

**SCOPE OF WORK**  
**ScriptPro Technical Support Plan/Maintenance**

The contractor shall provide all labor, materials, equipment, tools, and transportation necessary to perform services at the Dziłth-Na-O-Dith-Hle Health Center (DZHC), Bloomfield, New Mexico 87413.

1. Rental of SP200/CCC and ScriptPro Central Platform and support equipment with installation.
2. Full maintenance service/technical support for DZHC to continue January 01, 2023 through December 31, 2023, initial year with four option years approved. Support and maintenance includes:
  - Software updates.
  - Hardware updates that fix a ScriptPro defined functionality problem.
  - Routine inspections and maintenance.
  - 24 hour, 7 days per week, 800# Helpline for software, hardware, and user questions.
  - On-site service technician will be dispatched within 28 hours, if required, for a down server or down robot (all costs included).
3. Contractor to provide the technical support and maintenance as needed for Scriptpro Model# SP200/CCC, SN: RD02867-01.
4. The contractor shall provide as requested an original invoice to Dziłth-Na-O-Dith-Hle Health Center 6 Road 7586 Bloomfield, New Mexico 87413 including: Contractor's name, purchase order number, invoice number, date and total amount of cost.
5. DZHC receiving report agent will generate a receiving report to Northern Navajo Medical Center (NNMC) finance department against the invoices.
6. NNMC finance department will make payment to the vendor.