

APPENDIX C PRICING INDEX
DIR-SDD-2509
CBM ARCHIVES CO., LLC

| Manufacturer/Product Line/Product Category/Service Categories | DIR Customer Discount |
|---|------------------------------|
| ARX (Algorithmic Research) | |
| ARX CoSign Digital Signature Signatory License - Description: This license pack allows a client station to use ARX client software and plug-ins for signatory purposes within the ARX CoSign sub-system. | 5.75% |
| Aware, Inc. | |
| Aware BioSP Core Server 4 Core - Description: Aware Biometric Services Platform is a modular, configurable, service-oriented platform used to integrate advanced biometric data processing and management functionality into an enterprise solution. BioSP is well suited for applications that require the collection of biometrics throughout a distributed network, and subsequent aggregation, analysis, processing, distribution, authentication, and sharing of this data with other system components. BioSP manages all aspects of transaction workflow, including messaging, submissions, responses, and logging. | 16.25% |
| Aware BioSP Core Server 8 Core - Description: Aware Biometric Services Platform is a modular, configurable, service-oriented platform used to integrate advanced biometric data processing and management functionality into an enterprise solution. BioSP is well suited for applications that require the collection of biometrics throughout a distributed network, and subsequent aggregation, analysis, processing, distribution, authentication, and sharing of this data with other system components. BioSP manages all aspects of transaction workflow, including messaging, submissions, responses, and logging. | 16.25% |
| Aware BioSP Biometric Identification Module 10K - Description: Addon to the BioSP Core Platform providing identification matching on biometric data within the system. Up to 10,000 Identities and 4 cores | 16.25% |
| Aware BioSP Biometric Identification Module 100K - Description: Addon to the BioSP Core Platform providing identification matching on biometric data within the system. Up to 100,000 Identities and 8 cores | 16.25% |
| Aware BioSP Biometric Subject Manager Module - Description: Addon to the BioSP Core Platform providing management of discrete subjects for submitted biometric transactions. | 16.25% |
| Aware BioSP Biometric Transaction Manager Module - Description: Addon to the BioSP Core Platform providing history and analysis of biometric transactions received by the system. | 16.25% |

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| Aware BioSP Reporting Manager Module - Description: Addon to the BioSP Core Platform providing advanced reports and aggregate transaction evaluation. | 16.25% |
| Aware BioSP Fingerprint Analysis Module - Description: Addon to the BioSP Core Platform providing fingerprint quality assessment, segmentation, and sequence checking. | 16.25% |
| Aware BioSP Facial Image Analysis Module - Description: Addon to the BioSP Core Platform providing batch processing and analysis of facial images. Compliance profiles ANSI/INCITS 385 and ISO/IEC 19794. | 16.25% |
| Aware BioSP Format Manager Module - Description: Addon to the BioSP Core Platform providing EFTS/EBTS data parsing, object creation, validation and data storage. | 16.25% |
| Aware BioSP Application Integration Module - Description: Addon to the BioSP Core Platform providing interfaces between BioSP and COTS or custom interfaces including other external services and applications. | 16.25% |
| Aware BioSP AccuPrint Print Server Module - Description: Addon to the BioSP Core Platform providing printing of EFTS/EBTS in accordance with FBI Appendix F certificaion. | 16.25% |
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| CBM Archives Company | |
| CBM Batch Control Server - Description: CBM Batch Control is a service for Windows based servers that monitors definded directories for import into an external document management system. The program provides flexible user configuration for the directories to monitor and configurable log file processing. Platforms: Windows Server 2000/2003/2008. | 15.75% |
| CBM Card Print Server - Description: CBM CardPrint Server is a server based service that controls printing of biometric files based on the Electronic Fingerprint Transmission Specification. Traditionally used for the printing of fingerprint cards, the service can be configured to print finger, palm and/or mugshot data to multiple printers using configurable settings and user modifiable card layouts. Platforms: Windows Server 2000/2003/2008. | 15.75% |
| CBM EFTS Manager - Description: CBM EFTS Manager is a Windows based client used for the viewing, printing and annotation of biometric files. It adheres to the ANSI/NIST standard for Electronic Fingerprint Transmission Specification as embraced by the FBI. Platforms: Windows XP/2000/Vista/W7/2003/2008 | 15.75% |

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| <p>CBM FES Capture Standard Edition - Description: This Front End Scanning station facilitates the processing of records electronically throughout the organization by allowing paper based documents to be converted to electronic documents as they arrive. The capture module controls document scanners in both simplex and duplex mode and is designed to streamline the capture and indexing of documents. The interface is customizable and supports rapid keying, database lookups and barcode recognition. Platforms: Windows XP/2000/Vista/W7/2003/2008</p> | 15.75% |
