

PRICE SCHEDULE

ITEM NUMBER	ITEM	PRICE PER (SEE BELOW)																									
00000000000015769	<p align="center">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 & remote access software tools to allow remote diagnostics and problem resolution. With explicit permission & 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 Urgent: An urgent priority implies that the programs cannot be used at all or disrupt functionality & the system cannot be utilized. Critical tasks cannot be executed. High: There is an error that seriously affects parts of the functionality of the program. Medium: Operations are impacted, but can be circumvented so licensed programs can be used. Low: There is no significant effect on the daily usability of the programs.</p> <table border="1" data-bbox="431 1098 1304 1365"> <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 per year
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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: CRP18213-1 (03/31/14)

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.