Description of Software and Hardware Maintenance and Support Coverage

WaveMark EiRTLS, is an inventory and supply usage capture solution that provides inventory accuracy and is continuously improving capability and value for customers. The following describes the maintenance and support services provided by WaveMark to VISN 23 Cath Lab customers (4 sites).

A. Hardware Maintenance

The Hardware Maintenance fee covers the smart cabinets, point of care stations and tagging stations. Please refer to the appendix for serial numbers covered under the current agreement. The Hardware Maintenance includes the following elements:

1. Monitoring (Smart Cabinets) – Continuous remote monitoring to ensure every cabinet submits expected inventory audits per day.
2. Monitoring (point of use stations) – As part of the maintenance service, point of use stations are continuously monitored including ensuring that the touch screen is always ready for the user and provides high levels of performance and reliability.
3. Hardware support – If a problem is remotely identified, the WaveMark Help Desk will immediately alert the engineers who will remotely diagnose and, in approximately 80% of cases, will be able to correct the issue remotely. If it is necessary to conduct on-site repairs to any piece of supported equipment, field engineers will contact the facility to schedule a visit within 12 hours of identifying the need for on-site maintenance. This service includes unlimited parts and labor and scheduling for fixes at the convenience of the users in the affected department.
4. Hardware system updates – The smart equipment runs firmware and software that may be updated to fix bugs, enhance performance or increase functionality.

B. Software Maintenance

WaveMark is a powerful software solution that is delivered via web browser and is housed inside the VA firewall. The annual Software Maintenance fee includes the following elements:

1. Software Maintenance –The software maintenance fee includes software upgrades (average 4 major upgrades per year), scheduled enhancements between major releases, and bug fixes.
2. Interface Maintenance – Not included at this time. Interface maintenance will be added upon activation of the Cath Lab interfaces.
    a. Once active, includes remote monitoring to ensure all jobs fire on schedule and data is successfully received or transmitted, automated error alerts, engagement with WaveMark IT team, and upgrades to the interface engine. DOES NOT INCLUDE GIP interface upgrades or support of legacy systems within the VA.

3. Monitoring of software – Continuous automated monitoring of all EiRTLS application performance, running unlimited reports per day and troubleshooting of any issues identified during monitoring, including reaching out to customers if necessary.

C. Support services

1. Support Desk – 24/7 Unlimited phone support and business hours email support (M-F, 8am – 8pm ET)
2. Global Product Database feed – Includes daily updates from the WaveMark product tree, including, when available, supplier product feeds providing for the most up-to-date WaveMark product data. This data includes new manufacturers, products and manufacturer UPN changes added to WaveMark's global product database.
3. Product Database maintenance – Includes unlimited product adds through the support of the staff at the WaveMark Help Desk. The database of products includes product name, model, UPN, GTIN (when available), and continuously updated barcode database and compliance with UDI requirements.
4. Unlimited Remote Training – WaveMark includes ongoing training of super users, and new users, including training on new features as they are released, to ensure VISN 11 is getting the expected benefits from the reports, data, and analytics included in the software subscription. DOES NOT INCLUDE ON-SITE TRAINING.
5. Account Management – Highly skilled and experienced WaveMark staff are assigned to ensure high levels of user satisfaction and value generation. The Account Manager will arrange regular meetings to review and optimize results from the system.

Required from the VA:
Continuous access through Citrix to the VA intranet.
Access to the site when a repair is necessary, including after-hours access that is pre-scheduled with the facility.

Exclusions:
Does not include maintenance or repair for damage caused by customer or non-approved use of the equipment
Does not include travel expenses unless specifically noted in this document
Does not include training of new employees – this must be contracted separately
Does not include software interface upgrades associated with VA software changes, including new clinical, financial, inventory, or patient systems. Changes in the interfaces to accommodate changes on the VA side must be contracted separately.
Does not include maintenance of third party software in the VA data center that is used in support of the WaveMark application, including Oracle, WebLogic, RedHat and the associated server center hardware (servers, blades, etc.).