



BILLING RATES - FY 19/20

DEPARTMENT NAME :
Social Media Listening Center

VICE-PRESIDENT AREA :
Provost

DESCRIPTION OF COMMODITY OR SERVICE :	UNIT OF BILLING	FY 19/20 RATE	CUSTOMERS BEING SERVED
Topic Profiles			
1 Dedicated Topic Profile	month	\$100.00	External
2 Dedicated Topic Profiles	month	\$200.00	External
3 Dedicated Topic Profiles	month	\$300.00	External
4 Dedicated Topic Profiles	month	\$400.00	External
5 Dedicated Topic Profiles	month	\$500.00	External
Radian6 Access			
1 User log-in	flat	\$1,000.00	External
2 User log-ins	flat	\$2,000.00	External
3 User log-ins	flat	\$3,000.00	External
4 User log-ins	flat	\$4,000.00	External
5 User log-ins	flat	\$5,000.00	External
Duration of Monitoring			
1 week	week	\$50.00	External
1 month	month	\$125.00	External



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2 months	month	\$225.00	External
3 months	month	\$325.00	External
4 months	month	\$425.00	External
5 months	month	\$525.00	External
6 months	month	\$625.00	External
7 months	month	\$725.00	External
8 months	month	\$825.00	External
9 months	month	\$925.00	External
10 months	month	\$1,025.00	External
11 months	month	\$1,125.00	External
12 months	month	\$1,225.00	External
Consultation			
Initial Consultation	hourly	\$125.00	External
Software Demonstration	hourly	\$200.00	External
Training Session	hourly	\$300.00	External



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Deliverables			
1 widget report	flat	\$100.00	External
2 widget report	flat	\$200.00	External
3 widget report	flat	\$300.00	External
4 widget report	flat	\$400.00	External
5 widget report	flat	\$500.00	External
Comprehensive Report	hourly	\$100.00	External
Detailed Social Summary	hourly	\$100.00	External
Audit Report	hourly	\$300.00	External
Miscellaneous			
Access to Command Center	flat	\$350.00	External
Mobile SMLC1	hourly	\$300.00	External
EMV update fee	month	\$60.00	External
Center Rental (1-4 hours)	hourly	\$250.00	External
Center Rental (4+ hours)	hourly	\$500.00	External
SMLC Technical Support	hourly	\$60.00	External

1 Clients must cover all travel costs for staff who oversee the execution of the Mobile SMLC.