

## Software License and Maintenance Package for 2023

Following a membership application to the Austrian Center for Documentation and Quality Assurance in Intensive Care (*Österreichisches Zentrum für Dokumentation und Qualitätssicherung in der Intensivmedizin*), the ICU data are automatically forwarded to büll informatik gesmbh, prompting a purchase order for the License and Maintenance Package. The Package is invoiced separately by büll informatik gesmbh.

### 1. Initial Installation for Windows 10

The following **non-recurring** fees are charged for the initial installation per workstation:

1 workstation € 630.- excl. VAT

**Attention: In Portugal, we do not charge the installation fee!  
A TeamViewer (or other VPN) access is recommended for personal help during installation or in case of troubles with the Application.**

### 2. ICdoc pro Maintenance Services for 2023

- Telephone support: Mondays to Fridays except bank holidays, 8:30 am to 5:00 pm (MET).
- Available patches with program fixes for ICdoc software.
- Product information updates.
- Access to electronic support media (e-mail, online knowledge base) made available by the maintenance service provider.
- Information on product version services.
- Annual coordination of discharge diagnoses and services (ICD10).
- Annual coordination of admission diagnoses and adjustment of MDS fields already integrated in ICdoc as regards minimum/maximum values and selection window options.
- Central data collection for the ASDI Benchmarking Project.
- Available patches with program fixes for Oracle software.
- New Oracle product versions.
- Oracle documentation updates, if relevant to the end user.
- Assistance in switching to other platforms or operating systems, if supported by ICdoc.

The following **annual fees** are charged for ICdoc maintenance per workstation:

1 workstation € 1080.- excl. VAT

or

1 ICU (=unlimited number of workstations) € 2160.- excl. VAT

The use of ICdoc in a CITRIX environment requires the ICU-based variant of annual maintenance. The maintenance period corresponds to one calendar year (1 January to 31 December). Maintenance service prices are adjusted in line with the Austrian Consumer Price Index O-VPI of 2005 (current reference = March 2022 at 142.7 points). During the term of the maintenance contract, our contract partners are entitled to download the latest version of ICdoc free of charge from our web server at <http://www.buell-informatik.at>.