DEPARTMENT OF VETERANS AFFAIRS

Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is GSAAdvantage.gov

Medical Equipment and Supplies

FSC Group 65, Part II, Section A

FSC Classes: 6515, 6530 and J065

Contract Number**: 36F79719D0135**
Modification 25, Effective May 1, 2026
Contract Period: July 1, 2019 – June 30, 2029

(For more information on ordering from Federal Supply Schedules, enter the following address into your web browser: http://gsa.gov/portal/category/100623)

ScriptPro USA Inc.

5828 Reeds Road

Mission, KS 66202-2740

800.606.7628 (Toll Free), 913.384.1008 (Voice), 913.432.4735 (Fax)
www.scriptpro.com

Business Size: Other than Small

"Prices Shown Herein are Net (discount deducted)"

Customer Information:

1. List of awarded special item number(s):

SIN: A-92 …….. Page 4
SIN: A-200 …… Page 5

2. Maximum order*: $450,000 or one (1) system (SIN A-92) / $500,000 (SIN A-200) *ScriptPro USA Inc. will honor any order exceeding the maximum order unless that order is returned to the ordering office within 72 hours after receipt, with written notice.

3. Minimum order: $0.00 (None)

4. Geographic coverage (delivery area): **All 50 states and District of Columbia**

5. Point(s) of production (city, county, and State or foreign country):
Mission, Johnson County, Kansas

6. Prices shown herein are Net (discount deducted)

7. Quantity Discounts (Not applicable to Support) **These tiers are applicable only to Quantities on the same order and Coordinated Installations on the same order and same location based upon Robotic and Platform Systems:**

The following Volume Discounts shall apply to the FSS Base Purchase Price for Robotic Systems, Platform Systems, and Products ordered (same order):

Quantity	Discount
3 – 24	5% Volume Discount
25 – 49	7.5% Volume Discount
50+	10.0% Volume Discount

Robotic Systems

SP 200/OCC
SP 200/CCC (6 slot)
SP 200/CCC (12 slot)
SP 100/OCC
SP 100/CCC (6 slot)
SP 100/CCC (12 slot)
SP 50/OCC
SP 50/CCC (6 slot)
SP 50/CCC (12 slot)
CRS 75
CRS 150
CRS 225

Platform Systems

SP Central Platform
SP Central Expanded Platform
SP Central Prescription Filling Module
ScriptPro Inventory Management Module
SP Central Retail Store Package
SP Central Prescription Processing Module
SP Central Enterprise (Enterprise Licensing)
SP Central Enterprise (Site Licensing)
Pharmacy Services Portal
340B Management Package
Clinical Advantage Platform

Products

SP Datapoint
SP Printer
Notice Board
Notice Board XL
SP Central Server
SP Central Expanded Server
SP Central Backup Server
SP Central Image Server
SP Kiosk
SP Central Enterprise Site Setup (Site Licensing)
SP Central Remote Access Server
SP Central Remote Access Server Telepharmacy Enabled

The following Coordinated Installation Discounts shall apply to the FSS Base Installation Price for Robotic Systems and Platform Systems ordered (same order, same location):

Quantity	Discount
3	25% Coordinated Installation Discount
4+	37% Coordinated Installation Discount

Robotic Systems

SP 200/OCC
SP 200/CCC (6 slot)
SP 200/CCC (12 slot)
SP 100/OCC

SP 100/CCC (6 slot)
SP 100/CCC (12 slot)
SP 50/OCC
SP 50/CCC (6 slot)
SP 50/CCC (12 slot)
CRS 75
CRS 150
CRS 225

Platform Systems

SP Central Platform
SP Central Expanded Platform
SP Central Prescription Filling Module
ScriptPro Inventory Management Module
SP Central Retail Store Package
SP Central Prescription Processing Module
SP Central Enterprise (Enterprise Licensing)
SP Central Enterprise (Site Licensing)
Pharmacy Services Portal
340B Management Package
Clinical Advantage Platform

8. Prompt Payment Terms: Net 30 days

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Accepted at and below the micro-purchase threshold

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Accepted above the micro-purchase threshold

10. Foreign items (list items by country of origin): Not Applicable

11a. Time of delivery: 90 Days ARO

11b. Expedited delivery: May be available upon request. Please contact ScriptPro for expedited delivery quote.

12. FOB Point(s): Destination to all 50 states and the District of Columbia & PR

13a. Ordering address(es): ScriptPro USA Inc., 5828 Reeds Road, Mission, KS 66202

13b. Ordering Procedures: Purchase Orders may be emailed to contracts@scriptpro.com or faxed to 913.432.4735

14. Payment address(es):

ScriptPro USA Inc.
PO Box 809004

Kansas City, MO 64180-9004
Phone #: 913.384.1008 Toll-Free 1.800.384.1008
Fax: 913.432.4735

15. Warranty provision: Page 22

Returned Goods Policy: Page 23

16. Export packing charges, if applicable: Available upon request. Please contact ScriptPro for quote.

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Accepted above the micro-purchase threshold

18. Terms and conditions of Installation: Page 23

19. Terms and conditions of Computer Software Policy: Page 24

20. Terms and conditions of maintenance, and repair: Page 24

21. Preventive Maintenance : See SUMMARY OF SUPPORT SERVICES FOR GOVERNMENT USE, Page 24

22. Data Universal Number System (DUNS) number: DUNS#: 02-448-2296

23. Unique Entity ID RTB3DEMJ91U4

24. Notification regarding registration in System for Award Management (SAM) database: Yes, Registered

FSS Contract Products and Pricing

SIN	Product Number	Product Description	FSS Price with IFF
A-92	FR648890	SP 200/OCC, Robotic Prescription Dispensing System with Open Control Center, Purchase	$178,319.04
A-92	OU441724	SP 200/OCC, Robotic Prescription Dispensing System with Open Control Center, Install - in 50 states, D.C. and Puerto Rico	$23,682.50
A-200	AO263524	SP 200/OCC, Robotic Prescription Dispensing System with Open Control Center, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$804.97
A-92	HO613980	SP 200/CCC (6 slot), Robotic Prescription Dispensing System with 6 slot Collating Control Center, Purchase	$191,324.16

