



Comprehensive Web Development and Managed Services
Contract DIR-CPO-5211



Pricing represents "Not To Exceed" rates and may be higher than actual project rates, depending on project complexity.

| | Not to Exceed MSRP | Measure | DIR Discount | Not to Exceed DIR Rate |
|--|--------------------|-------------------|--------------|------------------------|
| Personnel | | | | |
| Senior Director - Hourly Rate | \$ 258.16 | Hourly | 10.00% | \$ 234.09 |
| Director - Hourly Rate | \$ 223.27 | Hourly | 10.00% | \$ 202.45 |
| Personnel: Senior Manager - Hourly Rate | \$ 195.38 | Hourly | 10.00% | \$ 177.16 |
| Senior Specialist - Hourly Rate | \$ 167.46 | Hourly | 10.00% | \$ 151.84 |
| Specialist - Hourly Rate | \$ 139.56 | Hourly | 10.00% | \$ 126.55 |
| Consultant - Hourly Rate, Onshore | \$ 222.63 | Hourly | 10.00% | \$ 201.87 |
| Consultant - Hourly Rate, Offshore | \$ 92.76 | Hourly | 10.00% | \$ 84.11 |
| Website Design/Development | | | | |
| User License: One (1) DX HUB License (Invoiced Monthly) | \$ 12,724.28 | per License | 12.00% | \$ 11,281.35 |
| Platform Hosting: DX HUB (Invoiced Monthly) | \$ 3,560.24 | Flat Rate | 12.00% | \$ 3,156.50 |
| Usage Fee: Manual Entry - Translations (Invoiced Monthly) | \$ 0.57 | per Word | 12.00% | \$ 0.51 |
| Usage Fee: Manual Entry - Accessibility Remediation (Invoiced Monthly) | \$ 21.36 | per Page | 12.00% | \$ 18.94 |
| User Licenses: One (1) Standard AEM Asset License (Invoiced Monthly) | \$ 1,644.83 | per License | 12.00% | \$ 1,458.31 |
| Usage Fee: Form Submissions - Up to 50K, per Month (Invoiced Monthly) | \$ 139,383.23 | Flat Rate | 12.00% | \$ 123,577.17 |
| Usage Fee: Overage - Over 50K Form Submissions per Month (Invoiced Monthly) | \$ 2.79 | per Form | 12.00% | \$ 2.47 |
| Usage Fee: Form Submissions - Up to 300K per Month (Invoiced Monthly) | \$ 314,909.96 | Flat Rate | 12.00% | \$ 279,199.17 |
| Usage Fee: Overage - Over 300K Form Submissions per month (Invoiced Monthly) | \$ 1.05 | per Form | 12.00% | \$ 0.93 |
| Usage Fee: Manual Entry - Signature Transactions (Invoiced Monthly) | \$ 0.98 | per Signature | 12.00% | \$ 0.87 |
| Domain Name System Management | | | | |
| Domain Name Registration (one time fee) | \$ 25.00 | each | 0.00% | \$ 25.00 |
| Domain Name Renewal (yearly fee) | \$ 25.00 | each | 0.00% | \$ 25.00 |
| Website Hosting | | | | |
| User License: One (1) DX HUB License (Invoiced Monthly) | \$ 12,724.28 | Flat Rate | 12.00% | \$ 11,281.35 |
| Platform Hosting: DX HUB (Invoiced Monthly) | \$ 3,560.24 | Flat Rate | 12.00% | \$ 3,156.50 |
| User Licenses: One (1) Standard AEM Asset License (Invoiced Monthly) | \$ 1,644.83 | per License | 12.00% | \$ 1,458.31 |
| Cloud Hosting | | | | |
| User License: Up to 10 Agents (Invoiced Monthly) | \$ 578.54 | per Agent | 12.00% | \$ 512.93 |
| User License: 11-50 Agents (Invoiced Monthly) | \$ 356.02 | per Agent | 12.00% | \$ 315.65 |
| User License: 51-1000 Agents (Invoiced Monthly) | \$ 284.82 | per Agent | 12.00% | \$ 252.52 |
| User License: Over 1,000 Agents (Invoiced Monthly) | \$ 172.67 | per Agent | 12.00% | \$ 153.09 |
| Platform Hosting: Virtual Agent - Knowledge Base & Standard Chatbot (Invoiced Annually) | \$ 89,005.89 | Flat Rate | 12.00% | \$ 78,912.62 |
