



**AUTHORIZED
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES**

Special Item Number 132-32, Term Software Licenses
Special Item Number 132-50, Training Courses

**LiveProcess
227 Chelmsford Street
Chelmsford, MA, 01824-2305
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www.liveprocess.com**

Contract Number: GS-35F-0104U

Period Covered by Contract: November 26, 2007 through November 25, 2017

Current through Modification A518 dated April 13, 2016

General Services Administration
Federal Supply Service

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 GSA *Advantage!*® is: GSAAdvantage.gov. For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov



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CUSTOMER INFORMATION

1. SPECIAL ITEM NUMBERS (SINS):

- a. Table of awarded Special Item Numbers (SIN)

SIN	FSC Class/ FPDS Code	Products/Services
132-32	FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE	TERM SOFTWARE LICENSES Large Scale and Microcomputers: Application Software
132-50	FPDS Code U012	TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE

- b. Identification of lowest price

SIN	CLIN	Lowest Price
132-32	LP-CLINIC-Silver, LiveProcess Clinic Subscription – Support (1 year)	\$180.00
132-50	OL-UM-101, User Management	\$0.00

- c. Hourly rates are not applicable.

2. MAXIMUM ORDER

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
Special Item Number 132-32 - Term Software Licenses
- b. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000:
Special Item Number 132-50 - Training Courses

3. MINIMUM ORDER

- a. The minimum dollar value of orders to be issued is \$100

4. GEOGRAPHIC SCOPE OF CONTRACT: The Geographic Scope of Contract is domestic and overseas delivery.

5. PRODUCTION POINT

227 Chelmsford Street
Chelmsford, MA, 01824-2305

6. Prices shown are NET Prices; Basic Discounts have been deducted.

7. QUANTITY DISCOUNTS

- a. Quantity: None
- b. Dollar Volume: Additional 1% Discount for Orders of \$200,000 or More

8. PROMPT PAYMENT

- a. Prompt Payment: 1% 15, Net 30 Days

Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. GOVERNMENT PURCHASE CARDS

- a. Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders.
- b. Credit cards are acceptable for payment above the micro-purchase threshold.

10. FOREIGN ITEMS: Not applicable.

11. DELIVERY SCHEDULE

- a. **TIME OF DELIVERY:** The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<u>Special Item Numbers</u>	<u>Delivery Time (Days ARO)</u>
SIN 132-32	30 days
SIN 132-50	As negotiated between LiveProcess and Ordering Activity

- b. **EXPEDITED DELIVERY:** As negotiated between LiveProcess and Ordering Activity.
- c. **OVERNIGHT and TWO-DAY DELIVERY:** As negotiated between LiveProcess and Ordering Activity.
- d. **URGENT REQUIREMENTS:** When the Federal Acquisition Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. FOB: Destination

13. ORDERING INFORMATION:

- a. Agencies should address all orders to the following address:

LiveProcess
227 Chelmsford Street
Chelmsford, MA, 01824-2305

- b. For supplies and services, the order procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. PAYMENT INFORMATION:

- a. Agencies should address all payments to the following address:

LiveProcess
101 Eisenhower Parkway, Ste. 300
Roseland, NJ 07068

- b. The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

Ordering Assistance
973-571-2500

sales@liveprocess.com

Technical
973-571-2500

support@liveprocess.com

15. **WARRANTY PROVISION: Standard Commercial Warranty.**
16. **STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:** Not applicable
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE ABOVE THE MICROPURCHASE THRESHOLD:**
Credit cards are acceptable for payment above the micro-purchase threshold.
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR:** Not applicable.
19. **TERMS AND CONDITIONS OF INSTALLATION:** Not applicable.
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES:** Not applicable.
- 20a **TERMS AND CONDITIONS FOR ANY OTHER SERVICES:** Terms and conditions for the following SINs offered under this contract can be found starting on page 5.

TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 132-50)
21. **SERVICE AND DISTRIBUTION POINTS:** Not applicable.
22. **PARTICIPATING DEALERS:** Not applicable.
23. **PREVENTATIVE MAINTENANCE:** Not applicable.
- 24a. **ENVIRONMENTAL ATTRIBUTES:** None
- 24b. **SECTION 508 COMPLIANCE:** In accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), where applicable, all items and services offered under the contract are 508 compliant.
- Yes
 No
- Section 508 compliance information on the supplies and services in this contract are available at the following:
978-697-3367
www.liveprocess.com
- The EIT standard can be found at: www.Section508.gov/.
25. **DATA UNIVERSAL NUMBERING SYSTEM (DUNS) NUMBER:** 607297988
26. Contractor **HAS** registered with the System for Award Management (SAM).

**TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES
(SPECIAL ITEM NUMBER 132-32) OF GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY SOFTWARE**

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

1. Power and Authority. Each Party represents and warrants that it has the full right, power and authority to enter into this Agreement and to discharge its obligations hereunder.

2. No Other Warranties. User acknowledges that the operation of the LiveProcess Platform may not be uninterrupted or error-free. The LiveProcess Platform is provided "AS IS" and except as expressly set forth in Section 1, neither Party makes any warranty in connection with the LiveProcess Platform, the documentation, any approved customizations, any services or otherwise with respect to this Agreement.

3. Additional Disclaimers. Without limiting the disclaimers set forth in Section 2, the Parties acknowledge the following:

- (a) LiveProcess only provides a conduit for the exchange of information among freely-cooperating entities that accept all responsibility for the information exchanged and its accuracy and use. The LiveProcess Platform is to be used only for the exchange of information.
- (b) To the extent LiveProcess provides information to assist User in evaluating its vulnerability to emergencies, to maintain its potential performance in an emergency, and to perform in an emergency, LiveProcess has no duty or obligation to ensure User uses the information, is capable of performing in the event of an emergency, or performs if an emergency occurs. Furthermore, LiveProcess makes no representations or warranties, express or implied, that by using the LiveProcess information, User will comply with JCAHO, NIMS, OSHA, NFPA 1600, HEICS/HICS or any other emergency preparedness standards.
- (c) LiveProcess has no duty or obligation to provide an audit trail. If User has any need for an audit trail, User shall establish information identifiers that will enable auditing of the information. While LiveProcess, at its sole discretion, may facilitate User's establishing such identifiers, LiveProcess shall have no responsibility or accountability for the success or failure of an attempt to establish an audit trail for any information.
- (d) User acknowledges that the LiveProcess Platform may include permissioning features which enable User to elect to give health care providers, governmental agencies and/or other third parties the ability to access User's preparedness plans and other information stored in the LiveProcess Platform. User is solely responsible for the proper configuration of any such permissioning features, and LiveProcess shall have no responsibility for any disclosure or non-disclosure of User's information that may arise from User's failure to properly configure such permissioning features.
- (e) LiveProcess is neither responsible nor accountable for User's decision to collaborate or share or transfer resources, including personnel or equipment, with or to and among other facilities, intrastate or interstate. LiveProcess has no duty nor obligation to ensure any representations concerning such collaboration or resources, including personnel and equipment, made by or to User are accurate.

- (f) LiveProcess is neither responsible nor accountable for User's decision to transfer patients to other facilities, intrastate or interstate. LiveProcess has no duty nor obligation to ensure any representations or information concerning such patients including, but not limited to, Personal Health Information as defined by the Health Insurance Portability and Accountability Act, made by or to Participant are accurate.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 973-571-2500, Option #3 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8 am to 8 pm EST, Monday-Friday. Technical assistance can also be received via email at support@liveprocess.com

5. SOFTWARE MAINTENANCE

- a. Software maintenance as it is defined: (select software maintenance type) :

1. Software Maintenance as a Product (SIN 132-32)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

Software maintenance as a product does **NOT** include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.
Software Maintenance as a product is billed at the time of purchase.

- b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). **PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.**

6. PERIODS OF TERM LICENSES (132-32)

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses, the period of the term licenses shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses orders citing the new appropriation shall be required, if the term licenses is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses is to be terminated at that time. Orders for the continuation of term licenses will be required if the term licenses is to be continued during the subsequent period.

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

- a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.
- b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.
- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to **0%** of all term license payments during the period that the software was under a term license within the ordering activity.

8. TERM LICENSE CESSATION

- a. After a software product has been on a continuous term license for a period of **120 *** months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.
- b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor

9. UTILIZATION LIMITATIONS - (132-32)

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
 - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
 - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
 - (3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the

licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

- (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of disaster recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
- (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

10. SOFTWARE CONVERSIONS - (SIN 132-32 AND SIN 132-33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

LiveProcess offers three support packages to meet the budgets and needs of its customers: bronze, silver and gold. The components of each are described below.

