



STATE OF OHIO  
DEPARTMENT OF ADMINISTRATIVE SERVICES  
GENERAL SERVICES DIVISION  
OFFICE OF PROCUREMENT FROM COMMUNITY REHABILITATION PROGRAMS  
4200 SURFACE ROAD, COLUMBUS, OH 43228-1395

MANDATORY CONTRACT FOR: DOCUMENT MANAGEMENT SOLUTION

CONTRACT NUMBER: CRP14714

EFFECTIVE DATES: 04/01/14-03/31/15

The Department of Administrative Services (DAS), Office of Procurement from Community Rehabilitation Programs (OPCRP) has accepted the proposal submitted in response to proposal CRP14714 by the certified Community Rehabilitation Program (CRP) and/or the certified Agent of a Community Rehabilitation Program (Agent). The CRP and/or Agent listed herein has been awarded a contract for the services or supplies listed. The respective ordering office contract approval form, [contract terms and conditions, supplemental terms and conditions](#), pricing schedules, specifications, and any attachments incorporated by reference and accepted by DAS become a part of this Mandatory Contract.

This Mandatory Contract is effective beginning and ending on the dates noted above unless, prior to the expiration date, the Contract is renewed, terminated or cancelled in accordance with the Contract Terms and Conditions.

This Mandatory Contract is available to the Ohio Respiratory Care Board, 77 South High Street, 18th Floor, Columbus, OH, as applicable.

Agencies are eligible to make purchases of the listed supplies and/or services in any amount and at any time as determined by the agency. The State makes no representation or guarantee that agencies will purchase the volume of supplies and/or services as initially advertised or described.

State agencies may make purchases under this Mandatory Contract up to \$2500.00 using the State of Ohio Payment Card. Any purchase that exceeds \$2500.00 will be made using the official state of Ohio purchase order (ADM-0523). Any non-state agency, institution of higher education or Cooperative Purchasing member will use forms applicable to their respective agency.

Questions regarding this Mandatory Contract may be directed to:

Kristen Johnson  
kristen.johnson@das.ohio.gov

This Mandatory Contract and any Amendments thereto are available from the DAS Web site at the following address:

<http://www.ohio.gov/procure>

Office of Procurement from Community Rehabilitation Program Contract Award in accordance with Sections 125.60 to 125.6012 of the Revised Code.

Signed: \_\_\_\_\_  
Robert Blair, Director Date

PRICE SCHEDULE

ITEM NUMBER	ITEM	PRICE PER YEAR																									
000000000000015769	<p>Annual maintenance fee (20% of cost).</p> <p><u>System Support:</u> iDatix will be responsible for the direct support of all iSynergy applications. As part of the annual maintenance program, iDatix will provide all software program updates as well as all major upgrades. (Major releases generally occur every 12-15 months.)</p> <p><u>iDatix Customer Care:</u> Includes a standard same day support program available from 8:00 AM – 6:00 PM EST. iDatix utilizes an automated Problem Tracking and Management system. As cases or issues are identified, each is assigned a priority and error classification (see table below).</p> <p>iDatix also employs various collaborative &amp; remote access software tools to allow remote diagnostics and problem resolution. With explicit permission &amp; through remote access products iDatix support center personnel may have a real-time view of the customer's issue.</p> <p>Summary of Support Classifications  <b>Urgent:</b> An urgent priority implies that the programs cannot be used at all or disrupt functionality &amp; the system cannot be utilized. Critical tasks cannot be executed.  <b>High:</b> There is an error that seriously affects parts of the functionality of the program.  <b>Medium:</b> Operations are impacted, but can be circumvented so licensed programs can be used.  <b>Low:</b> There is no significant effect on the daily usability of the programs.</p> <table border="1" data-bbox="418 1117 1294 1383"> <thead> <tr> <th>Error Category</th> <th>Response Time for Call</th> <th>Initial Help/ Debug</th> <th>Time to Work Around; Fix</th> <th>Formal Patch/Correction</th> </tr> </thead> <tbody> <tr> <td>Urgent</td> <td>1 Hour</td> <td>1 Hour</td> <td>2 Days</td> <td>Next Version</td> </tr> <tr> <td>High</td> <td>1 Hour</td> <td>4 Hours</td> <td>4 Days</td> <td>Next Version</td> </tr> <tr> <td>Medium</td> <td>1 Hour</td> <td>1 Day</td> <td>8 Days</td> <td>As Appropriate</td> </tr> <tr> <td>Low</td> <td>1 Hour</td> <td>2 Days</td> <td>16 Days</td> <td>As Appropriate</td> </tr> </tbody> </table>	Error Category	Response Time for Call	Initial Help/ Debug	Time to Work Around; Fix	Formal Patch/Correction	Urgent	1 Hour	1 Hour	2 Days	Next Version	High	1 Hour	4 Hours	4 Days	Next Version	Medium	1 Hour	1 Day	8 Days	As Appropriate	Low	1 Hour	2 Days	16 Days	As Appropriate	\$3,090.00
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Total contract not to exceed \$3,090.00

CONTRACTOR INDEX



CONTRACTOR AND TERMS:

00000134064  
Coleman Data Solutions  
3043 Sanitarium Road  
Akron, OH 44312

CONTRACTOR'S CONTACT: Debra Prioletti

CONTRACT NO: CRP14714-1 (03/31/15)

TERMS: Net 30 Days

DELIVERY: As Specified

Telephone: (330) 644-8899

Fax: (330) 644-7191

E-Mail: Debra.Prioletti@Coleman-Data.com

The complete Contract Specifications and Scope-of-Work descriptions are on file and available at DAS-GSD, the Office of Procurement from Community Rehabilitation Programs.