

ISF, Inc. APPENDIX C – PRICING INDEX DIR-CPO-5210 Comprehensive Web Development and Managed Services		
Service Category	DISCOUNT OF MSRP/List Price	Unit of Measure
1-WEBSITE DESIGN/DEVELOPMENT		
To include but not limited to:		
Website Design/Development Services using ISF, Inc. standard development methodology of Define, Design, Develop, Deploy with a typical project team. Hourly rates for project team roles are included as separate line items.		
Static Pages - Define, Design, Develop, Deploy	23.00%	Per Page
Consultant (Principal)	6.70%	Hourly
Project Manager (Senior)	6.70%	Hourly
Business Analyst (Senior)	6.70%	Hourly
Consultant (Intermediate)	6.70%	Hourly
Programmer (Senior)	6.70%	Hourly
Quality Assurance Senior Manager	6.70%	Hourly
Project Analyst/Technical Writer	6.70%	Hourly
2-DOMAIN NAME SYSTEM (DNS) MANAGEMENT		
To include but not limited to:		
DNS Management is provided at an hourly rate		
Project Manager (Senior)	6.70%	Hourly
Business Analyst (Senior)	6.70%	Hourly
Consultant (Intermediate)	6.70%	Hourly
Programmer (Senior)	6.70%	Hourly
3-BUSINESS ANALYSIS SERVICES		
To include but not limited to:		
Business Analysis is provided at an hourly rate		
Consultant (Principal)	6.70%	Hourly
Project Manager (Senior)	6.70%	Hourly
Business Analyst (Senior)	6.70%	Hourly
Consultant (Intermediate)	6.70%	Hourly
Programmer (Senior)	6.70%	Hourly
Quality Assurance Senior Manager	6.70%	Hourly

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4-WEBSITE HOSTING		
To include but not limited to:		
Website Hosting is provided based on agreed upon Service Level Agreement		
SLA - Advanced Monthly Hosting	6.90%	Monthly
SLA - Basic Monthly Hosting	6.90%	Monthly
SLA - Intermediate Monthly Hosting	6.90%	Monthly
Advanced Setup (one-time setup)	6.90%	One time Fee
Basic Setup (one-time setup)	6.90%	One time Fee
Intermediate Setup (one-time setup)	6.90%	One time Fee
5-CLOUD HOSTING		
To include but not limited to:		
Cloud Hosting is provided based on agreed upon Service Level Agreement		
SLA - Advanced Monthly Hosting	6.90%	Monthly
SLA - Basic Monthly Hosting	6.90%	Monthly
SLA - Intermediate Monthly Hosting	6.90%	Monthly
Advanced Setup (one-time setup)	6.90%	One time Fee
Basic Setup (one-time setup)	6.90%	One time Fee
Intermediate Setup (one-time setup)	6.90%	One time Fee
6-ACCESSIBILITY SERVICES		
To include but not limited to:		
Accessibility Services to meet accessibility technical standards such as US Section 508, or WCAG 2.0 AA are provided at an hourly rate.		
Consultant (Principal)	6.70%	Hourly
Project Manager (Senior)	6.70%	Hourly
Business Analyst (Senior)	6.70%	Hourly
Consultant (Intermediate)	6.70%	Hourly
Programmer (Senior)	6.70%	Hourly
Quality Assurance Senior Manager	6.70%	Hourly
Project Analyst/Technical Writer	6.70%	Hourly

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7-WEB CONTENT MANAGEMENT (WCM)		
To include but not limited to:		
Web Content Management Services are provided at an hourly rate.		
Consultant (Principal)	6.70%	Hourly
Project Manager (Senior)	6.70%	Hourly
Business Analyst (Senior)	6.70%	Hourly
Consultant (Intermediate)	6.70%	Hourly
Programmer (Senior)	6.70%	Hourly
Quality Assurance Senior Manager	6.70%	Hourly
Project Analyst/Technical Writer	6.70%	Hourly
8-WEB TRAINING, MAINTENANCE, AND SUPPORT		
To include but not limited to:		
Web Training, Maintenance, and Support Services are provided at an hourly rate.		
Consultant (Principal)	6.70%	Hourly
Project Manager (Senior)	6.70%	Hourly
Business Analyst (Senior)	6.70%	Hourly
Consultant (Intermediate)	6.70%	Hourly
Programmer (Senior)	6.70%	Hourly
Quality Assurance Senior Manager	6.70%	Hourly
Project Analyst/Technical Writer	6.70%	Hourly
9-TURNKEY SOLUTIONS		
To include but not limited to:		
Turnkey Solution of a web-based emergency management operations application. Pricing may be either single license for a large enterprise, or per user.		
Enterprise License installation, setup, training, and hosting of a web-based emergency management operations application, single entity. High complexity , high level of customization.	10.00%	One time Fee
Enterprise License installation, setup, training, and hosting of a web-based emergency management operations application, single entity. Medium complexity, moderate level of customization.	10.00%	One time Fee

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Enterprise License installation, setup, and hosting of a web-based emergency management operations application, single entity. Low complexity, little to no customization.	10.00%	One time Fee
Per-User License installation, setup, and hosting of a web-based emergency management operations application for a large enterprise. High complexity, high level of customization.	10.00%	One time Fee
Per-User License installation, setup, and hosting of a web-based emergency management operations application, maximum of 3 API set ups, import users and equipment, configure business rules. Medium complexity.	10.00%	One time Fee
Per-User License installation, setup, and hosting of a web-based emergency management operations application, all self service. Low complexity.	10.00%	One time Fee
Enterprise License of a web-based emergency management operations application. License grants the rights to use the software and includes non-emergency support, global software updates, and routine software maintenance. The software license does not include emergency on-call customer service, on-site customer service or annual on-site training. High complexity.	10.00%	One time Fee
Enterprise License of a web-based emergency management operations application. License grants the rights to use the software and includes non-emergency support, global software updates, and routine software maintenance. The software license does not include emergency on-call customer service, on-site customer service or annual on-site training. Medium complexity.	10.00%	One time Fee
Enterprise License of a web-based emergency management operations application. License grants the rights to use the software and includes non-emergency support, global software updates, and routine software maintenance. The software license does not include emergency on-call customer service, on-site customer service or annual on-site training. Low complexity.	10.00%	One time Fee
Per-User License maintenance and support of a web-based emergency management operations application. License grants the rights to use the software and includes non-emergency support, global software updates, and routine software maintenance. The software license does not include emergency on-call customer service, on-site customer service or annual on-site training.	10.00%	Per User / Monthly
On Demand Licenses for a web-based emergency management operations application (emergency response).	10.00%	Per User / Monthly

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On-Site Maintenance, Training and Support for a web-based emergency management operations application (emergency response). Travel costs billed separately and not included. (Hourly Rate) - Subject Matter Expert	6.70%	Hourly
On-Site Maintenance, Training and Support for a web-based emergency management operations application (emergency response). Travel costs billed separately and not included. (Hourly Rate) - Principal Consultant	6.70%	Hourly
Training Exercise Support for a web-based emergency management operations application. (Hourly Rate) - Subject Matter Expert	6.70%	Hourly
Training Exercise Support for a web-based emergency management operations application. (Hourly Rate) - Principal Consultant	6.70%	Hourly