AMENDMENT THREE
BETWEEN
THE NC COMMUNITY COLLEGE SYSTEM AND TEAM IA, INC.

RFP # 50-NCCCS-07302020

This Amendment Three ("Amendment") is entered by and between the **North Carolina Community College System** ("Agency") and **Team IA, Inc.**, 212 Palmetto Park Boulevard, Lexington SC 29072 ("Contractor"), collectively known as "the Parties."

Whereas, the Parties agree that they entered into **RFP # 50-NCCCS-07302020** on June 25, 2021, to procure an Enterprise Content Management Replacement System that includes document management and integration of online forms for North Carolina Community College System (CONTRACT).

Amendment 1 was executed on July 17, 2024, to exercise the first renewal option for the period of June 25, 2024 through June 24, 2025 at no cost ($0).

Amendment 2 was executed on April 23, 2025, to exercise the second renewal option for the period of June 25, 2025 through June 24, 2026 at no cost ($0).

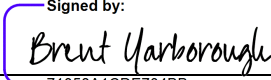The Parties hereby agree to amend the Contract as follows:

Increase pricing and add modules and services as indicated in Attachment A- Perpetual Software Licenses and Maintenance Pricing. Attachment A is hereby incorporated by reference.
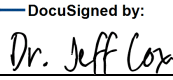
Except as modified herein all other terms and conditions as set forth in the original Contract remain in effect for the duration of the Contract.

Executed by authorized officials as of the date indicated below.

Team IA, Inc.	**NC Community College System**
Signed by:	DocuSigned by:
Brent Yarborough	*Dr. Jeff Cox*
71058A1CDE704BB...	265B812B0091426...
Signature	Signature
Brent Yarborough	Dr. Jeff A. Cox
Name	Name
President	President
Title:	Title:
8/14/2025	8/14/2025
Date	Date

Perpetual Software Licenses and Maintenance Pricing

	Contract Price	Annual Maintenance Contract Price		
		Support Basic	Support Advantage	Support Advantage Plus
iaFolder Imaging Retrieval Concurrent SW License Qty 1-100[1]	$1,203	$209	$261	$313
iaFolder Imaging Retrieval Concurrent SW License Qty 101-200[1]	$1,002	$174	$217	$261
iaFolder Imaging Retrieval Concurrent SW License Qty 201+[1]	$802	$139	$174	$209
iaFolder Imaging Retrieval Named User SW License Qty 1-100[1]	$562	$98	$122	$146
iaFolder Imaging Retrieval Named User SW License Qty 101-200[1]	$481	$84	$105	$125
iaFolder Imaging Retrieval Named User SW License Qty 200+[1]	$361	$63	$79	$94
iaFolderScan Standalone Workstation License (Document Based Scanning)	$550	$96	$119	$143
iaFolderPrinter Standalone Workstation License (does not include document retrieval functionality)	$221	$39	$48	$58
iaFlow Client Named User SW License (Requires iaFolder Named User license)	$602	$105	$131	$157
iaFlow Concurrent User SW License (Requires iaFolder Concurrent User license)	$822	$143	$178	$214
iaFlow Desktop Integration Workstation License (requires iaFlow license (Named User or Concurrent User))	$221	$39	$48	$58
eForms Server (required iaFlow clients for added form routing)	$3,848	$667	$833	$1,000
eForms Designer Server License	$7,463	$1,282	$1,615	$1,924
iaRemoteAD Integration Server License (Azure Integration)	$7,906	$1,541	$1,870	$2,173
iaReportDesigner Named User License	$6,950	$1,067	$1,392	$1,699
iaCapture Scan/Index Community College single campus site-wide SW License	$5,491	$4,941	$4,941	$8,235
iaCapture Index Named User SW License	$2,746	$476	$595	$714
iaCapture Index Concurrent User SW License	$3,006	$521	$651	$781
iaCapture Reports Named User SW License	$942	$164	$204	$245
iaCapture Reports Concurrent User SW License	$1,043	$181	$226	$271
iaCapture Directory Monitor Server License	$3,287	$570	$712	$854
Outlook Drag & Drop Plugin - Community College single campus site-wide SW License	$1,098	$0	$0	$0
iaFolder Full Text Server License	$11,022	$1,909	$2,386	$2,863
iaEnhanced Signature Server License	$9,563	$1,679	$2,173	$2,686
iaZonal OCR Server License	$9,425	$1,448	$1,823	$2,172
DataConnector/Unidata Server License	$5,490	$2,087	$2,087	$3,843
iaPrint Process Server License	$13,396	$2,636	$2,636	$4,941
ImageProcessing Core Server License (At least one per system required. One activation per server)	$5,491	$951	$1,189	$1,427
InternetConnector Server License	$10,980	$4,941	$5,490	$6,149

