

Classification	MasterClassification	Rate (Hrly)	RateDescription
New Study	CliniWare	\$30.00	New study database and storage locations are setup and created; this is used to store live and final data.
New Form/Measure (Includes Layout) *	CliniWare	\$60.00	Developer designs/ formats all new measures/ forms using Word, Visual Studio or custom application software if necessary.
Logic *	CliniWare	\$60.00	Logic/ skip patterns, ranges, required fields are programmed into our Microsoft SQL server database. The database will use logic/skip patterns, ranges, required fields to run data checks against the entire dataset.
Default Reports	CliniWare	\$45.00	When using Cliniware, three default reports are required. These reports are created and customized for each study (includes Prelim, Completeness, Query).
Custom Reports	CliniWare	\$50.00	Any reporting that is non-standard in Cliniware can be created. This includes creating the database logical errors to combine any measures needed, and the formatting layout of the final report. Reports are available in most formats (Excel, Access, PDF, SAS).
Publish	CliniWare	\$5.00	A final data export is created for each individual study. The format is determined by the PI or statisticians. Each measure is put into a separate table. The following formats are available: SQL, Access, Excel, CSV, Text, SPSS, SAS, XML.
Training	CliniWare	\$10.00	For Cliniware and any custom applications, we provide complete on and off site training for each user of the application. This training can be done in person or via web/phone.
Form Training	CliniWare	\$10.00	Our database analyst will create a dataset dictionary for each form/measure we are given. All users will be trained on the specifics of each form/measure in our system.
Monthly Support	CliniWare	\$40.00	Technical support/ troubleshooting of any issues without applications or data. This is done in person or via phone.
User Support	CliniWare	\$40.00	When a problem cannot be resolved easily, one of our IT personnel will make an appointment with the user to troubleshoot the issues in person. Such as an error logging in, unable to submit a form, or problems accessing reports via the website.
User Management (0 to 10)	CliniWare	\$40.00	User maintenance/support in Cliniware and other web based applications. This includes creating new users, managing permissions and deactivating accounts.
User Management (10+)	CliniWare	\$40.00	User maintenance/support for large studies that require 10 or more users.
Data Backup/Restoration on Server Share	CliniWare	\$20.00	Each night our entire database is backed up. In case of data loss or corruption we can restore old datasets from up to 18 months prior to the loss or corruption.
Data Archiving	CliniWare	\$20.00	At the completion of a study, the data entry system is deactivated and the database is locked. A permanent copy of the final dataset is archived and stored off-site.
Data Restoration from Workstation	CliniWare	\$20.00	If computer (laptop/desktop) that was used to perform research assessments crashes, the machine can be cleaned and any lost study data can be restored.
New Study Testing	CliniWare	\$20.00	This is a test for all new web/ desktop applications before the study goes 'live'.

Import Electronic Data (One Time) *	Database/ Data Management	\$10.00	A one-time electronic data import (text file, excel spreadsheet, usb key, download from web) into your study database. This will run only once.
Import Electronic Data (Routine) *	Database/ Data Management	\$15.00	A scheduled routine is programmed to perform electronic data import (text file, excel spreadsheet, usb key, download from web) into your study database. This will run as a schedule, which can be hourly, nightly, weekly, monthly or quarterly.
Data Merging/ Complex Queries	Database/ Data Management	\$45.00	Merging large datasets, databases or data files into one dataset (table) which can be used to create reports, or to work with in SPSS, SAS, etc.
Data Storage (Monthly)	Database/ Data Management	\$5.00	Storing and backing up study data sets.
Database Design (includes DD)	Database/ Data Management	\$50.00	Converts meares/ forms or electronic data formats into a spreadsheet that can be used to create the study database.
Database Design (maintenance) CliniWare	Database/ Data Management	\$50.00	Modifications to the database that are done after the study is active
Double Data Entry *	Database/ Data Management	\$22.50	To ensure 99.5% data entry accuracy, two people enter the same form/measure, and then interrater reliability is conducted.
Data Consistency Checks (Weekly)	Database/ Data Management	\$45.00	The database analyst will run all new study data through logic and validity checks (this will occur weekly). Any errors found are reported to the research team.
QA/ Data Audit	Database/ Data Management	\$40.00	For all paper studies, we recommend auditing once a year. An audit involves our team going through the original data source and comparing a certain percentage (15%) to the data in our database.
Remote Site Data Audit	Database/ Data Management	\$30.00	This is a QA/Data Audit for all locations off the Medical Campus.
Teleforms Verification (existing teleforms only) *	Database/ Data Management	\$30.00	Any forms/measures created in Teleforms must be verified after they are scanned in. Verification involves opening the Teleforms application and comparing the data read into the database to the original source data.
Web Site Hosting (monthly)	Network	\$5.00	We can host your external or internal website on our web server.
Web Site Support (CliniWare) (monthly)	Network	\$15.00	Monthly support costs for maintaining a study in CliniWare.
Web Site Updates	Network	\$15.00	We can maintain and apply updates to any websites, even those not hosted through us. This includes format, layout, style and image changes.
User Management	Network	\$20.00	Managing users in any of our custom created applications (Cliniware, FIDARs, TIDBITs, CliniDesktop).
Desktop Application Support	Network	\$0.00	Troubleshooting existing software applications.
New Software Installation	Network	\$0.00	Installation of new software on any departmental desktop or laptop not to be used specifically for research assessments.
Virus Removal	Network	\$0.00	Scanning and removing trojans and viruses.
Malware Removal	Network	\$0.00	Scanning and remove malware, spy ware and other non-authorized applications.

Windows Installation	Network	\$0.00	New desktop or laptop installation of Windows operating system and updates.
Office Installation	Network	\$0.00	Upgrading or new installation of Office 2003 or 2007
File Share Support (Monthly)	Network	\$10.00	Share is created on a secure file share server that is backed up nightly. The cost is per 1GB of space required. This is a monthly cost.
New File Share (based on size)	Network	\$10.00	Share is created on a secure file share server that is backed up nightly.
Server Maintenance (Monthly)	Network	\$15.00	Maintenance, updates and backup management for servers that study data are stored on.
Hardware Support (Existing)	Network	\$0.00	Troubleshoot issues with existing departmental laptops and desktops
Off Site Hardware Installation	Network	\$30.00	Travel to your remote location and installation of desktops, laptops, projectors, A/V equipment, etc.
Setup for Remote Computer Access (vpn)	Network	\$0.00	Set up any computer to be able to use Citrix or the medical secure Gateway to access work remotely.
New Hardware Installation	Network	\$0.00	Installation of new desktops, laptops, projectors, printers and other equipment.
New Web Application	Custom Applications	\$60.00	New online web application or database that can be accessed internally or externally.
Desktop Application	Custom Applications	\$60.00	Troubleshooting existing software applications that are NOT specifically used for research assessments.
Modifications to CliniWare	Custom Applications	\$50.00	Upgrades or modifications to the CliniWare application that are requested by a specific research team.
Website Design	Custom Applications	\$45.00	Graphically design, layout and create new websites. This includes websites for new applications as well.
Non routine Desktop application support	Research Project Specific Network Support	\$50.00	Troubleshooting existing software applications that are specifically used for research assessments.
Non routine (equipment setup)	Research Project Specific Network Support	\$15.00	Installation of equipment that is grant/ research related.
Non Routine Software Installation	Research Project Specific Network Support	\$45.00	Installation of new software on any departmental desktop or laptop to be used specifically for research assessments.