| User License: One (1) DX HUB License (Invoiced Monthly) | \$ 12,724.28 | Flat Rate | 12.00% | \$ 11,281.35 |
| Platform Hosting: DX HUB (Invoiced Monthly) | \$ 3,560.24 | Flat Rate | 12.00% | \$ 3,156.50 |
| User Licenses: One (1) Standard AEM Asset License (Invoiced Monthly) | \$ 1,644.83 | per License | 12.00% | \$ 1,458.31 |
| Email Hosting | | | | |
| Usage Fee: SMS Long Code Number (Invoiced Monthly) | \$ 5.87 | Flat Rate | 12.00% | \$ 5.21 |
| Usage Fee: SMS Messages per Month (Invoiced Monthly) | \$ 0.02 | per Message | 0.00% | \$ 0.02 |
| Platform Hosting: SMS Platform (Invoiced Monthly) | \$ 445.03 | Flat Rate | 12.00% | \$ 394.56 |
| Tech Support: Monthly Minimum - Up to 625K Messages | \$ 495.00 | Flat Rate | 12.00% | \$ 438.87 |
| Tech Support: 4% of Monthly Invoice - Over 625K Messages per Month | | Percentage | | |
| Usage Fee: SMS - Mobile Code Leasing, Tier 2 (Invoiced Monthly) | \$ 1,780.12 | Flat Rate | 12.00% | \$ 1,578.25 |
| Usage Fee: SMS - Mobile Short Code Provisioning (One Time Fee) | \$ 5,644.45 | Flat Rate | 12.00% | \$ 5,004.37 |
| Usage Fee: Email Messages - Up to 100K per Month (Invoiced Monthly) | \$ 160.12 | per Message | 12.00% | \$ 141.96 |
| Usage Fee: Overage - Over 100K per Month (Invoiced Monthly) | \$ 0.01 | per Message | 0.00% | \$ 0.01 |
| Usage Fee: Email Messages - Up to 300K per Month (Invoiced Monthly) | \$ 443.25 | per Message | 12.00% | \$ 392.98 |
| Usage Fee: Overage - Over 300K Form Submissions per month (Invoiced Annually) | \$ 0.01 | per Message | 0.00% | \$ 0.01 |
| Usage Fee: Email Messages - Up to 700K per month (Invoiced Monthly) | \$ 799.27 | per Message | 12.00% | \$ 708.64 |
| Usage Fee: Overage - Over 700K per Month (Invoiced Monthly) | \$ 0.01 | per Message | 0.00% | \$ 0.01 |
| Usage Fee: Email Messages - Up to 1.5M per Month (Invoiced Monthly) | \$ 1,333.31 | per Message | 12.00% | \$ 1,182.11 |
| Usage Fee: Overage - Over 1.5M per Month (Invoiced Monthly) | \$ 0.01 | per Message | 0.00% | \$ 0.01 |
| Usage Fee: Email Messages - Up to 2.5M per Month (Invoiced Monthly) | \$ 1,778.34 | per Message | 12.00% | \$ 1,576.67 |
| Usage Fee: Overage - Over 2.5M per Month (Invoiced Monthly) | \$ 0.01 | per Message | 0.00% | \$ 0.01 |
| User License: Tenant Business Unit | \$ 22,429.48 | per Business Unit | 12.00% | \$ 19,885.98 |
| User License: Sender Authentication Package (Invoiced Annually) | \$ 1,112.50 | per License | 12.00% | \$ 986.34 |
| User License: SSL Certificates - Links Back to Website (Invoiced Annually) | \$ 534.04 | per Cert | 12.00% | \$ 473.48 |
| Usage Fee: Contact Information - Email Address & Mobile Number, per 1,000 Contacts (Invoiced Annually) | \$ 11.87 | per 1,000 | 12.00% | \$ 10.53 |
| Tech Support: 20% of Total Spend - Lines 134-137 (Invoiced Annually) | \$ - | Percentage | 0.00% | \$ - |
| Usage Fees: SMS Tokens - per 1,000 (1 SMS = 10 Tokens) | \$ 1.78 | per 1,000 | 12.00% | \$ 1.58 |
| Usage Fees: Email Tokens - per 1,000 (1 email = 1 Token) | \$ 1.78 | per 1,000 | 12.00% | \$ 1.58 |
| User Licenses: One (1) Standard AEM Asset License (Invoiced Annually) | \$ 1,644.83 | per License | 12.00% | \$ 1,458.31 |
