 999	34.00%
	Subscribed Users of 1,000 to 1,999	58.50%
	Subscribed Users of 2,000 to 2,499	76.00%
	Subscribed Users of 2,500 to 2,999	79.00%
	Subscribed Users of 3,000 and above	83.00%
<b>Notes:</b> Higher discounts are available for user subscriptions for 4,000 users and above.		
Related Services	Related Services Description	DIR Discount % off MSRP
<b>IQBG EIM Implementation and Support Services</b>		
Implementation and Support Services including but not limited to EIM strategy development, requirements analysis, design, implementation, testing, governance, training and support: by personnel role (per hour fee):		
<b>Executive Advisor</b>	0-10,000 hours	25.33%
	10,001-20,000 hours	28.89%
	20,001-30,000 hours	31.11%
	30,001-40,000 hours	32.89%
	40,001-50,000 hours	34.22%
	Greater than 50,000 hours	36.44%
<b>Project Manager</b>	0-10,000 hours	25.00%
	10,001-20,000 hours	28.50%
	20,001-30,000 hours	31.00%
	30,001-40,000 hours	32.50%
	40,001-50,000 hours	34.00%
	Greater than 50,000 hours	36.00%

<b>EIM Technical Architect</b>	0-10,000 hours	25.33%
	10,001-20,000 hours	28.89%
	20,001-30,000 hours	31.11%
	30,001-40,000 hours	32.89%
	40,001-50,000 hours	34.22%
	Greater than 50,000 hours	36.44%
<b>EIM Business Analyst</b>	0-10,000 hours	25.00%
	10,001-20,000 hours	28.89%
	20,001-30,000 hours	31.11%
	30,001-40,000 hours	32.22%
	40,001-50,000 hours	33.89%
	Greater than 50,000 hours	36.11%
<b>EIM Senior Analyst</b>	0-10,000 hours	25.00%
	10,001-20,000 hours	28.50%
	20,001-30,000 hours	31.00%
	30,001-40,000 hours	32.50%
	40,001-50,000 hours	34.00%
	Greater than 50,000 hours	36.00%
<b>EIM Developer</b>	0-10,000 hours	25.00%
	10,001-20,000 hours	28.89%
	20,001-30,000 hours	31.11%
	30,001-40,000 hours	32.22%
	40,001-50,000 hours	33.89%
	Greater than 50,000 hours	36.11%
<b>EIM Trainer</b>	0-10,000 hours	25.00%
	10,001-20,000 hours	28.50%
	20,001-30,000 hours	31.00%
	30,001-40,000 hours	32.50%
	40,001-50,000 hours	34.00%
	Greater than 50,000 hours	36.00%
<b>EIM Records Management Specialist</b>	0-10,000 hours	25.00%
	10,001-20,000 hours	28.50%
	20,001-30,000 hours	31.00%
	30,001-40,000 hours	32.50%
	40,001-50,000 hours	34.00%
	Greater than 50,000 hours	36.00%

<b>EIM Customer Support Manager</b>	0-10,000 hours	25.00%
	10,001-20,000 hours	28.50%
	20,001-30,000 hours	31.00%
	30,001-40,000 hours	32.50%
	40,001-50,000 hours	34.00%
	Greater than 50,000 hours	36.00%
<b>EIM Customer Support Technical Specialist</b>	0-10,000 hours	25.00%
	10,001-20,000 hours	28.89%
	20,001-30,000 hours	31.11%
	30,001-40,000 hours	32.22%
	40,001-50,000 hours	33.89%
	Greater than 50,000 hours	36.11%

**Note: All IQBG offered implementation and support services are available to DIR Customers on a project fixed price basis if desired by DIR Customer: a no charge scoping effort will be required to provide a project based fixed price.**

<b>OpenText Document Conversion Services:</b>	Black and White Image Capture 300 dpi	10.00%
	Color Image Capture 300 dpi	10.00%
	Large Format Image Capture 300 dpi	10.00%
	Microfilm Conversion	10.00%
	Microfiche Conversion	10.00%
	Auto Index Field (up to 15 Characters)	10.00%
	Auto Index Field (16 - 30 Characters)	10.00%
	Auto Index Field (30 - 45 Characters)	10.00%
	Manual Index Field (up to 15 Characters)	10.00%
	Manual Index Field (16 - 30 Characters)	10.00%
	Manual Index Field (31 - 45 Characters)	10.00%
	Searchable PDF Documents	10.00%
	Document Prep - per hour	10.00%
	Project Set up - various per project * This is an average cost	10.00%
On-Site Scanning - upcharge per image	10.00%	

**NOTE: Vendor's quote to DIR Customers shall include the Administrative Fee. The fee will be added to the Firm Fixed Price and MSRP after the DIR Discount % off MSRP is applied.**