

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 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 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**