

1. OBJECTIVE

The Salisbury VAMC requires continuation of existing site licenses and premium maintenance of the currently installed AudioCARE system.

2. REQUIREMENT:

1. Procure annual software license and premium maintenance plan for the following AudioCare products:
 - a. **TM-REMINDER:** Appointment reminders via Text Message (with patient preference). Integrated with VISTA and AudioREMINDER
 - b. **AudioCANCEL:** AudioCare Software for: Automated Cancellation Notification Via Telephone
 - c. **TM-CANCEL:** AudioCare Software for: Automated Cancellation Notifications Via Text Message. Integrated and AudioCANCEL.
 - d. **ACS-TM-BASE:** AudioCare Software for: AudioCARE Base SMS Software platform which includes SMS license for up to 120,000 texts/year. Software and text message delivery fees included.

2. PERFORMANCE PERIOD

The period of performance shall be a 12-month base for installation and support with four 12-month option periods to provide annual software license and premium maintenance support.

3. SOFTWARE LICENSE REQUIREMENTS

The contractor shall provide all software licenses in accordance with the terms and conditions for software licenses in GS-35F-0821M or as updated per the current GSA contract.

4. PREMIUM MAINTENANCE REQUIREMENTS

The contractor shall provide the following:

- a. Hardware Maintenance - AudioCARE provides the required hardware for the telephony and core web applications. Therefore, all components of the AudioCARE systems are covered under this Agreement. No third party agreements are needed. Replacement hardware/ systems will be provided within one business day of the diagnosis and confirmation of the hardware failure.

AudioCARE warrants its hardware and operating platform based upon secured and protected computer location environments. Power and line conditioners are strongly recommended to protect the AudioCARE server(s) and telephony cards. Hardware failures due to power surges and outages, floods, and / or other conditions that occur outside of the normal use and operation of the AudioCARE systems are considered outside of this agreement. Under such circumstances, repairs will be made on a time and materials basis.

AudioCARE considers the technical Life Span of its systems to be four years. All maintenance outside of this timeframe will be based upon the availability of parts and system components. Replacement systems for those outside of the established system life span are provided by AudioCARE at an additional cost.

- b. Software Support - Software patches required to keep the AudioCARE applications operational are provided as part of this agreement. Please note that Software patches do not include custom programming or programming required for site or system mergers, or programming changes required for software modifications made to the host computer system, or any other infrastructure at the customer site that connects to the AudioCARE System. The AudioCARE systems are located at the customer's site and are administered by the customer. The upkeep of the firewall settings and window's security patches as well as antivirus updates are the responsibility of the customer. No additional software, not provided by AudioCARE is allowed unless authorized by AudioCARE, and

any additional costs associated with the testing and certifying of this software will be handled at an additional charge.

Software Support Includes:

- Voice Recordings to accommodate site changes in areas such as: hours of operations, internal transfer locations, new area codes or telephone exchanges, and operations procedures or promotions.
 - Help Desk - Unlimited telephone support during AudioCARE's standard business hours. AudioCARE's standard business hours are 8:00 AM to 5:00 PM EST.
 - Documentation - Updates to existing user documents and training aids.
- c. 24-hour / 7 days a week Emergency Support
 - d. Analysis and telephone consultation on the set-up and effectiveness of the installed AudioCARE systems.
 - e. Remote refresher training sessions on existing AudioCARE applications.

5. Schedule of Items

Base Year:

| CLIN | Product | Quantity |
|-------|---|----------|
| 0001 | AudioCare Software for: Appointment reminders via Text Message (with patient preference). Integrated with VISTA and AudioRMINDER LOCAL STOCK NUMBER: TMREMINDER | 1 |
| 0001A | Premium Maintenance agreement for TM-REMINDER | |
| 0002 | AudioCare Software for: Automated Cancellation Notification Via Telephone LOCAL STOCK NUMBER: AudioCANCEL | |
| 0002A | Premium Maintenance agreement for AudioCANCEL | |
| 0003 | AudioCare Software for: Automated Cancellation Notificatios Via Text Message. Integrated and AudioCANCEL. LOCAL STOCK NUMBER: TM-CANCEL | |
| 0003A | Premium Maintenance agreement for TM-CANCEL | |
| 0004 | AudioCare Software for: AudioCARE Base SMS Software platform which includes SMS license for up to 120,000 texts/year. Software and text message delivery fees included. (open market item) LOCAL STOCK NUMBER: ACS-TM-BASE | |
| 0004A | Premium Maintenance agreement for ACS-TM-BASE | |