I. Bronze Support (Provided free of charge with subscription)

- Three users per Facility authorized to submit support requests
- Unlimited access to LiveProcess Answerbase
- Unlimited access to online User Guide and Quick Start Guide
- Unlimited access to online Training module
- Unlimited support requests submitted via e-mail and the online support form
- Unlimited access to LiveChat, LiveProcess' proprietary instant messaging tool
- Unlimited feature requests submitted via e-mail and online support form
- Critical Support available outside of normal business hours during emergencies
- Response to all requests submitted by authorized users within 2 business days
- When there are significant enhancements to platform functionality, documentation and training will be available

II. Silver Support (See Pricing Section for Pricing)

- Three users per Facility authorized to submit support requests
- Unlimited access to LiveProcess Answerbase
- Unlimited access to online User Guide and Quick Start Guide
- Unlimited access to online Training module

- Unlimited support requests submitted via e-mail and the online support form
- Unlimited access to LiveChat, LiveProcess' proprietary instant messaging tool
- *Unlimited phone support during business hours (8:00am – 8:00pm EST)*
- Critical Support available outside of normal business hours during emergencies
- Unlimited feature requests submitted via e-mail, phone and online support form
- Response to all requests submitted by authorized users within 2 business days
- When there are significant enhancements to platform functionality, documentation and training will be available

III. Gold Support (See Pricing Section for Pricing)

- Three users per Facility authorized to submit support requests
- Unlimited access to LiveProcess Answerbase
- Unlimited access to online User Guide and Quick Start Guide
- Unlimited access to online Training module
- Unlimited support requests submitted via e-mail and the online support form
- Unlimited phone support 24/7
- Unlimited access to LiveChat, LiveProcess' proprietary instant messaging tool
- Unlimited feature requests submitted via e-mail, phone and online support form
- Response to all requests submitted by authorized users within 2 business days
- When there are significant enhancements to platform functionality, documentation and training will be available

New Product Releases – LiveProcess is continually innovating and improving the LiveProcess Platform to meet our clients' changing needs. Any enhancements to the LiveProcess Platform that are intended for general usage will be rolled out to all clients, at no additional charge, throughout the term of the Agreement.

12. RIGHT-TO-COPY PRICING

Not available.

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF
TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE
(SPECIAL ITEM NUMBER 132-50)**

1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge..
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support or online support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING

- a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
- b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d. The Contractor shall provide the following information for each training course offered:
 - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
 - (2) The length of the course;
 - (3) Mandatory and desirable prerequisites for student enrollment;
 - (4) The minimum and maximum number of students per class;
 - (5) The locations where the course is offered;
 - (6) Class schedules; and
 - (7) Price (per student, per class (if applicable)).
- e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

9. "NO CHARGE" TRAINING

See Pricing Pages of this Pricelist for No Charge Online Training



PRODUCT AND PRICING SECTION SUPPORT & TRAINING SERVICES

LiveProcess provides its clients with access to the hosted LiveProcess Platform, the online "platform" for all LiveProcess functions.

The LiveProcess Platform is designed for continuous operation and is monitored 24 hours a day/ seven days a week for availability. The LiveProcess Platform includes nightly server backups and the latest SSL encryption for client data security over a high-speed connection to the internet.

Standard LiveProcess Platform Setup & Training:

LiveProcess Platform setup services will include:

- Three (3) User IDs (logins) per facility
- Four (4) hours of onsite training during initial implementation
- Full platform online training provided once weekly (Webex and phone)
- Module-specific online training provided up to four (4) hours monthly (Webex and phone)

When introducing the LiveProcess Platform to a new Facility, certified LiveProcess trainers introduce the full platform and all functionality via both onsite training and online training, all part of the LiveProcess Standard Training Services. Standard Training Services are included as part of subscription agreement. Additional training can be provided for a fee.

SIN	Part Number	Title	Product Description	GSA Price
LiveProcess 3.0 (1 Year Subscription licence) - ENTERPRISE				
132-32	LP3.0-1-49E	LiveProcess 3.0 Less Than 50 Beds	1 Year Subscription License. Includes access to the platform, training, updates, bronze support and maintenance. Price per Facility	\$6,300.00
132-32	LP3.0-50-350E	LiveProcess 3.0 50 to 350 Beds	1 Year Subscription License. Includes access to the platform, training, updates, bronze support and maintenance. Price per Facility	\$9,450.00
132-32	LP3.0-350+E	LiveProcess 3.0 Greater than 350 Beds	1 Year Subscription License. Includes access to the platform, training, updates, bronze support and maintenance. Price per Facility	\$12,600.00
132-32	Silver-1-49E	Silver Support Less Than 50 Beds	1 Year Upgraded Silver Support	\$900.00
132-32	Silver-50-350E	Silver Support 50 to 350 Beds	1 Year Upgraded Silver Support	\$1,350.00
132-32	Silver-350+E	Silver Support Greater Than 350 Beds	1 Year Upgraded Silver Support	\$1,800.00
132-32	Gold-1-49E	Gold Support Less Than 50 Beds	1 Year Upgraded Gold Support	\$1,620.00
132-32	Gold-50-350E	Gold Support 50 to 350 Beds	1 Year Upgraded Gold Support	\$2,430.00
132-32	Gold-350+E	Gold Support Greater Than 350 Beds	1 Year Upgraded Gold Support	\$3,240.00
LiveProcess 3.0 (1 Year Subscription licence) - PROFESSIONAL				
132-32	LP3.0-1-49P	LiveProcess 3.0 Less Than 50 Beds	1 Year Subscription License. Includes access to the platform, training, updates, bronze support and maintenance. Price per Facility	\$3,905.00
132-32	LP3.0-50-350P	LiveProcess 3.0 50 to 350 Beds	1 Year Subscription License. Includes access to the platform, training, updates, bronze support	\$5,857.50