A-92	PC759199	SP 200/CCC (6 slot), Robotic Prescription Dispensing System with 6 slot Collating Control Center, Install - in 50 states, D.C. and Puerto Rico	$25,144.52
A-200	XW677325	SP 200/CCC (6 slot), Robotic Prescription Dispensing System with 6 slot Collating Control Center, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$886.00
A-92	SH171143	SP 200/CCC (12 slot), Robotic Prescription Dispensing System with 12 slot Collating Control Center, Purchase	$209,689.92
A-92	RR511458	SP 200/CCC (12 slot), Robotic Prescription Dispensing System with 12 slot Collating Control Center, Install - in 50 states, D.C. and Puerto Rico	$27,107.14
A-200	HJ103110	SP 200/CCC (12 slot), Robotic Prescription Dispensing System with 12 slot Collating Control Center, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$1,064.00
A-92	BF264945	SP 100/OCC, Robotic Prescription Dispensing System with Open Control Center, Purchase	$140,894.40
A-92	OI913540	SP 100/OCC, Robotic Prescription Dispensing System with Open Control Center, Install - in 50 states, D.C. and Puerto Rico	$20,076.53
A-200	PI921751	SP 100/OCC, Robotic Prescription Dispensing System with Open Control Center, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$777.01
A-92	MB284264	SP 100/CCC (6 slot), Robotic Prescription Dispensing System with 6 slot Collating Control Center, Purchase	$153,899.52
A-92	OK931637	SP 100/CCC (6 slot), Robotic Prescription Dispensing System with 6 slot Collating Control Center, Install - in 50 states, D.C. and Puerto Rico	$21,538.57
A-200	PF369258	SP 100/CCC (6 slot), Robotic Prescription Dispensing System with 6 slot Collating Control Center, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$853.01
A-92	QQ451843	SP 100/CCC (12 slot), Robotic Prescription Dispensing System with 12 slot Collating Control Center, Purchase	$172,265.28
A-92	OH472385	SP 100/CCC (12 slot), Robotic Prescription Dispensing System with 12 slot Collating Control Center, Install - in 50 states, D.C. and Puerto Rico	$23,365.65
A-200	KQ285742	SP 100/CCC (12 slot), Robotic Prescription Dispensing System with 12 slot Collating Control Center, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$1,030.00

A-92	QK804210	SP 50/OCC, Robotic Prescription Dispensing System with Open Control Center, Purchase	$119,759.04
A-92	NI260222	SP 50/OCC, Robotic Prescription Dispensing System with Open Control Center, Install - in 50 states, D.C. and Puerto Rico	$16,957.50
A-200	LO249518	SP 50/OCC, Robotic Prescription Dispensing System with Open Control Center, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$648.00
A-92	FC228243	SP 50/CCC (6 slot), Robotic Prescription Dispensing System with 6 slot Collating Control Center, Purchase	$132,766.08
A-92	FU658949	SP 50/CCC (6 slot), Robotic Prescription Dispensing System with 6 slot Collating Control Center, Install - in 50 states, D.C. and Puerto Rico	$18,419.50
A-200	KY776978	SP 50/CCC (6 slot), Robotic Prescription Dispensing System with 6 slot Collating Control Center, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$724.00
A-92	HC931704	SP 50/CCC (12 slot), Robotic Prescription Dispensing System with 12 slot Collating Control Center, Purchase	$151,130.88
A-92	WG870653	SP 50/CCC (12 slot), Robotic Prescription Dispensing System with 12 slot Collating Control Center, Install - in 50 states, D.C. and Puerto Rico	$20,246.88
A-200	TC132772	SP 50/CCC (12 slot), Robotic Prescription Dispensing System with 12 slot Collating Control Center, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$902.00
A-92	YC230817	CRS 75, Compact Robotic Prescription Dispensing System, Purchase	$104,728.32
A-92	MJ618069	CRS 75, Compact Robotic Prescription Dispensing System, Install - in 50 states, D.C. and Puerto Rico	$12,932.75
A-200	GV145143	CRS 75, Compact Robotic Prescription Dispensing System, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$649.01
A-92	FR211956	CRS 150, Compact Robotic Prescription Dispensing System, Purchase	$130,129.92
A-92	ZT630238	CRS 150, Compact Robotic Prescription Dispensing System, Install - in 50 states, D.C. and Puerto Rico	$14,337.80
A-200	CO344920	CRS 150, Compact Robotic Prescription Dispensing System, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$668.00
A-92	RY934366	CRS 225, Compact Robotic Prescription Dispensing System, Purchase	$151,139.52

A-92	KI306396	CRS 225, Compact Robotic Prescription Dispensing System, Install - in 50 states, D.C. and Puerto Rico	$15,790.45
A-200	JZ784873	CRS 225, Compact Robotic Prescription Dispensing System, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$720.00
A-92	EX595817	SP Central Platform (includes 1 SP Central Server, 1 SP Datapoint), Purchase	$55,073.28
A-92	EL879447	SP Central Platform (includes 1 SP Central Server, 1 SP Datapoint), Install - in 50 states, D.C. and Puerto Rico	$14,115.10
A-200	MA371318	SP Central Platform (includes 1 SP Central Server, 1 SP Datapoint), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$557.99
A-92	XB209784	SP Central Expanded Platform (includes 1 SP Central Expanded Server, 1 SP Datapoint), Purchase	$76,063.68
A-92	BC146419	SP Central Expanded Platform (includes 1 SP Central Expanded Server, 1 SP Datapoint), Install - in 50 states, D.C. and Puerto Rico	$20,144.15
A-200	CX745853	SP Central Expanded Platform (includes 1 SP Central Expanded Server, 1 SP Datapoint), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$773.01
A-92	ER926942	SP Central Prescription Filling Module, Purchase	$21,794.57
A-92	XC962039	SP Central Prescription Filling Module, Install - in 50 states, D.C. and Puerto Rico	$14,415.15
A-200	KA327675	SP Central Prescription Filling Module, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$379.01
A-92	WU438095	ScriptPro Inventory Management Module, Purchase	$42,377.89
A-92	JW685997	ScriptPro Inventory Management Module, Install - in 50 states, D.C. and Puerto Rico	$15,446.58
A-200	AT225666	ScriptPro Inventory Management Module, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$422.00
A-200	AT401903	SP Central Medication Orders Module, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$150.00
A-92	TM110328	SP Central Retail Store Package, SP Central Retail Pharmacy Management System Package (includes 1 SP Central Retail Store Server, 1 SP Datapoint, 1 SP Printer), Purchase	$83,603.52

