

**APPENDIX C PRICING INDEX
ADVANCED PROACTIVE SOLUTIONS, LLC**

PRODUCT MANUFACTURER/BRAND	PRODUCT DESCRIPTION (provide Name, Model and detailed product features)	Discount % off MSRP (2 decimals)				
Software						
Technology Based Recording	SpeechLog Voice Recording License - IP	27.50%				
Technology Based Recording	SpeechLog Voice Recording License - IP (redundant)	27.50%				
Technology Based Recording	SpeechLog Screen Recording License	27.50%				
Technology Based Recording	SpeechLog Agent Evaluation License - QA	27.50%				
Technology Based Recording	SpeechLog Backup Module License	27.50%				
Technology Based Recording	SpeechLog Archiving Module License	27.50%				
Technology Based Recording	SpeechLog CTI Integration License	27.50%				
Technology Based Recording	SpeechLog CRM Integration License	27.50%				
Technology Based Recording	SpeechLog Centralized Management Licenses - CSM	27.50%				
Technology Based Recording	SpeechLog Encryption Licenses	27.50%				
Conferencing Products						

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Related Services						
RELATED SERVICE NAME	SERVICE DESCRIPTION (provide detailed service features)	Unit of Issue				
Hosted Call Recording (specify pricing model, e.g., monthly fee, volume discount, tiered pricing)	We offer cloud hosted call recording solution; upon DIR request, the hosted solution would be priced - case by case - by adding the ISP or cloud service provider cost after we identify the database size/storage, number of ports and licenses needed by each client.	0.00%				
Installation	Remote installation: Terms & details are described in the complete response - Section 5: SpeechLog Hardware & Remote Installation	20.00%				
Maintenance and Support						
Annual	Standard care-pack remote annual support - weekdays M-F, 8am - 5pm: includes email, online and telephone support (Section 4: Related Services)	10.00%				
Annual	Premuim care pack remote annual support - 24/7 weekdays & weekend: includes email, online and telephone support (Section 4: Related Services)	10.00%				
Online	Support online and by email	10.00%				
Telephone	Support by Telephone	10.00%				
On-Site	On-Site suuport	10.00%				
Customization						
Hourly Rate	Man-Hour customization work	15.00%				
Training						
On-Site (Provide number of individuals that can be trained on-site per class)	Instrutor-led 3 days technical course. Training room must be a computer lab. facility lease, any attendees travel & trasportation expenses are excluded. Recommended class size is 14 attendees which needs 7 workstations (2 attendees per workstation).	15.00%				
On-Line Tutorial	On-line instructor-led 3-hour training session	15.00%				
Individual (Vendor site)	Instrutor-led 3 days technical course. Two refreshments: breackfast and lunch are included. Attendee travel & trasportation expenses are excluded.	15.00%				
Group (Vendor site) Provide number of individuals that can be trained at vendor site)	Instrutor-led 3 days technical course. Training room is a computer lab. Two refreshments: breackfast and lunch are included. Ay attendees travel & trasportation expenses are excluded. Based on class size is 14 attendees and 7 workstations (2 attendees per workstation).	15.00%				
Additional Discount Based On Aggregate Sales						

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	Contract Sales Threshold	Service Category Description	Part Number if Applicable	Original Discount	Additional Discount	Total Discount
	\$ 50,000.00	Licenses purchase		27.50%	5.00%	32.50%
	\$ 100,000.00	Licenses purchase		27.50%	10.00%	37.50%
	\$ 250,000.00	Licenses purchase		27.50%	15.00%	42.50%
	\$ 50,000.00	Man-Hour customization work		15.00%	5.00%	20.00%
	\$ 100,000.00	Man-Hour customization work		15.00%	10.00%	25.00%
	\$ 250,000.00	Man-Hour customization work		15.00%	15.00%	30.00%
	\$ 100,000.00	Man-Hour customization work		15.00%	10.00%	25.00%
	\$ 250,000.00	Man-Hour customization work		15.00%	15.00%	30.00%