Perpetual Software Licenses and Maintenance Pricing

	Contract Price	Annual Maintenance Contract Price		
		Support Basic	Support Advantage	Support Advantage Plus
Barcode Processing Server License (for server based barcode processing. One activation per server)	$2,746	$476	$595	$714
iaDocumentComparison Server License	$8,641	$6,518	$6,566	$6,518
iaWFMigration Server License	$3,493	$600	$756	$901
iaFolder Document Conversion Server License (converts certain file types to TIFF)	$3,086	$868	$1,085	$1,302
Enhanced Security Server License	$5,170	$896	$1,119	$1,343
LifeCycle Manager Server License (for managing document retention policies)	$5,491	$951	$1,189	$1,427
iaRAW (Read After Write verification) Server License	$5,491	$951	$1,189	$1,427
iaCenteraInterface Server License	$6,593	$1,142	$1,427	$1,713
iaAudit Named User License	$3,287	$570	$712	$854
iaUpdates Client License	$221	$39	$48	$58
File2Tiff Server License	$11,022	$1,909	$2,386	$2,863
iaBITS (Batch Information Transaction Server)	$3,287	$570	$712	$854
Tier 1 Client third-party integration or Workflow process annual maintenance	$0	$4,392	$5,490	$8,235
Tier 2 Client third-party integration or Workflow process annual maintenance	$0	$8,784	$16,470	$38,430
Tier 3 Client third-party integration or Workflow process annual maintenance	$0	$17,019	$27,450	$71,370
Tier 4 Client third-party integration or Workflow process annual maintenance	$0	$43,371	$60,390	$104,310
Tier 5 Client third-party integration or Workflow process annual maintenance	$0	$65,057	$93,330	$137,250
iaFolder SDK per developer License (Developer training and certification required)	$16,432	$3,253	$5,639	$8,241
iaFlow SDK per developer License (Developer training and certification required)	$16,432	$3,253	$5,639	$8,241
iaCapture SDK per developer License (Developer training and certification required)	$16,432	$3,253	$5,639	$8,241
iaStorage SDK per developer License (Developer training and certification required)	$16,432	$3,253	$5,639	$8,241

Note 1: Quantity discounts are on a per system basis and are not cumulative throughout an agency or the State.

Software as a Service (SaaS) Pricing

Client provided cloud servers

	2025 Pricing
	Annual License Fee
iaFolder Imaging Retrieval Concurrent SW License Qty 1-100[1]	$1,516
iaFolder Imaging Retrieval Concurrent SW License Qty 101-200[1]	$1,263
iaFolder Imaging Retrieval Concurrent SW License Qty 201+[1]	$1,011
iaFolder Imaging Retrieval Named User SW License Qty 1-100[1]	$708
iaFolder Imaging Retrieval Named User SW License Qty 101-200[1]	$607
iaFolder Imaging Retrieval Named User SW License Qty 200+[1]	$455
iaFolderScan Standalone Workstation License (Document Based Scanning)	$692
iaFolderPrinter Standalone Workstation License (does not include document retrieval functionality)	$278
iaFlow Client Named User SW License (Requires iaFolder Named User license)	$758
iaFlow Concurrent User SW License (Requires iaFolder Concurrent User license)	$1,036
iaFlow Desktop Integration Workstation License (requires iaFlow license (Named User or Concurrent User))	$278
eForms Server (required iaFlow clients for added form routing)	$4,848
eForms Designer Server License	$11,605
iaRemoteAD Integration Server License (Azure Integration)	$12,746
iaReportDesigner Named User License	$10,494
iaCapture Scan/Index Community College single campus site-wide SW License	$13,727
iaCapture Index Named User SW License	$3,459
iaCapture Index Concurrent User SW License	$3,788
iaCapture Reports Named User SW License	$1,187
iaCapture Reports Concurrent User SW License	$1,314
iaCapture Directory Monitor Server License	$4,141
Outlook Drag & Drop Plugin - Community College single campus site-wide SW License	$1,098
iaFolder Full Text Server License	$13,885
iaEnhanced Signature Server License	$4,274
iaZonal OCR Server License	$13,103
DataConnector/Unidata Server License	$9,333
iaPrint Process Server License	$18,337
ImageProcessing Core Server License (At least one per system required. One activation per server)	$6,918