SIN	Part Number	Title	Product Description	GSA Price
			and maintenance. Price per Facility	
132-32	LP3.0-350+P	LiveProcess 3.0 Greater than 350 Beds	1 Year Subscription License. Includes access to the platform, training, updates, bronze support and maintenance. Price per Facility	\$7,810.00
132-32	Silver-1-49P	Silver Support Less Than 50 Beds	1 Year Upgraded Silver Support	\$495.00
132-32	Silver-50-350P	Silver Support 50 to 350 Beds	1 Year Upgraded Silver Support	\$742.50
132-32	Silver-350+P	Silver Support Greater Than 350 Beds	1 Year Upgraded Silver Support	\$990.00
132-32	Gold-1-49P	Gold Support Less Than 50 Beds	1 Year Upgraded Gold Support	\$891.00
132-32	Gold-50-350P	Gold Support 50 to 350 Beds	1 Year Upgraded Gold Support	\$1,336.50
132-32	Gold-350+P	Gold Support Greater Than 350 Beds	1 Year Upgraded Gold Support	\$1,782.00
CLINICS and AGENCIES				
132-32	LP-CLINIC	LiveProcess Clinic Subscription	1 Year Subscription License. Includes access to the platform for HVA, Document Storage, Event Log, ICS and Inventory, training, updates, bronze support and maintenance.	\$1,420.00
132-32	LP-CLINIC-Silver	LiveProcess Clinic Subscription - Support	1 Year Silver Support for Clinic Subscription	\$180.00
TRAINING				
132-50	OL-UM-101	User Management	Participants receive training on effective User Management within the LiveProcess platform	\$0.00
132-50	OL-HVA-101	Hazard Vulnerability Analysis	Participants receive training on completing a Hazard Vulnerability Analysis within the LiveProcess platform	\$0.00
132-50	OL-ICS-101	Incident Command System	Participants receive training on effectively implementing an Incident Command System within the LiveProcess platform	\$0.00
132-50	OL-FI-101	Facility Information	Participants receive training on managing their facility's information within the LiveProcess platform	\$0.00
132-50	OL-PM-101	Policy Management	Participants receive training on all aspects of document management within the LiveProcess platform	\$0.00
132-50	OL-EL-101	Event Log	Participants receive training on initiating, and participating in, Event Logs within the LiveProcess platform	\$0.00
132-50	OL-QM-101	Quiz Management	Participants receive training on the creation, assignment and tracking of Quizzes within the LiveProcess platform	\$0.00
132-50	OL-BD-101	Bed Data	Participants receive training on managing their facility's Bed Data within the LiveProcess platform	\$0.00
132-50	OL-PRM-101	Permissions	Participants receive training on defining sharing Permissions for all areas within the LiveProcess platform	\$0.00

SIN	Part Number	Title	Product Description	GSA Price
132-50	FP-900	Full Platform Training	Participants are trained on the basic aspects of all primary components of the LiveProcess platform. These areas include: User Management; Hazard Vulnerability Analysis; Incident Command System; Facility Information; Policy Management; Event Log; Quiz Management; Bed Data; Permissions. Pricing Per Day	\$900.00
132-50	ADV-UM	Advanced User Management	Defining / Implementing Custom Profiles. Pricing Per Day	\$900.00
132-50	ADV-ICS	Advanced Incident Command System	Customizing Your ICS Implementation. Pricing Per Day.	\$900.00
132-50	ADV-EL	Advanced Event Log	Effectively Managing Multi-Facility Response. Pricing Per Day	\$900.00
132-50	ADV-HVA	Advanced Hazard Vulnerability Analysis	Defining and Implementing Your HVA. Pricing Per Day	\$900.00
132-50	ADV-PM	Advanced Policy Management	Advanced Document Management. Pricing Per Day	\$900.00
		Advanced Courses no charge online.		