| <p>CBM FES Capture Biometric Edition - Description: Allows a station to capture biometric information from a variety of sources including fingerprint card scanners, livescan capture devices, cameras, etc. and format them into packages suitable for submission</p> | 15.75% |
| <p>CBM FES Capture Fingerprint Edition - Description: All the features of the "Standard Edition" with added support for the capture of FBI complaint fingerprint records and mugshot images. Platforms: Windows XP/2000/Vista/W7/2003/2008</p> | 15.75% |
| <p>CBM FES WorkQueue - Description: This application works in conjunction with FES Capture to assist with the processing of electronic documents as they are routed through the organization. CBM FES WorkQueue allows users to display documents in a convenient manner as the user works with other line of business applications. Documents can then be annotated, printed or routed to the next user or group in the process. Dual monitor display is supported and recommended. Platforms: Windows XP/2000/Vista/W7/2003/2008</p> | 15.75% |
| <p>CBM FES Workflow Server - Description: This server based service works in conjunction with other FES products to provide automated evaluation and routing of jobs as they are processed through the organization. Configurable rules and statuses can be changed together to create complex document processing scenarios. Platforms: Windows Server 2000/2003/2008.</p> | 15.75% |
| <p>CBM CJIS Web Viewer, Texas Edition - Description: This web browser plug-in allows for the searching and viewing of biometric files based on the Electronic Fingerprint Transmission Standard. The Texas edition is for use by authorized agencies for access to the archive hosted by the Texas Department of Public Safety. Platforms: Windows XP/2000/Vista/W7/2003/2008; Internet Explorer 6.x/7.x/8.x</p> | 15.75% |

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| <p>CBM CJIS Web Server, Texas Edition - Description: CBM CJIS Web Server provides web based access to data archives of biometric files based on the Electronic Fingerprint Transmission Specification. Once configured to interface with the users repository, CBM CJIS Web will manage the display and manipulation of biometric images to reduce server load and increase end user response time. The Texas edition is specifically designed for Texas agencies to meet the specifications put forth by the Texas Department of Public Safety. Platforms: Windows Server 2000/2003/2008, Apache Web Server</p> | 15.75% |
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| <u>Document Logistix</u> | |
| <p>Document Logistix Document Manager, Base System, 5 Named Users - Description: Infonic Document Manager is the foundation for a comprehensive suite of document management products from Infonic. Infonic products provide solutions for document management, content management (web interface), front end capture, full text indexing, workflow & much more. Infonic provides a broad range of intelligent solutions improving the capture, storage and user accessibility of business information.</p> | 21.75% |
| <p>Document Logistix Document Manager, Full Text Search Feature, 5 Named Users - Description: This addon to the base system allows users to search for any word in any document. In addition to application files such as Word, Excel and Email; image documents are OCR'd and their contents added to the search database.</p> | 21.75% |
| <p>Document Logistix Document Manager, Encrypted Files Feature, 5 Named Users - Description: This addon to the base system allows files stored to disk in the repository to be encrypted. Administrators have the choice of using one of three included encryption algorithms or using the API to call a custom one.</p> | 21.75% |
| <p>Document Logistix Document Manager, Screen/Web Scrape Feature, 5 Named Users - Description: This addon to the base system allows administrators to link the client to 3rd party applications without programming. User can then query the repository, based on the information in another application, with a single keystroke.</p> | 21.75% |
| <p>Document Logistix Document Manager, Auditing Feature, 5 Named Users - Description: This addon to the base system turns on a full and comprehensive audit of virtual all actions within the system including viewing, printing, emailing, deleting and even the fact that the audit has been viewed.</p> | 21.75% |
| <p>Document Logistix Document Manager, Workflow Feature, 5 Named Users - Description: This addon to the base system allows for the routing of documents to other users of the system based on defined rules and critereon.</p> | 21.75% |

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| <p>Document Logistix Document Manager, Check-in/Check-out Feature, 5 Named Users - Description: This addon to the base system allows for documents within the repository to be checked-out while being worked on. Other users can view the checked-out documents, but will be notified that changes will not be accepted.</p> | 21.75% |
| <p>Document Logistix Document Manager, Version Control Feature, 5 Named Users - Description: This addon to the base system allows for the creation and tracking of both major and minor versions of documents within the system.</p> | 21.75% |
| <p>Document Logistix Document Manager, Desktop Scanning Feature, 5 Named Users - Description: This addon to the base system allows users with a scanner attached to their station to scan documents into the repository.</p> | 21.75% |