A-92	FY313410	SP Central Retail Store Package, SP Central Retail Pharmacy Management System Package (includes 1 SP Central Retail Store Server, 1 SP Datapoint, 1 SP Printer), Install - in 50 states, D.C. and Puerto Rico	$17,276.25
A-200	WS546790	SP Central Retail Store Package, SP Central Retail Pharmacy Management System Package (includes 1 SP Central Retail Store Server, 1 SP Datapoint, 1 SP Printer), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$1,176.99
A-92	EV220475	SP Central Prescription Processing Module, Purchase	$28,440.00
A-92	TK858483	SP Central Prescription Processing Module, Install - in 50 states, D.C. and Puerto Rico	$17,232.66
A-200	WO115549	SP Central Prescription Processing Module, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$781.01
A-92	WC754715	SP Central Enterprise (Enterprise Licensing), Pharmacy Enterprise Management System (Enterprise Licensing), Purchase	$147,749.76
A-92	AS580543	SP Central Enterprise (Enterprise Licensing), Pharmacy Enterprise Management System (Enterprise Licensing), Install - in 50 states, D.C. and Puerto Rico	$21,101.06
A-200	XK974818	SP Central Enterprise (Enterprise Licensing), Pharmacy Enterprise Management System (Enterprise Licensing), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$708.00
A-92	NY560412	SP Central Enterprise (Site Licensing), Pharmacy Enterprise Management System (Site Licensing), Purchase	$32,500.80
A-92	DU698991	SP Central Enterprise (Site Licensing), Pharmacy Enterprise Management System (Site Licensing), Install - in 50 states, D.C. and Puerto Rico	$7,647.45
A-200	FA506055	SP Central Enterprise (Site Licensing), Pharmacy Enterprise Management System (Site Licensing), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$425.01
A-92	CQ164668	Pharmacy Services Portal, ScriptPro Pharmacy Services Portal, Purchase	$32,582.40
A-92	HJ847532	Pharmacy Services Portal, ScriptPro Pharmacy Services Portal, Install - in 50 states, D.C. and Puerto Rico	$5,989.95
A-200	BA329439	Pharmacy Services Portal, ScriptPro Pharmacy Services Portal, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$549.01
A-200	PW639921	Pharmacy Services Portal Enterprise (Enterprise Licensing), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$456.00

A-200	BV682802	Pharmacy Services Portal Enterprise (Site Licensing), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$360.00
A-92	JF628709	Clinical Advantage Platform, Install - in 50 states, D.C. and Puerto Rico	$4,804.77
A-92	RE197174	Clinical Advantage Platform, Subscription	$519.01
A-200	SB767731	APCS Platform, Advanced Pharmacy Clinical Services Platform, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$104.00
A-92	HU951695	Financial Advantage Platform, Install - in 50 states, D.C. and Puerto Rico	$9,639.01
A-200	RJ323263	Financial Advantage Platform (Minimum Monthly Transaction Charge Shown), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$2,183.01
A-92	UR321397	SP Datapoint, Pharmacy Data Terminal, Purchase	$7,076.16
A-92	TV371659	SP Datapoint, Pharmacy Data Terminal, Install - in 50 states, D.C. and Puerto Rico	$876.35
A-200	QW330257	SP Datapoint, Pharmacy Data Terminal, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$63.98
A-92	GF938401	SP Printer, Pharmacy Printer, Purchase	$6,226.32
A-92	IU212114	SP Printer, Pharmacy Printer, Install - in 50 states, D.C. and Puerto Rico	$320.39
A-200	PM844285	SP Printer, Pharmacy Printer, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$34.97
A-92	TY129954	Notice Board, Prescription Notification Board, Purchase	$8,491.20
A-92	UF531562	Notice Board, Prescription Notification Board, Install - in 50 states, D.C. and Puerto Rico	$1,143.14
A-200	PC643336	Notice Board, Prescription Notification Board, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$156.99

A-92	XG859952	Notice Board XL, Prescription Notification Board XL, Purchase	$11,207.79
A-92	TL415055	Notice Board XL, Prescription Notification Board XL, Install - in 50 states, D.C. and Puerto Rico	$1,854.25
A-200	FB200746	Notice Board XL, Prescription Notification Board XL, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$224.00
A-200	AY812537	SP Central Point of Sale System, Point of Sale System Software, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$209.01
A-200	LS563711	SP Central IVR System, Pharmacy IVR System, 4 Phone Line Connections and Workstation License, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$197.99
A-92	CB593975	SP Central Backup Server, Pharmacy Backup Server, Purchase	$12,419.52
A-92	VF407113	SP Central Backup Server, Pharmacy Backup Server, Install - in 50 states, D.C. and Puerto Rico	$1,678.75
A-200	LY100922	SP Central Backup Server, Pharmacy Backup Server, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$214.00
A-92	BK584603	SP Central Image Server, Pharmacy Image Server, Purchase	$9,198.72
A-92	LI291125	SP Central Image Server, Pharmacy Image Server, Install - in 50 states, D.C. and Puerto Rico	$1,237.16
A-200	UP696748	SP Central Image Server, Pharmacy Image Server, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$119.99
A-92	NT281744	340B Management Package, ScriptPro 340B Management Package, Purchase	$21,396.48
A-92	OX705078	340B Management Package, ScriptPro 340B Management Package, Install - in 50 states, D.C. and Puerto Rico	$4,549.20
A-200	QI669929	340B Management Package, ScriptPro 340B Management Package (Minimum Monthly Transaction Charge Shown), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$610.00
A-92	CI869300	SP Kiosk, Pharmacy Patient Kiosk, Purchase	$13,302.51
A-92	IN120453	SP Kiosk, Pharmacy Patient Kiosk, Install - in 50 states, D.C. and Puerto Rico	$1,628.60

