

MillerMendel

eSOPH PRICING INFORMATION

Miller Mendel, Inc. (MMI) uses a standard pricing formula for all clients nationwide. Below is a detailed explanation of the pricing-related aspects of the eSOPH software platform.

1. Users

MMI does not charge a fee per agency user. Your entity can have as many agency users in the system as you desire, at no cost per user. eSOPH will support an unlimited number of agency users and each can be assigned to a permission group you design and control from the admin user interface. Adding, editing and disabling users is intuitive and takes seconds.

2. Entries

Pricing for the eSOPH platform is based on a per-entry model. This means each applicant entered into the system is considered an “Entry.” The client specifies the number of entries they’d like added to their eSOPH system for the 12-month “License Year.” Those entries are added to the client’s eSOPH system when a purchase order is received from the client. After MMI adds the entries to the client’s eSOPH system, MMI invoices the client for those entries. The client can add entries during their active 12-month license year one time without an additional fee. Pursuant to the licensing agreement with each client, MMI cannot add entries to a client’s eSOPH system without first receiving a purchase order.

How is the price per entry determined?

MMI must charge a minimum amount per entry of \$45.00. This is the “rock-bottom” price MMI must charge; however, the pricing is ultimately determined by agency-specific details. Pricing is dictated by the top hourly rate your background investigators are paid. For example, if your top step hourly rate for the classification conducting background investigations is \$50.00 per hour, your agency’s price will be \$50.00 per entry. If your top step hourly rate for the classification conducting background investigations is \$36.00 per hour, your agency’s price will be \$45.00 per entry, due to the minimum price per entry requirement mentioned above.

Why does MMI charge per entry and not per agency user?

MMI bases fees associated with the eSOPH service to the number of entries the agency purchases. This arrangement benefits the client because as background investigations slow due to a decrease in hiring demands in future License Years, the agency isn’t paying to have x number of users during those License Years with reduced entry volume. The per entry price model is a better reflection of resources used and benefit gained and is directly associated with the hiring volume of the agency at the time/within the agency’s fiscal year for budgeting.



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3. Support to Administrative User(s)

The support fee is 15% of the total cost of entries. For example, if your total cost for entries on an invoice is \$5,000.00, you'd add 15% (\$750) to determine what your support fee will be. **MMI will waive the Support Fee for a new Client's first purchase of entries.**

4. Fax Service (Optional)

MMI offers an optional integrated fax service that is beneficial and saves a lot of time if your investigators fax records check requests to law enforcement agencies, courts or any other reference point. The cost per page is five cents per inbound page *and* five cents per outbound page. There is also an add-on fax module fee that will be listed on your quote and will range in price from \$160 to \$400, *per license year*. MMI uses a third-party provider to provide the fax service. The provider charges MMI, which is why the fax service is an "add-on." MMI also licenses tools that cost MMI annually to use related to the fax service. One of the tools allows the system to automatically "imprint" a QR code on each outbound page the investigators submit to be faxed from the system. The recipient of a fax can fax back to a central eSOPH fax number, the system reads the QR code, routes the reply fax to the correct applicant file within the reference folder and notifies the investigator of the return (no paper to handle and no uploading to do. Save money on paper, ink, shredding service, and less wear on fax machines).

5. Experian Employment Insights "Credit Report" Service (Optional)

Through our partnership with Experian, we are able to offer an integrated credit report option within eSOPH. If enabled for your agency, a button will appear to allow your agency users to request a credit report on the applicant they are investigating. Each credit report pulled will be invoiced at the rate listed in the Terms & Additional Details section of a quote your agency will receive from MMI. MMI invoices for credit reports pulled after each quarter (e.g., April 1st for the service quarter of January 1 through March 31st.)

6. Social Media Screening Service (Optional)

Through our partnership with FAMA, we are able to offer integrated social media and online presence screening reports. If enabled for your agency, a button will appear to allow your agency users to request a social media report on the applicant they are investigating. Each report pulled will be invoiced at the rate listed in the Terms & Additional Details section of a quote your agency will receive from MMI. MMI currently invoices for the reports provided by FAMA after the conclusion of each quarter (e.g., April 1st for the service quarter of January 1 through March 31st.)

7. Storage Overages

With each purchase of entries, your agency will receive a data storage credit. For example, with 500 entries purchased, 10GB of storage credit is included for the related License Year.

The analysis of average applicant profile file size in the system indicates 1.5 to 2GB per 100 applicant entries is generally what is consumed. Your agency's unique use of the system will ultimately dictate the total data storage used by your organization.

Some agencies have their applicants upload multiple PDF documents and images, whereas others don't have their applicants upload any or as many. Some applicants' (lengthy) personal history inherently results in more documents than other applicants, which also plays a factor in storage used.

Each client can control their data. The data can be exported off the eSOPH system to mitigate storage costs, you can setup automated policies defined per status of file to be transferred to archive storage within the eSOPH system, and you can set up purge policies in compliance with your agency's record retention policies. The costs associated with storage overages on the production system is/will be listed on your quote. The cost associated with archive storage used is/will be listed on your quote. Agencies can check their storage usage at any time through the Reports / Insights User Interface from the Dashboard of the eSOPH system. MMI currently invoices for the data storage overages and archive storage costs after the conclusion of each quarter (e.g., April 1st for the service quarter of January 1 through March 31st.)

8. Training and Setup:

Training and Setup is a one-time fee. Your agency will not pay this fee in the following years/renewals of eSOPH. The setup and trainings will be conducted via Zoom. The first setup and training session will last about 5 hours and is designed for your admin users. A separate training will be scheduled after the admin user training which is designed to train end-users. The end-user training typically lasts about 3 hours.

The cost of training and setup also covers work MMI completes behind the scenes, prior to the agency going live on the system. The cost listed for training and setup also accounts for licensing and other costs MMI sustains resulting from adding a new client onto the system.

The details of eSOPH pricing can sometimes better be explained on the phone. To speak to a Miller Mendel representative about the costs, please contact:

(206) 330-2094, Option 1
Sales@MillerMendel.com

MMI reserves the right to change the pricing and pricing structure at MMI's sole discretion and without notice.