

Contract:
CLIN 1001AA **SPECIALIZED TECHNICAL SOFTWARE**

Manufacturer **RightNow**
Catalog Number **1**
Catalog Date **19 September 2005**

Part Number	Product Description	LIST PRICE	GSA PRICE	CONTRACT PRICE
ASF-PER	Software Subscription Service for RightNow Application Server	\$ 27,000.00	\$ 25,707.02	\$ 25,449.95
WP-100K-PER	Software Subscription Service for RightNow Web Portal - 100,000 Pages Viewed Per Month	\$ 63,000.00	\$ 59,983.04	\$ 59,383.21
ISB-PER	Software Subscription Service for RightNow Single Byte Internal Interface	\$ 15,750.00	\$ 14,995.76	\$ 14,845.80
IAD-PER	Software Subscription Service for RightNow Intelligent Agent Desktop Named User (w/Email Gateway)	\$ 2,250.00	\$ 2,142.25	\$ 2,120.83
IAD-CHCO-PER	Software Subscription Service for RightNow Add-On Chat & Collaboration Named User	\$ 1,350.00	\$ 1,285.35	\$ 1,272.50
IAD-CTI-PER	Software Subscription Service for RightNow IAD CTI Toolbar - Named User	\$ 315.00	\$ 299.92	\$ 296.92
MSFC-500-PER	Software Subscription Service for RightNow Metrics Surveys 500 Surveys Received - Per Month	\$ 10,800.00	\$ 10,282.81	\$ 10,179.98
RNM-20K-PER	Software Subscription Service for RightNow Marketing - 20,000 Transactions Per Month	\$ 16,200.00	\$ 15,424.21	\$ 15,269.97
RNM-USR-PER	Software Subscription Service for RightNow Marketing - Additional User	\$ 900.00	\$ 856.90	\$ 848.33
SFA-PER	Software Subscription Service for RightNow SFA Desktop - Named User	N/A	\$ 2,142.25	\$ 2,120.83
LCI-SP-4	Maintenance and Support / Life Cycle Implementation - Platinum Universal Service Credit	\$ 25,000.00	\$ 21,500.00	\$ 21,285.00
pfcsousc01	RightNow Universal Service Credit - One (1) Hour	\$ 200.00	\$ 200.00	\$ 198.00
VSS-KBI	RightNow Voice/Knowledge Base Implementation	\$ 25,000.00	\$ 25,000.00	\$ 24,750.00
VSS-1K-MTH	Software Subscription Service for RightNow Voice Solutions - 1,000 Minutes per Month - Monthly Term	\$ 300.00	\$ 300.00	\$ 297.00
ODBC-FT-1Yr	Software Subscription Service for RightNow ODBC Export Access - One (1) Year	\$ 5,000.00	\$ 4,760.56	\$ 4,712.95
PCA-PER	RightNow Premier Customization Access Perpetual	\$ 5,000.00	\$ 4,760.56	\$ 4,712.95
API-PER	Software Subscription Service for RightNow API Access - Perpetual	\$ 12,500.00	\$ 11,901.40	\$ 11,782.38
PTA-PER	Software Subscription Service for RightNow Pass Thru Authentication - Perpetual	\$ 5,000.00	\$ 4,760.56	\$ 4,712.95
IAD-PER-CU	Software Subscription Service for RightNow Intelligent Agent Desktop Concurrent User (w/Email Gateway)	\$ 4,500.00	\$ 4,284.50	\$ 4,241.66

NOTES:
All license are perpetual