SOFTWARE DEVELOPMENT & MAINTENANCE SERVICES

Core Package 1 – RPMS Related Support
(Includes Core Packages 2 & 3)

This package provides users with access to all RPMS software packages including version upgrades and patch releases.

- Tribes receive Tier III technical development support as well as maintenance for RPMS software.

- Support includes Tier III remote access

- Subscribers receive training on any RPMS package provided at the ITSC training facilities in Albuquerque and at IHS Area offices.

- Subscribers are eligible to participate in Beta and Alpha testing of new and/or modified. software applications provided that they are committed to giving feedback on the Alpha/Beta applications

- Additional software support for Graphical User Interfaces

- Periodic technical updates, assistance with interfaces to COTS/GOTS products, and free Attendances to national conferences sponsored by the ITSC are also provided.

OIT provides the technical information (documentation only) that is necessary for companies to develop third party COTS/GOTS products.

- Core Package 1 comes with all services provided in Core Packages 2 and 3.

Core Package 2 – Software Upgrades/Patch distribution
(Includes Core Packages 3)

This package provides Tribes with all RPMS software upgrades and patch releases.

- Subscribers to this service receive patch distribution, updates, and maintenance support.

If needed, OIT will help the subscriber with the installation of the patches/updates

- This package includes training on any RPMS package provided at the OIT training facilities in Albuquerque.

- Core Package 2 comes with all services provided in Core Package 3.

For use in current negotiations

Core Package 3 – Operating System/Software Licenses Coordination

This package provides Tribes with operating system-related technical support as well as software license coordination.

- Licensing support includes Average Wholesale Pricing of Pharmaceuticals (AWP), Current Procedural Technology (CPT) and Immunizations (IMM) software. ICD-9 Codes, Patient Education (with Pharmacy Packages), And if on HHSNET, access to the Clinical Information Resources (items such as Cochran Library,UpToDate)

*Put information on Up-To-Date-Medical Reference Tool. All these Clinical Information Resources can be used to satisfy JACHO accreditation

Optional Packages

Value Added Services Provided by the Software development Team