Software as a Service (SaaS) Pricing

Client provided cloud servers

	2025 Pricing
	Annual License Fee
InternetConnector Server License	$17,129
Barcode Processing Server License (for server based barcode processing. One activation per server)	$3,459
iaDocumentComparison Server License	$26,724
iaWFMigration Server License	$5,433
iaFolder Document Conversion Server License (converts certain file types to TIFF)	$4,388
Enhanced Security Server License	$6,514
LifeCycle Manager Server License (for managing document retention policies)	$6,918
iaRAW (Read After Write verification) Server License	$6,918
iaCenteraInterface Server License	$8,306
iaAudit Named User License	$4,141
iaUpdates Client License	$278
File2Tiff Server License	$13,885
iaBITS (Batch Information Transaction Server)	$4,141
Tier 1 Client third-party integration or Workflow process annual support	$5,490
Tier 2 Client third-party integration or Workflow process annual support	$16,470
Tier 3 Client third-party integration or Workflow process annual support	$27,450
Tier 4 Client third-party integration or Workflow process annual support	$60,390
Tier 5 Client third-party integration or Workflow process annual support	$93,330
iaFolder SDK per developer License (Developer training and certification required)	$24,673
iaFlow SDK per developer License (Developer training and certification required)	$24,673
iaCapture SDK per developer License (Developer training and certification required)	$24,673
iaStorage SDK per developer License (Developer training and certification required)	$24,673

Note 1: Quantity discounts are on a per system basis and are not cumulative throughout an agency or the State.

New Modules for 2025 in red.

Team IA Services (Per Hour)

	Contract Price
Technician	182
Trainer	169
Senior Technician	191
Analyst	178
SharePoint Integration	242
Project Manager I - Small & Medium	191
Project Manager II - Large	212

Back-file Scanning Services

	Contract Price
Document Scanning – Up to 8.5" X 14". Includes up to 2 document indexes	$.2052/image
Document Scanning – Greater than 8.5" X 14". Includes up to 2 document indexes	$2.43/image
Additional Document related services (includes, but not limited to, file preparation, document indexing (beyond 2 document indexes), document quality review, and document reassembly	$27/hour
Document delivery and return	$43.20/hour plus then current GSA/IRS POV mileage rate

Additional Services

	Contract Price
On Call Service – outside PPM, per weekend, provides on-call technician availability. In addition. below hourly rates will apply if technician services are used	$821
7x24 Telephone Support, outside PPM	$212/hour billed in hourly increments
7x24 On-Site Support, outside PPM	$270/hour billed in hourly increments, 3 hour minimum
Holiday Surcharge (in addition to standard hourly rates as specified in business proposal)	$108/hour (on-site support, 3 hour minimum)$76/hour (telephone support)

		Transcript Conversion Services			

		1-2 Year Contract		STANDARD COST PER TRANSCRIPT	PREMIER COST PER TRANSCRIPT
TIER GROUP	QUANTITY	STANDARD	PREMIER - 95% GUA		
TEST ENVIROMENT	< 1,000	$ 9,750.00	N/A		
1	1 - 10,000	$ 32,500.00	$ 56,875.00	$ 3.2500	$ 5.6875
2	10,001 - 25,000	$ 58,500.00	$ 102,375.00	$ 2.3400	$ 10.2375
3	25,001 – 75,000	$ 65,000.00	$ 113,750.00	$ 0.8667	$ 1.5167
4	75,001 – 150,000	$ 71,500.00	$ 125,125.00	$ 0.4767	$ 0.8342
5	150,001 – 250,000	$ 84,500.00	$ 147,875.00	$ 0.3380	$ 0.5915
6	251,000 – 350,000	$ 97,500.00	$ 170,625.00	$ 0.2786	$ 0.4875
7	> 350,000	custom pricing	custom pricing	custom pricing	custom pricing
Additional	1 Time Implemenation Fee	$ 19,500.00	$ 19,500.00		

