

ACS Desktop Solutions, Inc. Citizen Relationship Management Rates and Pricing Information

Intranet Quorum® (IQ) provides citizen relationship management productivity tools including database management, workflow, and contact management. The base IQ product includes the People, Correspondence, Workflow, and Tools (administrative tools and reports) modules. Government pricing for the base IQ system is as follows:

Base System	
20 User System	\$25,000
Additional Users	
21-49	\$1,200 per user
50-149	\$1,080 per user
150-299	\$960 per user
300 users and above	\$900 per user

Additional IQ modules are available and are offered under a per server license. Users of these modules must be licensed as base IQ users and require the base IQ system to operate. Government pricing for these modules are listed below:

IQ Boards & Commissions	\$25,000
IQ Legislative Monitor	\$25,000
IQ Press	\$5,000
IQ IMA (Internet Mail Agent)	\$5,000
IQ Projects	\$10,000
IQ Board Agenda/Board Reports	\$25,000
IQ Extended Workflow	Per Enterprise

Annual Maintenance provides an annual upgrade subscription for each of the IQ products. Maintenance is billed at 18 percent of total license fees of all IQ products.

Support Services are made available through support contracts in blocks of 60 hours or more at a cost of \$100 per hour. Support Services are also available on a time available basis without an active support contract at a rate of \$150 per hour. Additional services are available on a per day basis as follows:

Installation Services	\$1200 per day
Training Services	\$1200 per day
Extended On-Site Support Services	\$1200 per day

All products, maintenance, and support services are subject to the terms and conditions of ACS standard contracts unless otherwise specified. ACS travel and expenses are billed at actual cost or at then current federal travel guidelines whichever are the lesser. Labor rates for professional services such as custom development, conversion, project management, and consulting are also available.