

## Introduction

This document explains the pricing structure of 1024's Ivo software package ("the software"). The pricing structure has been designed specifically with community organisations in mind, with the aim of providing a quality tool at a reasonable and realistic price. Underlined terms in the body of the document are defined in the *Definitions* section at the end of this document.

*By ordering the software, you are accepting the following terms, requirements, inclusions and exclusions. Payment for the software must be received before 1024 implements a registered installation (unless prior alternative arrangements have been made).*

## Pricing structure

The Ivo annual fee pricing structure provides the following important benefits –

- You receive all Regular Updates at no further cost;
- You have a consistent figure upon which to budget;
- The overall cost of an annual subscription is significantly lower than other pricing models.

The fees are –

- \$550.00 (ex GST) per licence, per year for not-for-profit community organisations. We also offer not-for-profit community organisations free Guest Licences.

Licences can be User Licences or Computer Licences, with the exception that individuals accessing Ivo via any remote access technology require a User Licence;

Assignment of licences can be managed from within the Ivo program, however please note that Ivo has a limit of up to 2 changes to the licence status of existing users and computers in any 4 week period. Additional changes in a 4 week period can be requested, the granting of which will not be unreasonably withheld.

## Training and support -

Training and general Ivo support are provided on the following basis –

- Pre-purchased, in blocks of -
  - 5+ hours at \$90.00 (ex GST) per hour
  - 10+ hours at \$80.00 (ex GST) per hour
- All other support, either post-paid, or pre-paid up to 4 hours, is charged at \$99.00 (ex GST) per hour
- Work requested to be completed at a higher priority, or outside our normal hours of operation (9am to 5pm Monday to Friday, excluding Tasmanian public holidays), will incur a surcharge of 50%.
- All work is billed in increments of 15 minutes. *Note – you are never charged for support for any problem that is directly attributable to a 'bug' in the software, except where we are requested to complete such support outside 1024's normal operating hours.*
- Requests for support *must* include a full description of the problem or requirement, including the function being used, any error messages that occurred, and the end result. Requests for support that do not include this information automatically receive the lowest priority.

## Application Development -

Development of individual requirements in Ivo, including specialised reports, is provided on the following basis –

- \$400 (ex GST) per half day, or part thereof.

## General Terms and Conditions, Requirements, Inclusions and Exclusions

### Payment Terms

- All payments are due within 14 days from the date of the invoice;
- 1024 offers a 5% discount if payment is *received in our account, within 5 business days*, of the date of the invoice. The details of the discount are provided with each invoice. 1024 reserves the right to withdraw this offer at any time without notice;
- If payment for any invoice is not received within 14 days from the date of the invoice, 1024 reserves the right to refuse provision of support until the account is up to date. 1024 also reserves the right to require pre-payment for future support.

### Technical Requirements

- A Microsoft Windows based network and computers;
- You are responsible for maintaining appropriate backups of your Ivo data;
- For remote access –
  - Important note: remote access capabilities are a part of your general IT infrastructure and the responsibility for the implementation and ongoing management of remote access lies with your organisation and IT provider.***
    - Remote Desktop software (if you don't have a Remote Desktop Services server, 1024 can provide a list of 3rd-party solutions);
    - Broadband access in all sites requiring remote access (a minimum *actual* download speed of 256kbps is recommended);
    - The computer used as the Remote Desktop Services (RDS) server may require additional memory to be purchased and installed, which you would need to organise through your usual IT provider;
      - A broadband modem/router that can be configured to forward RDS data traffic to the RDS server;
      - A static IP address for the office that has the RDS server. Some Internet Service Providers charge extra fees for this. Please check with you ISP for more details;
    - Printing for computers using remote access has its own particular requirements. Please ensure you discuss this with your IT provider;
    - You are responsible for ensuring that your office has appropriate internet security for protecting your data.
- It is your responsibility to ensure Ivo will operate within your IT environment, and in accordance with your needs, prior to purchase. To facilitate this, Ivo is available on a trial basis for 30 days (longer can be provided if required).

### Provision of support

Support is provided as follows –

- Acknowledgement of receipt of request within 1 business day;
- First action within 5 business days;
- Where the software is not functioning at all in your organisation, 1024 will endeavour to resolve the issue within 1 business day, even if the problem is caused by a factor other than a technical failure of the software (note that resolution of an issue caused by a factor other than a technical failure of the software is billable);
- Billable work will be performed on the following basis –
  - Charged according to 1024's current rate structure;
  - Will only be actioned when requested or confirmed by an authorised staff member.