A-200	NO331915	SP Kiosk, Pharmacy Patient Kiosk, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$90.99
A-92	KS617478	SP Central Enterprise Site Setup (Site Licensing), Purchase	$21,541.91
A-92	IR603993	SP Central Enterprise Site Setup (Site Licensing), Install - in 50 states, D.C. and Puerto Rico	$3,271.65
A-200	DF862396	SP Central Enterprise Site Setup (Site Licensing), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$84.00
A-200	FD253144	Pharmacy Services Portal Enterprise Site Setup, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$116.00
A-92	JA837741	SP Central Remote Access Server, Server for Inbound Access to SP Central for up to five sessions, Purchase	$19,028.16
A-92	OQ173994	SP Central Remote Access Server, Server for Inbound Access to SP Central for up to five sessions, Install - in 50 states, D.C. and Puerto Rico	$1,923.55
A-200	YE623713	SP Central Remote Access Server, Server for Inbound Access to SP Central for up to five sessions, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$142.00
A-92	FW252889	Script Scanner, Paper Prescription Input Scanner, Purchase	$2,830.08
A-92	DL733537	Script Scanner, Paper Prescription Input Scanner, Install - in 50 states, D.C. and Puerto Rico	$379.95
A-200	RD804280	Script Scanner, Paper Prescription Input Scanner, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$90.99
A-92	KM223691	Electronic Signature, Point of Sale, Electronic Signature Device, Point of Sale Enabled, Purchase	$2,257.92
A-92	UM844744	Electronic Signature, Point of Sale, Electronic Signature Device, Point of Sale Enabled, Install - in 50 states, D.C. and Puerto Rico	$295.80
A-200	LY119090	Electronic Signature, Point of Sale, Electronic Signature Device, Point of Sale Enabled, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$141.01
A-92	IO934326	Electronic Signature Device, Locking Stand, Purchase	$119.04
A-92	ES822746	Inspection Camera, Purchase	$2,207.04
A-92	VG450080	Inspection Camera, Install - in 50 states, D.C. and Puerto Rico	$295.80

A-200	BK523247	Inspection Camera, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$35.99
A-200	YE185742	Clean Room Inspection Camera, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$48.00
A-200	LO575894	Client Video Package, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$58.00
A-200	HI947306	Point of Sale Package (Single Drawer), Point of Sale Package, Single Drawer with Register Display and Receipt Printer, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$45.99
A-200	LZ454849	Point of Sale Package (Double Drawer), Point of Sale Package, Double Drawer with Register Display and Receipt Printer, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$61.99
A-92	YO773503	Point of Sale Client License Add-On, Purchase	$302.40
A-92	GY487040	Point of Sale Client License Add-On, Install - in 50 states, D.C. and Puerto Rico	$89.20
A-200	LR904510	Point of Sale Client License Add-On, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$37.99
A-92	ZK714377	Terminal Emulation/Service/KVM Setup, Terminal Emulation/Service/KVM Setup (initial device), Purchase	$849.60
A-92	ZD144013	Terminal Emulation/Service/KVM Setup, Terminal Emulation/Service/KVM Setup (initial device), Install - in 50 states, D.C. and Puerto Rico	$250.75
A-200	NI682771	Terminal Emulation/Service/KVM Setup, Terminal Emulation/Service/KVM Setup (initial device), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$37.99
A-92	HM951274	Terminal Emulation/Service Device Add-On, Terminal Emulation/Service Device Add-On (per device), Purchase	$55.68
A-92	TS580106	Terminal Emulation/Service Device Add-On, Terminal Emulation/Service Device Add-On (per device), Install - in 50 states, D.C. and Puerto Rico	$24.53
A-92	OW672750	Terminal KVM Device Add-On, Terminal KVM Device Add-On (per device), Purchase	$508.48
A-92	AI801626	Terminal KVM Device Add-On, Terminal KVM Device Add-On (per device), Install - in 50 states, D.C. and Puerto Rico	$149.74

A-200	HW395255	Terminal KVM Device Add-On, Terminal KVM Device Add-On (per device), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$26.99
A-200	VA383966	IVR Line Add-On, IVR 4 Phone Line Add-On, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$62.00
A-200	XW750965	IVR Workstation License, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$37.99
A-92	YN971071	Smart Card Scanner, Purchase	$339.30
A-92	CO981796	Smart Card Scanner, Install - in 50 states, D.C. and Puerto Rico	$24.53
A-200	HN950134	Smart Card Scanner, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$17.99
A-92	VI232135	Ticket Window Display, Purchase	$1,648.84
A-92	EB436096	Ticket Window Display, Install - in 50 states, D.C. and Puerto Rico	$293.82
A-200	HI887229	Ticket Window Display, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$22.98
A-92	UQ945834	SP Kiosk Stand, Purchase	$3,029.76
A-92	RF311155	SP Kiosk Stand, Install - in 50 states, D.C. and Puerto Rico	$71.40
A-200	GR923036	SP Kiosk Stand, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$8.99
A-92	TA237657	Audio Package Speaker, Purchase	$223.68
A-92	BC660278	Audio Package Speaker, Install - in 50 states, D.C. and Puerto Rico	$48.96
A-200	RQ111923	Audio Package Speaker, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$5.01
A-92	QF312569	Audio Package Setup/System Integration, Audio Package Setup/System Integration for Notice Board, Purchase	$783.14
A-92	LF460779	Audio Package Setup/System Integration, Audio Package Setup/System Integration for Notice Board, Install - in 50	$168.30