| Usage Fee: Form Submissions - Up to 50K per Month (Invoiced Annually) | \$ 139,383.23 | Flat Rate | 12.00% | \$ 123,577.17 |
| Usage Fee: Overage - Over 50K Form Submissions per Month (Invoiced Annually) | \$ 2.79 | per Form | 12.00% | \$ 2.47 |
| Usage Fee: Form Submissions - Up to 300K per Month (Invoiced Annually) | \$ 314,909.96 | Flat Rate | 12.00% | \$ 279,199.17 |
| Usage Fee: Overage - Over 300K Form Submissions per month (Invoiced Annually) | \$ 1.05 | per Form | 12.00% | \$ 0.93 |
| License Fee: 2 Way SMS Console (Invoiced Monthly) | \$ 35.60 | per License | 12.00% | \$ 31.57 |
| Plan: Message Plan - Up to 60K Messages per Year (Invoiced Annually) | \$ 277.70 | per Plan | 12.00% | \$ 246.21 |
| Plan: Message Plan - Up to 180K Messages per Year (Invoiced Annually) | \$ 704.93 | per Plan | 12.00% | \$ 624.99 |
| Plan: Message Plan - Up to 480K Messages per year (Invoiced Annually) | \$ 1,416.97 | per Plan | 12.00% | \$ 1,256.29 |
| Plan: Message Plan - Up to 1.2M Messages per Year (Invoiced Annually) | \$ 2,698.66 | per Plan | 12.00% | \$ 2,392.63 |
| Plan: Message Plan - Up to 2.7M Messages per Year (Invoiced Annually) | \$ 5,689.26 | per Plan | 12.00% | \$ 5,044.09 |
| Plan: Message Plan - Additional Credits for 2,000 Messages | \$ 105.00 | per Plan | 12.00% | \$ 93.09 |
| Plan: Message Plan - Additional Credits for 5,000 Messages | \$ 215.00 | per Plan | 12.00% | \$ 190.62 |
| Plan: Message Plan - Additional Credits for 10K Messages | \$ 398.00 | per Plan | 12.00% | \$ 352.87 |
| Plan: Message Plan - Additional Credits for 50K Messages | \$ 1,374.00 | per Plan | 12.00% | \$ 1,218.19 |
| Plan: Message Plan - Additional Credits for 100K Messages | \$ 2,095.00 | per Plan | 12.00% | \$ 1,857.43 |
| Plan: Message Plan - Additional Credits for 250K Messages | \$ 4,742.00 | per Plan | 12.00% | \$ 4,204.26 |
| Plan: Message Plan - Additional Credits for 500K Messages | \$ 8,272.00 | per Plan | 12.00% | \$ 7,333.96 |
| Plan: Message Plan - Additional Credits for 750K Messages | \$ 13,015.00 | per Plan | 12.00% | \$ 11,539.10 |
| Plan: Message Plan - Additional Credits for 1M Messages | \$ 16,550.00 | per Plan | 12.00% | \$ 14,673.23 |
| Usage Fee: Manual Entry - Signature Transactions (Invoiced Annually) | \$ 0.98 | per Signature | 12.00% | \$ 0.87 |
| Accessibility Services | | | | |
| Usage Fee: Manual Entry - Translations (Invoiced Monthly) | \$ 0.57 | per Word | 12.00% | \$ 0.51 |
| Usage Fee: Manual Entry - Accessibility Remediation (Invoiced Monthly) | \$ 21.36 | per Page | 12.00% | \$ 18.94 |
| Web Content Management | | | | |
| Usage Fee: Manual Entry - Translations (Invoiced Monthly) | \$ 0.57 | per Word | 12.00% | \$ 0.51 |
| Usage Fee: Manual Entry - Accessibility Remediation (Invoiced Monthly) | \$ 21.36 | per Page | 12.00% | \$ 18.94 |
| User License: One (1) DX HUB License (Invoiced Monthly) | \$ 12,724.28 | Flat Rate | 12.00% | \$ 11,281.35 |
| Platform Hosting: DX HUB (Invoiced Monthly) | \$ 3,560.24 | Flat Rate | 12.00% | \$ 3,156.50 |
| User Licenses: One (1) Standard AEM Asset License (Invoiced Monthly) | \$ 1,644.83 | per License | 12.00% | \$ 1,458.31 |
| Turnkey Solutions | | | | |
| All above line item pricing is eligible to be included as components of comprehensive, multi-category solutions. | | | | |