| <p>Document Logistix Document Manager, Advanced Annotations Feature, 5 Named Users - Description: This addon to the base system enables the creation of a wider array of annotations including protractors, shapes, and lines. It also enables the security groups and users to be propagated down to the annotation level.</p> | 21.75% |
| <p>Document Logistix Document Manager, Enhanced Administration Feature, 5 Named Users - Description: This addon to the base system allows for the granular definition of users and groups beyond the extensive standard features of the product. With this feature enabled, Administrators can assign access and objects for sub-administrators of the system.</p> | 21.75% |
| <p>Document Logistix Document Manager, Base System, 5 Concurrent Users - Description: Infonic Document Manager is the foundation for a comprehensive suite of document management products from Infonic. Infonic products provide solutions for document management, content management (web interface), front end capture, full text indexing, workflow & much more. Infonic provides a broad range of intelligent solutions improving the capture, storage and user accessibility of business information.</p> | 21.75% |
| <p>Document Logistix Document Manager, Base System, Upgrade 5 Named Users to 5 Concurrent Users - Description: Infonic Document Manager is the foundation for a comprehensive suite of document management products from Infonic. Infonic products provide solutions for document management, content management (web interface), front end capture, full text indexing, workflow & much more. Infonic provides a broad range of intelligent solutions improving the capture, storage and user accessibility of business information.</p> | 21.75% |
| <p>Document Logistix Sorting Office - Description: Sorting Office is a scanning front end designed to allow efficient scanning and entry for high volumes of documents. Comprehensive profile configuration allows for database lookups, barcode recognition, backend automated recognition and much more.</p> | 21.75% |

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| <u>Neevia Technology</u> | |
| Neevia docuPrinter - Description: This is a PDF printer driver that can be used to create high-quality and searchable PDF files from any Windows application. You can also convert EPS and PostScript documents to PDF using the drag and drop feature, combine documents into a single PDF file, select the output resolution and compression, send via email, convert MS Word/PowerPoint headings, hyperlinks and forms into PDF bookmarks, links and forms. | 10.75% |
| Neevia docuPrinter Pro - Description: A printer driver that allows you to convert your Windows documents not only to a universally accepted PDF but also to various image formats. docuPrinter Pro answers the need for a low-cost, yet easy to implement and use PDF/Image file creation solution. It has all the features the LT version has plus: EPS, PostScript, TEXT, JPEG, TIFF, PNG, PCX PSD, BMP and PCL-XL output formats and 40/128 bit PDF encryption support. | 10.75% |
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| <u>Parascript, LLC</u> | |
| Parascript FormXtra, 150K Form Per Year, Unlimited Fields - Description: Parascript Intelligent Recognition covers the spectrum of ICR and OCR data capture and interpretation, enabling enterprises, system integrators, and original equipment manufacturers to design and deliver solutions purpose-built to specific business needs. No other solution captures all character types—cursive (NHR®), handprint (ICR) or machine print (OCR) from any form. While most other products perform recognition on a character-by-character basis—limiting accuracy and completeness—Parascript uses a contextual engine that compares incoming patterns with existing data repositories and vocabularies. This powerful approach to data capture and interpretation mimics human thinking patterns by using environmental context to deliver accurate results, fast. As a user, you get exceptionally accurate, reliable, relevance-ranked results every time. | 10.75% |
| Parascript FormXtra, 500,000 Form Per Year, Unlimited Fields - Description: See above. | 10.75% |
| Parascript FormXtra, 1,000,000 Form Per Year, Unlimited Fields - Description: See above. | 10.75% |
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| <u>Qstar Technologies</u> | |

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| QStar HSM, 500GB Jukebox Manager - Description: Built for demanding data center environments, HSM manages the lifecycle of data across multiple storage levels. HSM provides the foundation for a resilient 3-2-1 archive strategy by combining fast RAID backed by a secure optical, tape or CAS archive and complete offline media management. No other archive solution on the market supports the same range of storage devices, providing long term hardware independence. | 10.75% |
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| SDI Software | |
| SDI TN3270 Plus - Description: TN3270 Plus is a flexible, efficient and inexpensive terminal emulator application for connecting Windows PC users to mainframe systems including the IBM zSeries. | 10.75% |
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| Manufacturer/Product Line/Product Category/Service Categories | Customer Discount % off MSRP |