		states, D.C. and Puerto Rico	
A-200	VW808742	Audio Package Setup/System Integration, Audio Package Setup/System Integration for Notice Board, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$27.97
A-92	DS838807	Electronic Door Locks , Electronic Door Locks for Robotic System, Purchase	$2,631.01
A-200	VI826181	Electronic Door Locks , Electronic Door Locks for Robotic System, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$26.99
A-92	KW424100	Locking Cell Column, Purchase	$3,629.76
A-92	MA685577	Locking Cell Column, Install - in 50 states, D.C. and Puerto Rico	$244.80
A-200	SL282451	Locking Cell Column, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$35.99
A-92	GD840709	Robotic Cell Multiplexor, Robotic Cell Multiplexor for SPx00 Robots, Purchase	$5,516.58
A-200	GO608469	Robotic Cell Multiplexor, Robotic Cell Multiplexor for SPx00 Robots, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$37.99
A-92	LP577061	Reinforced Bi-Fold Doors, Purchase	$789.12
A-92	AS759279	Reinforced Bi-Fold Doors, Install - in 50 states, D.C. and Puerto Rico	$69.64
A-200	LT830286	Reinforced Bi-Fold Doors, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$11.99
A-92	BQ432860	SP Central Communications Module, Install - in 50 states, D.C. and Puerto Rico	$476.85
A-200	BA982008	SP Central Communications Module, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$11.99
A-200	TP299886	Communications Message Package (1K), Communications Message Package, Up to 1,000 Messages per Month ($0.05 per message over 1,000), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$51.01
A-200	MM747666	Communications Message Package (3K), Communications Message Package, Up to 3,000 Messages per Month ($0.05 per message over 3,000), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$101.01
A-200	LO978893	Communications Message Package (6K), Communications Message Package, Up to 6,000 Messages per Month ($0.05 per message over 6,000), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$162.00

A-200	IP854784	Communications Message Package (12K), Communications Message Package, Up to 12,000 Messages per Month ($0.05 per message over 12,000), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$263.01
A-200	ZF144900	Communications Message Package (18K), Communications Message Package, Up to 18,000 Messages per Month ($0.05 per message over 18,000), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$367.01
A-92	GR797787	Message Charge, Charge per Message in Excess of Package Purchased, Purchase	$0.08
A-200	AN708909	Language Translation Module, SP Central Language Translation Module (Initial language), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$25.99
A-200	XY690529	Language Translation Module Additional Language, SP Central Language Translation Module Additional Language, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$20.99
A-200	RL686864	RefillPro Subscription, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$25.98
A-200	GT419129	PharmacyPro Mobile Dispense Module, PharmacyPro Mobile Dispense Module Subscription (per device), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$38.00
A-200	FA649741	PharmacyPro Mobile Point-of-Sale Module, PharmacyPro Mobile Point-of-Sale Module Subscription (per device), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$49.01
A-92	TA185770	Web Refill Patient Portal, Purchase	$3,251.52
A-92	FW433176	Web Refill Patient Portal, Install - in 50 states, D.C. and Puerto Rico	$1,230.69
A-200	JH980501	Web Refill Patient Portal, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$68.00
A-92	XB216334	RAS Concurrent User License Package, Pharmacy Management System RAS Concurrent User License Package (5 concurrent users), Purchase	$920.64

		users), Purchase	
A-92	RF934925	RAS Concurrent User License Package, Pharmacy Management System RAS Concurrent User License Package (5 concurrent users), Install - in 50 states, D.C. and Puerto Rico	$250.75
A-200	GU257612	RAS Concurrent User License Package, Pharmacy Management System RAS Concurrent User License Package (5 concurrent users), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$28.92
A-200	PD393900	APCS User License, APCS User License (per concurrent user), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$2.00
A-92	DX494437	APCS Clinical Program Template, Install - in 50 states, D.C. and Puerto Rico	$702.10
A-92	PQ440465	Clinical Advantage Clinical Program Tier I Package, Subscription	$315.01
A-200	PZ591324	Clinical Advantage Clinical Program Tier I Package, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$62.99
A-92	FR882421	EHR Interface Package, Purchase	$10,189.44
A-200	MA306646	EHR Interface Package, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$133.01
A-92	UH909505	EHR Interface Package Add-On, Purchase	$5,944.32
A-200	ZF459353	EHR Interface Package Add-On, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$80.99
A-92	OV572975	Standard Interface, Purchase	$3,396.25
A-200	XU371379	Standard Interface, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$34.99
A-92	FJ382691	Custom Interface, Purchase	$16,982.40

A-200	HZ465457	Custom Interface, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$387.01
A-200	KW479370	Printer Intercept Add-On, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$74.99
A-92	LR566401	Pharmacy Data Conversion, Standard, Purchase	$4,358.40
A-92	YI764609	Pharmacy Data Conversion, Add-On, Purchase	$2,179.20
A-92	RP280260	Eyecon Interface Controller, Purchase	$296.54
A-200	RZ532584	Eyecon Interface Controller, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$12.00
A-92	ZQ430742	SP Central Industrial Interface Controller, Purchase	$33,965.76
A-200	EB262020	SP Central Industrial Interface Controller, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$285.01
A-92	WF727252	OCC Conversion, Conversion to Open Control Center - Support Rate Adjusted Upon Conversion, Purchase	$10,980.93
A-92	CM853954	OCC Conversion, Conversion to Open Control Center - Support Rate Adjusted Upon Conversion, Install - in 50 states, D.C. and Puerto Rico	$2,555.73
A-92	RR429111	CCC (6 Slot) Conversion, Conversion to Collating Control Center - Support Rate Adjusted Upon Conversion, Purchase	$13,375.87
A-92	YJ122781	CCC (6 Slot) Conversion, Conversion to Collating Control Center - Support Rate Adjusted Upon Conversion, Install - in 50 states, D.C. and Puerto Rico	$2,706.40
A-92	YR649710	CCC (12 Slot) Conversion, Conversion to 12 Slot Collating Control Center - Support Rate Adjusted Upon Conversion, Purchase	$32,267.21
A-92	ZB814167	CCC (12 Slot) Conversion, Conversion to 12 Slot Collating Control Center - Support Rate Adjusted Upon Conversion, Install - in 50 states, D.C. and Puerto Rico	$6,516.10
A-92	DL195198	SP 50 to SP 100 Conversion, Conversion of SP 50 to SP 100 - Support Rate Adjusted Upon Conversion, Purchase	$22,606.73
A-92	SC441623	SP 50 to SP 100 Conversion, Conversion of SP 50 to SP 100 - Support Rate Adjusted Upon Conversion, Install -	$8,704.47

