Item	Description	Order Number	Cost
Item 0	**Fixed Fee Professional Services**		
	Milestone 1 - Upon Order Execution	559829 - 5	$ 55,000.00
	Milestone 2 - Production Go-Live Post Support Complete	559829 - 5	$ 55,000.00
	Total Fixed Fee Professional Services (Squiz/Funnel Back Replacement)		**$ 110,000.00**
	Milestone 1 - Upon Order Execution	559828 - 6	$ 50,000.00
	Milestone 2 - Migration to Cloud Non-Production Complete	559828 - 6	$ 160,000.00
	Milestone 3 - File upload image compression widget	559828 - 6	$ 12,431.90
	Milestone 4 - Verint solution from Oracle to MS SQL Server	559828 - 6	$ 56,668.13
	Milestone 5 - Non-Production Solution Testing Complete	559828 - 6	$ 75,000.00
	Milestone 6 - Production Go-Live Post Support Complete	559828 - 6	$ 74,170.57
	Total Fixed Fee Services (Move to CMPRO Cloud)		**$ 428,270.60**
	Fixed Fee Professional Services Total Cost		**$ 538,270.60**
Item 1	**SaaS Term 3/1/2024 - 2/28/2025**		
	Verint for Citizen Engagement Sandbox Essential - SaaS SaaS	559828 - 6	$ 15,000.00
	Case Management - Interactions (Assisted Serve - Staff) - SaaS	559828 - 6	$ 172,000.00
	Verint for Citizen Engagement - Data Model and Reports for Power BI - SaaS	559828 - 6	$ 21,000.00
	Case Management - Interactions (Self-Serve - Web / API) - SaaS	559828 - 6	$ 103,200.00
	Verint Knowledge Management Professional Employee Based Interactions- SaaS	559829 - 5	$ 37,800.00
	Verint Knowledge Management Professional Add On Interactions – SaaS	559829 - 5	$ 24,000.00
	(On-Premise Gateway Upgrade (Managed Services Fee)	560373 - 2	$ 28,000.00
	YEAR 1 SAAS SUBTOTAL:		**$ 401,000.00**
Item 2	**SaaS Term 3/1/2025 - 2/28/2026**		
	Verint for Citizen Engagement Sandbox Essential - SaaS SaaS	559828 - 6	$ 15,000.00
	Case Management - Interactions (Assisted Serve - Staff) - SaaS	559828 - 6	$ 172,000.00
	Verint for Citizen Engagement - Data Model and Reports for Power BI - SaaS	559828 - 6	$ 21,000.00
	Case Management - Interactions (Self-Serve - Web / API) - SaaS	559828 - 6	$ 103,200.00
	Verint Knowledge Management Professional Employee Based Interactions- SaaS	559829 - 5	$ 37,800.00
	Verint Knowledge Management Professional Add On Interactions – SaaS	559829 - 5	$ 24,000.00
	(On-Premise Gateway Upgrade (Managed Services Fee)	560373 - 2	$ 28,000.00
	YEAR 2 SAAS SUBTOTAL:		**$ 401,000.00**
Item 3	**SaaS Term 3/1/2026 - 2/28/2027**		
	Verint for Citizen Engagement Sandbox Essential - SaaS SaaS	559828 - 6	$ 15,000.00
	Case Management - Interactions (Assisted Serve - Staff) - SaaS	559828 - 6	$ 172,000.00
	Verint for Citizen Engagement - Data Model and Reports for Power BI - SaaS	559828 - 6	$ 21,000.00

	Case Management - Interactions (Self-Serve - Web / API) - SaaS	559828 - 6	$	103,200.00
	Verint Knowledge Management Professional Employee Based Interactions- SaaS	559829 - 5	$	37,800.00
	Verint Knowledge Management Professional Add On Interactions – SaaS	559829 - 5	$	24,000.00
	(On-Premise Gateway Upgrade (Managed Services Fee)	560373 - 2	$	28,000.00
	YEAR 3 SAAS SUBTOTAL:		**$**	**401,000.00**
Item 4	SaaS Term 3/1/2027 - 2/29/2028			
	Verint for Citizen Engagement Sandbox Essential - SaaS SaaS	559828 - 6	$	15,000.00
	Case Management - Interactions (Assisted Serve - Staff) - SaaS	559828 - 6	$	172,000.00
	Verint for Citizen Engagement - Data Model and Reports for Power BI - SaaS	559828 - 6	$	21,000.00