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| Services | |
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| <u>ARX (Algorithmic Research)</u> | |
| ARX Services, Daily - Description: This service option provides a full day discounted rate for services related to the manufacture's software. Available services include product installation, integration, customization, training, maintenance and technical support. The customer's site configuration and need will determine the total days required. Custom packages are available and can be tailored and scaled to meet organizational needs (i.e. pre-paid annual support services, on-site support staff, etc.). | 15.75% |
| ARX Services, Hourly - Description: This service option provides an hourly basis for services related to the manufacture's software. Available services include product installation, integration, customization, training, maintenance and technical support. The customer's site configuration and needs will determine the total hours required. Flexible, pre-paid block hour packages are available allowing the leverage of a bulk purchase to be used on an "as needed" basis (with annual rollover). | 10.75% |
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| <u>Aware, Inc.</u> | |
| Aware Services, Daily - Description: This service option provides a full day discounted rate for services related to the manufacture's software. Available services include product installation, integration, customization, training, maintenance and technical support. The customer's site configuration and need will determine the total days required. Custom packages are available and can be tailored and scaled to meet organizational needs (i.e. pre-paid annual support services, on-site support staff, etc.). | 15.75% |
| Aware Services, Hourly - Description: This service option provides an hourly basis for services related to the manufacture's software. Available services include product installation, integration, customization, training, maintenance and technical support. The customer's site configuration and needs will determine the total hours required. Flexible, pre-paid block hour packages are available allowing the leverage of a bulk purchase to be used on an "as needed" basis (with annual rollover). | 10.75% |
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| CBM Archives Company | |
| CBM Installation Services, Daily - Description: This service option provides a full day discounted rate for installing the manufacturer's software product and configuring it for operation in an organization's environment. The individual site configuration will determine the total days required. | 15.75% |
| CBM Installation Services, Hourly - Description: This service option provides an hourly basis for installing the manufacturer's software product and configuring it for operation in an organization's environment. The individual site configuration will determine the total hours required. Flexible, pre-paid block hour packages are available allowing the leverage of a bulk purchase to be used on an "as needed" basis (with annual rollover). | 10.75% |
| CBM Training Services, Daily - Description: This service option provides for the training of authorized users of the manufacturer's product. User training is essential for the successful implementation of virtually all software systems. Custom training packages can be negotiated. The individual site configuration will determine the total days required. | 15.75% |
| CBM Site Support, Annual - Description: This service option provides for annual services needed to provide direct support for an entire installation including integrations, databases, storage, etc. These pre-paid support packages can be tailored and scaled to meet organizational needs (i.e. on-site support staff, etc.). | 18.75% |
| CBM Site Support, Daily - Description: This service option provides a full day discounted rate for services needed to provide direct support for an entire installation including integrations, databases, storage, etc. Pre-paid support packages are available and can be tailored and scaled to meet organizational needs (i.e. on-site support staff, etc.). | 15.75% |
| CBM Site Support, Hourly - Description: This service option provides an hourly basis for services needed to provide direct support for an entire installation including integrations, databases, storage, etc. Pre-paid support packages are available and can be tailored and scaled to meet organizational needs (i.e. on-site support staff, etc.). | 10.75% |
| CBM Programming Services, Daily - Description: This service option provides a full day discounted rate for programming serviced needed in relation to the manufacturer's software. Programming services can be utilized to assist in the integration of products via the API, to provide custom interfaces and features and/or to meet requirements that cannot otherwise be met. | 15.75% |
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| Document Logistix Document Management | |
| Document Logistix Installation Services, Daily - Description: This service option provides a full day discounted rate for installing the manufacturer's software product and configuring it for operation in an organization's environment. The individual site configuration will determine the total days required. | 21.75% |