## Inclusions

- All regular updates to the software;
- By default, Ivo supports the following national and state funding programs "out of the box" (other funding programs can be configured as required, at an additional cost) –
  - The National Disability Advocacy Program (NDAP);
  - The National Aged Care Advocacy Program (NACAP);
  - The Victorian DHS Quarterly Data Collection (QDC);
  - The Department of Social Services Data Exchange (DSS DEX);
  - Home and Community Care (HACC) MDS v2, *for advocacy only*. Note, Ivo only supports the *national* MDS requirements. Support for individual state requirements can be provided, but may incur additional costs.

1024 will ensure the software provides all functionality necessary to support these programs on an ongoing basis. However, depending on changes made by the funding bodies, there may be steps that need to be taken within the software by you. For example, a funding body may add a new item to its 'Issue Category' list. 1024's responsibility is to ensure the list *can* be changed, but it may sometimes be your responsibility to make the change;
- Ivo is supported to run on Microsoft Windows XP Professional through to Microsoft Windows 10;
- 1024 will communicate with yourself and/or your nominated IT provider to establish the most appropriate configuration for using the software in your environment;
- 1024 will provide instructions for installing the software on the computers in your office.

## Exclusions

General exclusions that apply, but which are not necessarily limited to, are –

- Training in the use of the software is an additional cost;
- Installation of the software on your server and staff computers;
- Configuration of funding sources, programs and statistical items;
- Additional work required to make the software operational in your environment (such as fixing network settings, configuring your broadband modem for remote access and resolving computer issues affecting the operation of Ivo);
- Resolution of problems with the operation of the software that are caused by 3rd-party software or hardware (for example, use of Ivo on a version of Windows that is not supported);
- Migration of data from previous systems (this service can be performed on a time and materials basis);
- Installation of Ivo on the other computers in your office; If your organisation is using Remote Desktop Services (RDS) to access Ivo, installation and configuration of Ivo on the RDS server is an additional cost (unless the RDS server is also the Host Computer);
- Development of queries and reports other than those required by the supported funding programs;
- Requests for additional functionality specific to your organisation;
- Other exclusions may apply to your specific environment in addition to the general exclusions listed here.

## Definitions

**Anniversary:** each year elapsed after the purchase of the software. Any trial period of the software, prior to purchase, is not counted toward the anniversary.

**Application Development:** Changes made to the Ivo program that require an update to be provided in order to deliver the change.

**Bug:** a 'bug' is an error within the software which results in the system not functioning as it was intended to function. This does not include cases where you simply find the system does not behave as you wish it to, or the system proves to be an imperfect fit to your particular processes.

**Client Computers:** Any computer that has the Ivo program installed on it for the purpose of accessing the Ivo database.

**Computer Licence:** Full access to all functions within Ivo for anyone accessing Ivo from the licensed computer, whether or not that individual has a User Licence. This licence is beneficial where multiple staff are accessing the Ivo database file from a single computer, such as in a shared employment scenario.

**Guest Licence:** This is a free option that enables anyone to access Ivo to *view* limited information (for example, looking up contact information or finding which staff member is working with a client etc). The guest licence can modify contact details for entities, but does not have any other capability to enter data into Ivo.

**Host Computer:** The computer, which may be a dedicated server or otherwise, where the Ivo database file is stored.

**Regular Updates:** 1024 continually works to incorporate new features into the software, based on feedback received from clients. These improvements are included as updates. The features we add are intended to be for the benefit of the majority of Ivo users. Function requests that are essentially unique to the requesting customer, or to only a small number of customers, may be charged as billable work. Additionally, 1024 prioritises updates as best as possible according to the needs of all customers. If you require a feature to be implemented for you sooner than it otherwise would be, 1024 reserves the right to negotiate a 'shared cost' fee to advance the feature in the development schedule. This is because such requests require the employment of additional resources or for the work to be done 'out-of-hours'.

**Support:** Assistance provided to Ivo users for various requirements, such as, but not limited to – answering questions regarding the best way to achieve a certain requirement within Ivo, configuring the various administrative options, assisting with general computer issues that may be affecting Ivo, and so on.

**Training:** Training provided by 1024 to an Ivo user, or group of users (up to 3 at a time), in the usage of the Ivo application.

**Trial:** Ivo is available on a trial basis. The standard trial is for 30 days, but this can be extended on request. It is the customer's responsibility to ensure the software will operate as expected in their particular environment, and meet their requirements.

**User Licence:** Full access to all functions within Ivo for an individual listed as a staff member in Ivo. That individual can access the Ivo database file from any computer or device that has the Ivo software installed on it, whether or not that device has its own Computer Licence, and may also access Ivo through remote access technologies. This licence is beneficial where a user will need to access Ivo from multiple places, such as work, home or a remote office.