Option Year 1:

| CLIN | Product | Quantity |
|-------|--|----------|
| 1001 | AudioCare Software for: Appointment reminders via Text Message (with patient preference). Integrated with VISTA and AudioRMINDER LOCAL STOCK NUMBER: TMREMINDER | 1 |
| 1001A | Premium Maintenance agreement for TM-REMINDER | |
| 1002 | AudioCare Software for: Automated Cancellation Notification Via Telephone LOCAL STOCK NUMBER: AudioCANCEL | |

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|-------|---|--|
| 1002A | Premium Maintenance agreement for AudioCANCEL | |
| 1003 | AudioCare Software for: Automated Cancellation Notificatio Via Text Message. Integrated and AudioCANCEL. LOCAL STOCK NUMBER: TM-CANCEL | |
| 1003A | Premium Maintenance agreement for TM-CANCEL | |
| 1004 | AudioCare Software for: AudioCARE Base SMS Software platform which includes SMS license for up to 120,000 texts/year. Software and text message delivery fees included. (open market item) LOCAL STOCK NUMBER: ACS-TM-BASE | |
| 1004A | Premium Maintenance agreement for ACS-TM-BASE | |

Option Year 2:

| CLIN | Product | Quantity |
|-------|---|----------|
| 2001 | AudioCare Software for: Appointment reminders via Text Message (with patient preference). Integrated with VISTA and AudioRMINDER LOCAL STOCK NUMBER: TMREMINDER | 1 |
| 2001A | Premium Maintenance agreement for TM-REMINDER | |
| 2002 | AudioCare Software for: Automated Cancellation Notification Via Telephone LOCAL STOCK NUMBER: AudioCANCEL | |
| 2002A | Premium Maintenance agreement for AudioCANCEL | |
| 2003 | AudioCare Software for: Automated Cancellation Notificatio Via Text Message. Integrated and AudioCANCEL. LOCAL STOCK NUMBER: TM-CANCEL | |
| 2003A | Premium Maintenance agreement for TM-CANCEL | |
| 2004 | AudioCare Software for: AudioCARE Base SMS Software platform which includes SMS license for up to 120,000 texts/year. Software and text message delivery fees included. (open market item) LOCAL STOCK NUMBER: ACS-TM-BASE | |
| 2004A | Premium Maintenance agreement for ACS-TM-BASE | |

Option Year 3:

| CLIN | Product | Quantity |
|-------|---|----------|
| 3001 | AudioCare Software for: Appointment reminders via Text Message (with patient preference). Integrated with VISTA and AudioRMINDER LOCAL STOCK NUMBER: TMREMINDER | 1 |
| 3001A | Premium Maintenance agreement for TM-REMINDER | |
| 3002 | AudioCare Software for: Automated Cancellation Notification Via Telephone LOCAL STOCK NUMBER: AudioCANCEL | |
| 3002A | Premium Maintenance agreement for AudioCANCEL | |
| 3003 | AudioCare Software for: Automated Cancellation Notificatio Via Text Message. Integrated and AudioCANCEL. LOCAL STOCK NUMBER: TM-CANCEL | |
| 3003A | Premium Maintenance agreement for TM-CANCEL | |
| 3004 | AudioCare Software for: AudioCARE Base SMS Software platform which includes SMS license for up to 120,000 texts/year. Software and text message delivery fees included. (open market item) LOCAL STOCK NUMBER: ACS-TM-BASE | |
| 3004A | Premium Maintenance agreement for ACS-TM-BASE | |

Option Year 4:

| CLIN | Product | Quantity |
|-------|--|----------|
| 4001 | AudioCare Software for: Appointment reminders via Text Message (with patient preference). Integrated with VISTA and AudioRMINDER LOCAL STOCK NUMBER: TMREMINDER | 1 |
| 4001A | Premium Maintenance agreement for TM-REMINDER | |
| 4002 | AudioCare Software for: Automated Cancellation Notification Via Telephone LOCAL STOCK NUMBER: AudioCANCEL | |
| 4002A | Premium Maintenance agreement for AudioCANCEL | |
| 4003 | AudioCare Software for: Automated Cancellation Notificatio Via Text Message. Integrated and AudioCANCEL. LOCAL STOCK NUMBER: TM-CANCEL | |

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|-------|---|--|
| 4003A | Premium Maintenance agreement for TM-CANCEL | |
| 4004 | AudioCare Software for: AudioCARE Base SMS Software platform which includes SMS license for up to 120,000 texts/year. Software and text message delivery fees included. (open market item) LOCAL STOCK NUMBER: ACS-TM-BASE | |
| 4004A | Premium Maintenance agreement for ACS-TM-BASE | |