| Document Logistix Installation Services, Hourly - Description: This service option provides an hourly basis for installing the manufacturer's software product and configuring it for operation in an organization's environment. The individual site configuration will determine the total hours required. Flexible, pre-paid block hour packages are available allowing the leverage of a bulk purchase to be used on an "as needed" basis (with annual rollover). | 21.75% |
| Document Logistix Training Services, Daily - Description: This service option provides for the training of authorized users of the manufacturer's product. User training is essential for the successful implementation of virtually all software systems. Custom training packages can be negotiated. The individual site configuration will determine the total days required. | 21.75% |
| Document Logistix Site Support, Annual - Description: This service option provides for annual services needed to provide direct support for an entire installation including integrations, databases, storage, etc. These pre-paid support packages can be tailored and scaled to meet organizational needs (i.e. on-site support staff, etc.). | 21.75% |
| Document Logistix Site Support, Daily - Description: This service option provides a full day discounted rate for services needed to provide direct support for an entire installation including integrations, databases, storage, etc. Pre-paid support packages are available and can be tailored and scaled to meet organizational needs (i.e. on-site support staff, etc.). | 21.75% |
| Document Logistix Site Support, Hourly - Description: This service option provides an hourly basis for services needed to provide direct support for an entire installation including integrations, databases, storage, etc. Pre-paid support packages are available and can be tailored and scaled to meet organizational needs (i.e. on-site support staff, etc.). | 21.75% |
| Document Logistix Programming Services, Daily - Description: This service option provides a full day discounted rate for programming serviced needed in relation to the manufacturer's software. Programming services can be utilized to assist in the integration of products via the API, to provide custom interfaces and features and/or to meet requirements that cannot otherwise be met. | 21.75% |
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| <u>Neevia Technology</u> | |
| Neevia Services, Daily - Description: This service option provides a full day discounted rate for services related to the manufacture's software. Available services include product installation, integration, customization, training, maintenance and technical support. The customer's site configuration and need will determine the total days required. Custom packages are available and can be tailored and scaled to meet organizational needs (i.e. pre-paid annual support services, on-site support staff, etc.). | 15.75% |
| Neevia Services, Hourly - Description: This service option provides an hourly basis for services related to the manufacture's software. Available services include product installation, integration, customization, training, maintenance and technical support. The customer's site configuration and needs will determine the total hours required. Flexible, pre-paid block hour packages are available allowing the leverage of a bulk purchase to be used on an "as needed" basis (with annual rollover). | 10.75% |
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| <u>Parascript, LLC</u> | |
| Parascript Site support, Annual - Description: This service option provides for annual services needed to provide direct support for an entire installation including integrations, databases, storage, etc. These pre-paid support packages can be tailored and scaled to meet organizational needs (i.e. on-site support staff, etc.). | 18.75% |
| Parascript Services, Daily - Description: This service option provides a full day discounted rate for services related to the manufacture's software. Available services include product installation, integration, customization, training, maintenance and technical support. The customer's site configuration and need will determine the total days required. Custom packages are available and can be tailored and scaled to meet organizational needs (i.e. pre-paid annual support services, on-site support staff, etc.). | 15.75% |
| Parascript Services, Hourly - Description: This service option provides an hourly basis for services related to the manufacture's software. Available services include product installation, integration, customization, training, maintenance and technical support. The customer's site configuration and needs will determine the total hours required. Flexible, pre-paid block hour packages are available allowing the leverage of a bulk purchase to be used on an "as needed" basis (with annual rollover). | 10.75% |
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| <u>QStar Technologies</u> | |
| QStar Services, Daily - Description: This service option provides a full day discounted rate for services related to the manufacture's software. Available services include product installation, integration, customization, training, maintenance and technical support. The customer's site configuration and need will determine the total days required. Custom packages are available and can be tailored and scaled to meet organizational needs (i.e. pre-paid annual support services, on-site support staff, etc.). | 15.75% |