		in 50 states, D.C. and Puerto Rico	
A-92	TE922816	SP 50 to SP 200 Conversion, Conversion of SP 50 to SP 200 - Support Rate Adjusted Upon Conversion, Purchase	$62,640.82
A-92	DL671532	SP 50 to SP 200 Conversion, Conversion of SP 50 to SP 200 - Support Rate Adjusted Upon Conversion, Install - in 50 states, D.C. and Puerto Rico	$9,080.55
A-92	OR562687	SP 100 to SP 50 Conversion, Conversion of SP 100 to SP 50 - Support Rate Adjusted Upon Conversion, Purchase	$11,322.24
A-92	ME198542	SP 100 to SP 50 Conversion, Conversion of SP 100 to SP 50 - Support Rate Adjusted Upon Conversion, Install - in 50 states, D.C. and Puerto Rico	$5,012.45
A-92	NI731285	SP 100 to SP 200 Conversion, Conversion of SP 100 to SP 200 - Support Rate Adjusted Upon Conversion, Purchase	$40,032.96
A-92	YH910493	SP 100 to SP 200 Conversion, Conversion of SP 100 to SP 200 - Support Rate Adjusted Upon Conversion, Install - in 50 states, D.C. and Puerto Rico	$9,550.60
A-92	RI722995	SP 200 to SP 50 Conversion, Conversion of SP 200 to SP 50 - Support Rate Adjusted Upon Conversion, Purchase	$11,322.24
A-92	DH972869	SP 200 to SP 50 Conversion, Conversion of SP 200 to SP 50 - Support Rate Adjusted Upon Conversion, Install - in 50 states, D.C. and Puerto Rico	$5,012.45
A-92	GU232989	SP 200 to SP 100 Conversion, Conversion of SP 200 to SP 100 - Support Rate Adjusted Upon Conversion, Purchase	$11,322.24
A-92	AJ416306	SP 200 to SP 100 Conversion, Conversion of SP 200 to SP 100 - Support Rate Adjusted Upon Conversion, Install - in 50 states, D.C. and Puerto Rico	$5,012.45
A-92	IK473157	RCM Conversion, Conversion of Robot to Accept Robotic Cell Multiplexors, Purchase	$3,339.51
A-92	OS167491	RCM Conversion, Conversion of Robot to Accept Robotic Cell Multiplexors, Install - in 50 states, D.C. and Puerto Rico	$3,858.54
A-92	YP474979	Bulk Load Vial Dispenser Conversion - SP 100, Conversion of SP 100 to Bulk Load Vial Dispenser, Purchase	$19,755.83
A-92	MK689309	Bulk Load Vial Dispenser Conversion - SP 100, Conversion of SP 100 to Bulk Load Vial Dispenser, Install - in 50 states, D.C. and Puerto Rico	$4,119.10
A-92	BU493327	Bulk Load Vial Dispenser Conversion - SP 200, Conversion of SP 200 to Bulk Load Vial Dispenser, Purchase	$14,152.32
A-92	WK232568	Bulk Load Vial Dispenser Conversion - SP 200, Conversion of SP 200 to Bulk Load Vial Dispenser, Install - in 50 states, D.C. and Puerto Rico	$4,119.10
A-92	ES436335	Electronic Door Lock Conversion, Conversion of Robot to Accept Electronic Door Locks, Purchase	$1,442.88

A-92	GZ300551	Electronic Door Lock Conversion, Conversion of Robot to Accept Electronic Door Locks, Install - in 50 states, D.C. and Puerto Rico	$1,703.40
A-92	QP712024	Reinforced Bi-Fold Doors Conversion, Conversion of Robot to Accept Reinforced Bi-Fold Doors, Purchase	$255.36
A-92	OB590831	Reinforced Bi-Fold Doors Conversion, Conversion of Robot to Accept Reinforced Bi-Fold Doors, Install - in 50 states, D.C. and Puerto Rico	$1,909.10
A-92	JV719452	SP Central Server, Purchase	$28,782.72
A-92	BH815885	SP Central Server, Install - in 50 states, D.C. and Puerto Rico	$4,953.27
A-200	IQ106241	SP Central Server, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$238.00
A-200	KE539726	Virus Protection (Robotic System), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$9.99
A-200	ET124852	Virus Protection (Platform System), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$31.99
A-92	NE515608	Host Based System Security (Robotic System), Purchase	$222.72
A-92	YM132115	Host Based System Security (Robotic System), Install - in 50 states, D.C. and Puerto Rico	$668.10
A-200	OY879458	Host Based System Security (Robotic System), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$32.99
A-92	RT632955	Host Based System Security (Platform System), Purchase	$3,243.84
A-92	EW541406	Host Based System Security (Platform System), Install - in 50 states, D.C. and Puerto Rico	$2,340.05
A-200	NP579125	Host Based System Security (Platform System), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$218.99

A-92	XS113400	Full Disk Encryption (per covered Robot/Client computer), Purchase	$77.61
A-92	EM753074	Full Disk Encryption (per covered Robot/Client computer), Install - in 50 states, D.C. and Puerto Rico	$26.35
A-200	EL224650	Full Disk Encryption (per covered Robot/Client computer), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$24.98
A-92	YO937923	Full Disk Encryption (per covered Server computer), Purchase	$168.96
A-92	GA333685	Full Disk Encryption (per covered Server computer), Install - in 50 states, D.C. and Puerto Rico	$478.01
A-200	HT470357	Full Disk Encryption (per covered Server computer), Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$44.00
A-92	XS304730	Enhanced Security Configuration, Enhanced Security Configuration (per Server/Client), Purchase	$542.36
A-92	LU382999	Enhanced Security Configuration, Enhanced Security Configuration (per Server/Client), Install - in 50 states, D.C. and Puerto Rico	$560.15
A-200	RU701723	Technical Support Level 2 Controls, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$704.00
A-92	DE290222	Customized Control Center, Non-Structural, Purchase	$7,584.67
A-92	IL368842	Customized Control Center, Structural, Purchase	$10,755.84
A-92	KQ467129	Counter Top Extensions 1 to 5 Ft, Counter Top Extensions 1 to 5 Feet in Length, Purchase	$3,396.25
A-92	JN838873	Counter Top Extensions 6 to 10 Ft, Counter Top Extensions 6 to 10 Feet in Length, Purchase	$9,057.39
A-92	BX750363	Existing Automation Removal - Robotic (Removal of Third Party Equipment to be coordinated with installation of the Purchase of ScriptPro Equipment), Purchase	$5,094.72
A-92	BX884955	Existing Automation Removal - Non-Robotic, (Removal of Third Party Equipment to be coordinated with	$2,830.08