MULTI-YEAR CONTRACT BREAKDOWN ON ADDITIONAL TABS

		3 Year Contract Discount*		5 Year Contract Discount*	
TIER GROUP	QUANTITY	STANDARD	PREMIER - 95% GUA	STANDARD	PREMIER - 95% GUA
TEST ENVIROMENT	< 1,000	$ 9,750.00	N/A	$ 9,750.00	N/A
1	1 - 10,000	$ 30,550.00	$ 53,462.50	$ 28,600.00	$ 50,050.00
2	10,001 - 25,000	$ 54,990.00	$ 96,232.50	$ 51,480.00	$ 90,090.00
3	25,001 – 75,000	$ 61,100.00	$ 106,925.00	$ 57,200.00	$ 100,100.00
4	75,001 – 150,000	$ 67,210.00	$ 117,617.50	$ 62,920.00	$ 110,110.00
5	150,001 – 250,000	$ 79,430.00	$ 139,002.50	$ 74,360.00	$ 130,130.00
6	251,000 – 350,000	$ 91,650.00	$ 160,387.50	$ 85,800.00	$ 150,150.00
7	> 350,000	custom pricing	custom pricing	custom pricing	custom pricing
Additional	1 Time Implemenation Fee	$ 19,500.00	$ 19,500.00		

STANDARD IMPLEMENTATION - (1 Time - Initial Setup Fee $19,500)	
Includes: Prod Environment Build, Design & Configuration, User Acceptance Testing & Go-Live Activities, Online Training for up to 4 individuals & Project Management	Included
Includes: Standard flat file export with common fields in either [Text, CSV or JSON format] -	Included
Includes: Complete Extraction Field List with Five Custom Fields [subject to release of updated version in September 2024]	Included
Includes: Logic for up to 10 Exception Rules / Translations	Included

STANDARD INTEGRATIONS	
Includes: SQL/DB Calls Directly to a Client-Owned Application, Database, or a Flat File Provided by the Client for Equivalency Matching	$ 23,400.00
Includes: SQL/DB Lookup to a Client-Owned Application Database, or a Flat File at Clients location for Demographic Matching	$ 9,750.00
Includes: Integration via Elluican Ethos Pre-Built Package or direct API for Colleague	$ 13,000.00
Includes: Integration via Elluican Ethos Pre-Built Package or direct API for Banner	$ 13,000.00
Includes: Integration via PeopleSoft Tools for Campus Solutions	$ 13,000.00
Includes: Scripted Export from Client ECM [OnBase, Perceptive Content, Docuware]	$ 15,600.00
Includes: Scripted Import into Client ECM [OnBase, Perceptive Content, Docuware]	$ 15,600.00

EXCEPTION RULES	
Includes: Logic for Additional 20 Exception Rules / Translations	$ 13,000.00

ADDITIONAL ADD-ONS	
Includes: Freedom for Transcript Test Environment - up to 12 User Accounts [up to 1,000 transcripts yearly]	$ 9,750.00
Includes: Course Equivalency Lookups with College Source - TES [requires API License from College Source]	$ 9,750.00
Includes: Student Portal with Course Equilvancy Lookup - Client equilvancy tables only	$ 16,250.00
Includes: Managed Service Agreement - Supports any non-Freedom related custom integrations for 12 Month Period - Use or Lose Model	$ 13,000.00
Includes: Two additional Online Training Users [named users]	$ 1,300.00
Includes: Standard Support for Custom Development - 50 Hours of Professional Services to Maintain custom built [Renewalble with hours exhausted]	$ 16,250.00