| QStar Services, Hourly - Description: This service option provides an hourly basis for services related to the manufacture's software. Available services include product installation, integration, customization, training, maintenance and technical support. The customer's site configuration and needs will determine the total hours required. Flexible, pre-paid block hour packages are available allowing the leverage of a bulk purchase to be used on an "as needed" basis (with annual rollover). | 10.75% |
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| <u>SDI Software</u> | |
| SDI Services, Daily - Description: This service option provides a full day discounted rate for services related to the manufacture's software. Available services include product installation, integration, customization, training, maintenance and technical support. The customer's site configuration and need will determine the total days required. Custom packages are available and can be tailored and scaled to meet organizational needs (i.e. pre-paid annual support services, on-site support staff, etc.). | 15.75% |
| SDI Services, Hourly - Description: This service option provides an hourly basis for services related to the manufacture's software. Available services include product installation, integration, customization, training, maintenance and technical support. The customer's site configuration and needs will determine the total hours required. Flexible, pre-paid block hour packages are available allowing the leverage of a bulk purchase to be used on an "as needed" basis (with annual rollover). | 10.75% |
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| Optional Items | |
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| <u>ARX (Algorithmic Research)</u> | |
| ARX Software Annual Maintenance, Standard - Description: Standard 8X5; First-In-First-Out support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed. | 10.75% |
| ARX Software Annual Maintenance, Priority - Description: Priority 24X7; 4 hour response support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed. | 10.75% |
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| <u>Aware, Inc.</u> | |
| Aware Software Annual Maintenance, Standard - Description: Standard 8X5; First-In-First-Out support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed. | 15.75% |
| Aware Software Annual Maintenance, Priority - Description: Priority 24X7; 4 hour response support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed. | 15.75% |
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| <u>CBM Archives Company</u> | |
| CBM Software Annual Maintenance, Standard - Description: Standard 8X5; First-In-First-Out support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed. | 18.75% |

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| <p>CBM Software Annual Maintenance, Priority - Description: Priority 24X7; 4 hour response support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed.</p> | 18.75% |
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| <p><u>Document Logistix Document Management</u></p> | |
| <p>Document Logistix Software Annual Maintenance, Standard - Description: Standard 8X5; First-In-First-Out support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed.</p> | 21.75% |
| <p>Document Logistix Software Annual Maintenance, Priority - Description: Priority 24X7; 4 hour response support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed.</p> | 21.75% |
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| <p><u>Neevia Technology</u></p> | |
| <p>Neevia Software Annual Maintenance, Standard - Description: Standard 8X5; First-In-First-Out support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed.</p> | 10.75% |
| <p>Neevia Software Annual Maintenance, Priority - Description: Priority 24X7; 4 hour response support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed.</p> | 10.75% |
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| <p><u>Parascript, LLC</u></p> | |
| <p>Parascript Software Annual Maintenance, Standard - Description: Standard 8X5; First-In-First-Out support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed.</p> | 10.75% |

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| Parascript Software Annual Maintenance, Priority - Description: Priority 24X7; 4 hour response support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed. | 10.75% |
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| <u>QStar Technologies</u> | |
| QStar Software Annual Maintenance, Standard - Description: Standard 8X5; First-In-First-Out support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed. | 10.75% |
| QStar Software Annual Maintenance, Priority - Description: Priority 24X7; 4 hour response support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed. | 10.75% |
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| <u>SDI Software</u> | |
| SDI Software Annual Maintenance, Standard - Description: Standard 8X5; First-In-First-Out support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed. | 10.75% |
| SDI Software Annual Maintenance, Priority - Description: Priority 24X7; 4 hour response support. Maintenance customer is entitled to any software upgrades and bug fixes published during the maintenance period. Front line phone/site support is provided by the integrator/installer of the software. Manufacturer will assist as needed. | 10.75% |
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