		installation of the Purchase of ScriptPro Equipment), Purchase	
A-92	MR427579	Additional Training, Additional Training (per diem), Purchase	$1,632.96
A-92	FL826975	Field Services, Field Services (per diem), Purchase	$1,632.96
A-92	FG400748	Engineering Support Services (per hour), Purchase	$190.08
A-92	XV249906	Custom Report - Developed from Standard Report, Purchase	$3,339.52
A-200	LY477411	Custom Report - Developed from Standard Report, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$33.99
A-92	RT893100	Custom Report, Purchase	$9,623.52
A-200	WN365593	Custom Report, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$60.00
A-92	NU668364	SP Central Expanded Server, Purchase	$57,564.48
A-92	PO320941	SP Central Expanded Server, Install - in 50 states, D.C. and Puerto Rico	$6,604.27
A-200	TN308388	SP Central Expanded Server, Customer Support - in 50 states, D.C. and Puerto Rico (Monthly Fee)	$397.01

WARRANTY POLICY FOR GOVERNMENT USE

ScriptPro warrants and implies that the items delivered hereunder are merchantable, fit for use for the particular purpose and will be free from defects in materials and workmanship for a period of not less than one (1) year from date of installation. ScriptPro will replace all parts found defective within the period, with the cost of replacement, including shipping charges, to be borne by ScriptPro. This warranty is void if the Equipment or Software has been installed or modified other than as authorized in writing by ScriptPro.

52.212-4 (o) (TAILORED)

Warranty: The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. In the event that the terms of the contractor's standard commercial warranty conflict with the warranty terms contained in this clause, the terms of this clause will govern this contract, unless some other resolution is specified in the award document.

52.212-4 (p) (TAILORED)

Limitation of liability: Except as otherwise provided by an express warranty, the contractor will not be liable to the Government in a breach of warranty action for consequential damages resulting from any defect or deficiencies in accepted items. In the event that the terms of the contractor's standard commercial warranty/limitation of liability clause(s) place greater limits on the contractor's liability than do the terms contained in this clause, the terms of this clause will govern the contract.

For Warranty Matters, contact:
Melissa Trammell, Director of Contract Administration
Phone: 913.403.5529
e-mail: mtrammell@scriptpro.com or via group email at contracts@scriptpro.com

RETURN GOODS POLICY FOR GOVERNMENT USE

Under no circumstances will any Equipment covered by this policy be returned without: (a) advance written notice to ScriptPro, or (b) obtaining shipping instructions from ScriptPro. Returns cannot be accepted for fully installed and utilized equipment.

For ScriptPro manufactured items:
In the event an Agency ordering error occurs and is brought to the attention of ScriptPro prior to installation of the Equipment, the Government will be responsible for all return shipping charges and a restocking charge of ten percent (10%) of the FSS net Purchase Price offered to the Government.
The government will be reimbursed a full refund (invoiced price) less the restocking fees.
In the event a ScriptPro shipping error occurs, ScriptPro will be responsible for all return shipping charges and no restocking fee will be assessed. In such event, ScriptPro will arrange for pickup of the Equipment. If an ordering facility error occurs, the ordering facility will pay the return freight.

For non-ScriptPro manufactured items, the following will also apply:
In the event an Agency ordering error occurs and is brought to the attention of ScriptPro prior to installation of the Equipment, the Government will be responsible for all return shipping charges and a restocking charge of five percent (5%) of the FSS net Purchase Price offered to the Government.
Government customers must request advance notice within 10 days of inspection and acceptance.
Products must be returned within 30 days of inspection and acceptance.
The government will be reimbursed a full refund (invoiced price) less the restocking fees.
In the event a ScriptPro shipping error occurs, ScriptPro will be responsible for all return shipping charges and no restocking fee will be assessed. In such event, ScriptPro will arrange for pickup of the Equipment. If an ordering facility error occurs, the ordering facility will pay the return freight.
For Return matters, contact:
Melissa Trammell, Director of Contract Administration
Phone: 913.403.5529
e-mail: mtrammell@scriptpro.com or via group email at contracts@scriptpro.com

INSTALLATION POLICY FOR GOVERNMENT USE

On-Site: Includes configuration, factory testing, shipping and handling, remote installation support, on-site installation support, and on-site calibration and testing.

Customer shall be responsible for preparation of the government site pending installation. Site preparation includes making ready: (a) physical space and electrical service as required for the Equipment so it can be placed in its permanent location and connected to the electrical service upon delivery, (b) possible network access, and (c) computer software interfaces and hardware connections. If Customer Site is not fully and properly prepared by agreed upon install date, the government may be responsible for additional charges/costs.

Factory: Includes configuration, factory testing, shipping and handling, and remote installation support.

Remote: Includes configuration and remote installation support. The Remote Installation Term excludes factory testing, shipping and handling, on-site installation support, and on-site calibration and testing. This is generally applicable to products that do not include hardware install or on-site configuration or training. Remote installation will be subject to agency OIT requirements and approval.

Installation Fees are a separate charge applicable to each Line Item on ScriptPro's Price List. For each Line Item on the Price List, ScriptPro states a corresponding Installation Term that defines the level of support provided as part of the Installation Fee.

For Installation Matters, contact:
Zach Ozbun, Director, System Implementation
Phone: 913.403.5699
e-mail: zozbun@scriptpro.com
If an alternate e-mail is requested, you may contact: contracts@scriptpro.com

COMPUTER SOFTWARE POLICY FOR GOVERNMENT USE

FAR Clause 52.227-14 RIGHTS IN DATA—GENERAL (DEC 2007) (ALTERNATE III – DEC 2007) terms will apply.