	Case Management - Interactions (Self-Serve - Web / API) - SaaS	559828 - 6	$	103,200.00
	Verint Knowledge Management Professional Employee Based Interactions- SaaS	559829 - 5	$	37,800.00
	Verint Knowledge Management Professional Add On Interactions – SaaS	559829 - 5	$	24,000.00
	(On-Premise Gateway Upgrade (Managed Services Fee)	560373 - 2	$	28,000.00
	YEAR 4 SAAS SUBTOTAL:		**$**	**401,000.00**
Item 5	SaaS Term 3/1/2028 - 2/28/2029			
	Verint for Citizen Engagement Sandbox Essential - SaaS SaaS	559828 - 6	$	15,000.00
	Case Management - Interactions (Assisted Serve - Staff) - SaaS	559828 - 6	$	172,000.00
	Verint for Citizen Engagement - Data Model and Reports for Power BI - SaaS	559828 - 6	$	21,000.00
	Case Management - Interactions (Self-Serve - Web / API) - SaaS	559828 - 6	$	103,200.00
	Verint Knowledge Management Professional Employee Based Interactions- SaaS	559829 - 5	$	37,800.00
	Verint Knowledge Management Professional Add On Interactions – SaaS	559829 - 5	$	24,000.00
	(On-Premise Gateway Upgrade (Managed Services Fee)	560373 - 2	$	28,000.00
	YEAR 5 SAAS SUBTOTAL:		**$**	**401,000.00**
Item 6	SaaS Term 3/1/2029- 02/28/2030 (Renewal Option 1)			
	Verint for Citizen Engagement Sandbox Essential - SaaS SaaS	559828 - 6	$	15,750.00
	Case Management - Interactions (Assisted Serve - Staff) - SaaS	559828 - 6	$	180,600.00
	Verint for Citizen Engagement - Data Model and Reports for Power BI - SaaS	559828 - 6	$	22,050.00
	Case Management - Interactions (Self-Serve - Web / API) - SaaS	559828 - 6	$	108,360.00
	Verint Knowledge Management Professional Employee Based Interactions- SaaS	559829 - 5	$	39,690.00
	Verint Knowledge Management Professional Add On Interactions – SaaS	559829 - 5	$	25,200.00
	(On-Premise Gateway Upgrade (Managed Services Fee)	560373 - 2	$	29,400.00
	YEAR 6 SAAS SUBTOTAL:		**$**	**421,050.00**
Item 7	SaaS Term 3/1/2030- 02/28/2031 (Renewal Option 2)			
	Verint for Citizen Engagement Sandbox Essential - SaaS SaaS	559828 - 6	$	16,537.50
	Case Management - Interactions (Assisted Serve - Staff) - SaaS	559828 - 6	$	189,630.00

	Verint for Citizen Engagement - Data Model and Reports for Power BI - SaaS	559828 - 6	$	23,152.50
	Case Management - Interactions (Self-Serve - Web / API) - SaaS	559828 - 6	$	113,778.00
	Verint Knowledge Management Professional Employee Based Interactions- SaaS	559829 - 5	$	41,674.50
	Verint Knowledge Management Professional Add On Interactions – SaaS	559829 - 5	$	26,460.00
	(On-Premise Gateway Upgrade (Managed Services Fee)	560373 - 2	$	30,870.00
	YEAR 7 SAAS SUBTOTAL:		**$**	**442,102.50**
Item 8	**SaaS Term 3/1/2031- 02/29/2032 (Renewal Option 3)**			
	Verint for Citizen Engagement Sandbox Essential - SaaS SaaS	559828 - 6	$	17,364.38
	Case Management - Interactions (Assisted Serve - Staff) - SaaS	559828 - 6	$	199,111.50
	Verint for Citizen Engagement - Data Model and Reports for Power BI - SaaS	559828 - 6	$	24,310.13
	Case Management - Interactions (Self-Serve - Web / API) - SaaS	559828 - 6	$	119,466.90
	Verint Knowledge Management Professional Employee Based Interactions- SaaS	559829 - 5	$	43,758.23
	Verint Knowledge Management Professional Add On Interactions – SaaS	559829 - 5	$	27,783.00
	(On-Premise Gateway Upgrade (Managed Services Fee)	560373 - 2	$	32,413.50
	YEAR 8 SAAS SUBTOTAL:		**$**	**464,207.63**
	Total SAAS Cost		**$**	**3,332,360.13**
	Total Contract Cost		**$**	**3,870,630.73**