

**Phoenix Business, Inc.**  
**APPENDIX C – PRICING INDEX**  
**DIR-CPO-6077**  
**Software (COTS) and Related Services**

Brand	Category	DISCOUNT OF MSRP/List Price	Unit of Measure
1-Software			
SAP	SaaS/Software Complete Enterprise Resource Planning (ERP) Solution to include but not Limited to:	20.00%	Varies Depending on Customer Configuration
	Financial Management: It helps with financial planning, accounting, tax management, treasury, and cash flow forecasting.		
	Human Resources (HR): This includes managing personnel administration, payroll, time management, and employee development.		
	Supply Chain Management: SAP provides visibility into procurement, logistics, and inventory, allowing for better planning and optimization.		
	Customer Relationship Management (CRM): It offers tools for sales automation, marketing campaigns, and provides a 360-degree view of customer interactions to improve service and personalization		
	Manufacturing and Production: The software supports production planning, quality control, and maintenance to ensure efficient operations.		
2. Related Services Provided by Manufacturer			
On-Site Services Travel expenses will be billed separately in accordance with Exhibit A DIR Standard Terms and Conditions Section 8.5 Travel Expense Reimbursement			
SAP	Maintenance and Support complete catalogue of services provided by SAP.	20.00%	Varies Depending on Customers Configuration
3. Related Services /Professional Services Provided by the Prime Vendor or It's Resellers and Subcontractors			
SAP	Project Management	20.00%	Per Hour
SAP	Solution Architecture	20.00%	Per Hour
SAP	Functional Subject Matter Expert (SME)	20.00%	Per Hour
SAP	Technical Functional Subject Matter Expert (SME)	20.00%	Per Hour
SAP	Reporting Subject Matter Expert (SME)	20.00%	Per Hour

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SAP	Security Subject Matter Expert (SME)	20.00%	Per Hour
SAP	Training	20.00%	Per Hour
SAP	Software / Module Installation & Configuration	20.00%	Per Hour
SAP	Change Management	20.00%	Per Hour
SAP	Configuration / System Setup	20.00%	Per Hour
SAP	Module Maintenance / Optimization	20.00%	Per Hour
SAP	Integration & Interface Configuration	20.00%	Per Hour
SAP	Data Migration & Transformation	20.00%	Per Hour
SAP	Reporting, Forms & Dashboard Configuration	20.00%	Per Hour
SAP	Analytics & BI Configuration	20.00%	Per Hour
SAP	Security / Role & Authorization Management	20.00%	Per Hour
SAP	Compliance Configuration / Regulatory Reporting	20.00%	Per Hour
SAP	User Acceptance Testing (UAT)	20.00%	Per Hour
SAP	Functional & Technical Training	20.00%	Per Hour
SAP	Functional & Technical Testing	20.00%	Per Hour
SAP	Workflow / Business Rules Design	20.00%	Per Hour
SAP	Master Data Governance / Data Quality	20.00%	Per Hour
SAP	Hypercare / Post-Go-Live Support	20.00%	Per Hour
SAP	Data Archiving & Data Retention	20.00%	Per Hour
SAP	Performance Monitoring & Optimization	20.00%	Per Hour
SAP	API Management & Extension Implementation	20.00%	Per Hour
SAP	SaaS Tenant Administration & Management	20.00%	Per Hour
SAP	Subscription Management / License Administration	20.00%	Per Hour
SAP	Managed Services	20.00%	Per Hour

**Services not covered under this RFO scope are: Cloud Hosting, Development, Cloud Broker and Cloud Assessment Services, Customization of Core Software, Professional or Consulting services as defined in Chapter 2254 of the Texas Government Code.**

**NOTE: Vendor's quote to DIR Customers shall include the Administrative Fee. The fee will be added to the Firm Fixed Price and/or MSRP after the DIR Discount % off MSRP is applied.**