ScriptPro's Computer Software policy will serve as a supplement:
ScriptPro grants Government a personal, perpetual, nonexclusive, nontransferable, nonsublicensable, restricted and limited license to use the Software solely for operating the Equipment. Government acknowledges that ScriptPro owns and retains all right, title and interests in, to, and associated with the Software and all related intellectual property rights, and that the Software is confidential, proprietary information of ScriptPro. "Software" shall mean that certain set of computer programs installed on the Equipment (or on other equipment through which ScriptPro may make such programs available for use by Government) that operate such Equipment, interface the Equipment with other computer systems, and are used for monitoring and maintenance of the overall system.

Government acknowledges that the Software is confidential proprietary information of ScriptPro.

Government shall not disclose such information to any other person and Government agrees to take all steps necessary to ensure that the Software is not transferred or disclosed to others or duplicated in whole or in part.

For Computer Software Matters, contact:
Melissa Trammell, Director of Contract Administration
Phone: 913.403.5529
e-mail: mtrammell@scriptpro.com or via group email at contracts@scriptpro.com

TERMS AND CONDITIONS OF MAINTENANCE, AND REPAIR - SUMMARY OF SUPPORT SERVICES FOR GOVERNMENT USE

Overview

The ScriptPro Customer Service Department provides an all-inclusive support contract that includes the following services for a flat monthly fee:

- 24x7x365 Help Desk support to address questions and problems on an immediate, real-time basis
- On-site field service repair

- Preventive maintenance
- Software updates
- Drug database updates
- Ongoing interface maintenance

Diagnosis and Issue Resolution

The ScriptPro Customer Service Department provides diagnostic and resolution services that include the following:

- Diagnosis/root cause problem analysis
- Defined resolution approach - workaround or fix
- Instructions to authorized customer representatives regarding actions to be taken to correct, or assists in correcting, the problem
- Adjustment of software configuration
- Correction of errors or defects in software programs including sourcing, testing, and implementation of patches and service packs provided by third party software providers
- Correction of interfaces and reports
- Documentation of problems, corrections, tests, and resolutions
- Quality/training initiatives to increase operator knowledge and decrease the number of reportable incidents

Technical Support

ScriptPro provides 24x7x365 Technical Support via telephone and remote access to installed systems. Customer support systems and processes are in place for timely and thorough documentation of issues reported by authorized customer representatives. ScriptPro supervisory personnel are able to listen to and monitor progress on calls with automatic notifications that trigger escalation of issues within specific time parameters. Calls are recorded to monitor quality and customer satisfaction, and for follow-up reviews of customer support events. Automated systems are in place to determine required staffing levels on a real-time basis and project future staffing requirements.

A required element for Technical Support is remote access using console sharing software that allows ScriptPro to diagnose and solve problems as well as provide user training and other valuable services. The technician can view the same image seen by the local user and both can operate the keyboard and mouse to interact with the screen. Additionally, ScriptPro equips every system with software to diagnose and troubleshoot problems. Using diagnostic software, ScriptPro Technical Support can assess a component failure and quickly arrange for replacement of failed parts.

The ScriptPro Technical Support toll-free number **800.851.2364** is the primary point of contact for all maintenance service, repair, or other assistance that is required.

On-site Field Support

ScriptPro offers on-site field support for diagnostic and repair services. ScriptPro dispatches qualified technicians to perform necessary service and repairs to ScriptPro equipment to ensure optimum operation and efficiency of the equipment is maintained and that proper functioning of the equipment conforms to ScriptPro's OEM standard specifications. Provided that customer shall operate the equipment in accordance with

ScriptPro's instructions, ScriptPro shall keep the system in good operating condition and in conformance with its published equipment requirements.

Diagnostic and Repair Services

If the equipment requires repair, servicing, or troubleshooting that cannot be performed remotely, ScriptPro dispatches a Field Service Technician. The Technician will arrive during the pharmacy's standard hours of operation. The minimum standard response time for dispatch will be no later than the following workday after notification of equipment malfunction. Field Service Technicians work in and around the pharmacy workflow to be as non-intrusive as possible, and they work efficiently to bring the products back into normal service.

Part Replacement

All parts, labor, and travel to perform service and repairs are included in the monthly support fee. Parts requiring replacement to maintain the equipment in accordance with ScriptPro's specifications will be replaced on an exchange basis and may be either new or rebuilt parts. ScriptPro will install all parts needed for service and repair except for Customer Replaceable Parts that can be replaced by pharmacy staff with reasonable effort. ScriptPro will provide a list of Customer Replaceable Parts upon request.

Preventive Maintenance

Preventive Maintenance (PM) is a key component of ScriptPro's service offering. PM check-ups increase overall system performance, lower the total cost of ownership, and extend the life of the system. With regular, preventive care from both pharmacy staff and ScriptPro's on-site & remote maintenance experts, the pharmacy will be able to maximize system uptime and reduce downtime associated with unexpected failures.

ScriptPro schedules annual PM check-ups that are performed either on-site by a Field Service Technician or remotely by a Help Desk analyst.

On-Site Preventive Maintenance

On-site PM check-ups include scheduled maintenance, inspections, replacement of defective and worn parts, and testing services in accordance with ScriptPro's OEM specifications.

Remote Preventive Maintenance

Remote PM services include connecting to the system to perform proactive diagnostics, implement software improvements, and performance system analysis. This work is typically performed at night with follow up discussions with an authorized customer representative to discuss any findings or to notify of a planned Field Service Technician dispatch that may have been determined to be required.

Support Fees are a separate charge applicable to each Line Item on ScriptPro's Price List.

The fee for Customer Support is paid monthly and Customer Support must be ordered beginning with the month of installation. ScriptPro shall not be obligated to offer Customer Support if it is not ordered and maintained continuously beginning with the month of installation.

All Support Services will be performed in coordination with the appropriate government agency, and with agency OIT approval.

For Support Services Matters, contact:

Melissa Trammell, Director of Contract Administration
Phone: 913.403.5529
e-mail: mtrammell@scriptpro.com or via group email at contracts@scriptpro.com