



Prepared for the County of San Bernardino  
On Behalf of Arrowhead Reg Medical Center  
400 North Pepper Avenue  
Colton, CA 92324

April 25, 2024  
Infrastructure Support Contract MRL0011667  
Renewal Quote # 022824-LN-1  
Hardware Maintenance Quote #756969-1  
Billing Frequency: Annual

Park Place International, LLC dba CloudWave is pleased to offer Arrowhead Regional Medical Center this proposal to provide Cloud Care Infrastructure support for your MEDITECH environment. Attached to this letter, please find details of the services provided by CloudWave and the environment covered under these services. Also attached is a proposal for continued hardware maintenance coverage through Park Place Technologies, LLC.

Cloud Care Infrastructure Support Subtotal – Effective 6/1/2024 through 12/16/2024:	\$36,832.00
PPT Hardware Maintenance Subtotal – Effective 6/1/2024 through 12/16/2024:	\$24,171.92
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<b>Proposal Total</b>	<b>\$61,003.92</b>

We appreciate your interest in CloudWave and look forward to a continued successful relationship.

Sincerely,

Lori Nepini  
Regional Sales Team  
*lnepini@gocloudwave.com*

_____	_____
Customer Signature	PO #
_____	_____
Print Name	Title
_____	_____
	Date

		
CloudWave Signature		
		
Print Name	Title	Date

**\*If you are tax exempt, please fax your Tax Exemption Certificate along with this signed page to:  
800-829-5457**



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## Infrastructure Support Entitlement

CloudWave offers support services for the installed infrastructure components in MEDITECH environments. The infrastructure covered is listed in the pricing section of this proposal.

### Included in Infrastructure Support:

- A single point of contact for problem resolution – Our Cloud Care Center is located and staffed in San Antonio, TX
- 7x24x365 live telephone support via a dedicated Support Hotline: 855-28-OPSUS (855-286-7787)
- Incident reporting and tracking through the MyOpSus customer web portal
- Unlimited requests – use Cloud Care services as often as needed
- Staffed by Support Engineers trained and experienced with MEDITECH and partner technologies
- Enhanced escalation paths with Technology Partners, including access to specialized technical resources
- Expert support advice as needed

OpSus Cloud Care support are supplemental services provided for the installed infrastructure components in your MEDITECH and Enterprise environments. “Infrastructure” is defined as the server and storage systems that support your site managed applications and compute functions. Unless specifically stated in the support agreement it is not support of the software applications themselves that the compute infrastructure supports. Changes made to any of the supported infrastructure and configuration as it existed at the time support was initiated should be discussed with CloudWave to prevent potential support conflicts and gaps. The infrastructure covered is listed in the pricing section of this proposal.

### Customer Responsibilities

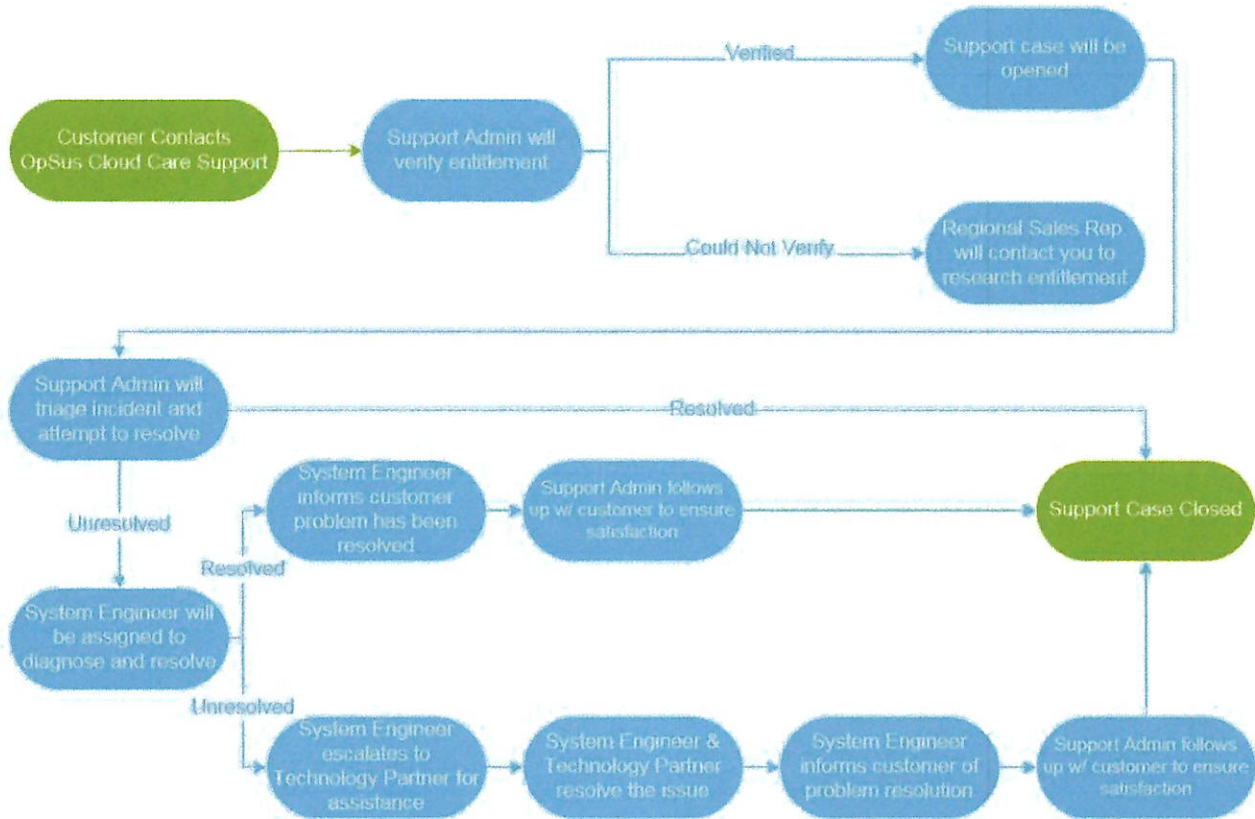
Infrastructure Support augments hardware maintenance contracts, licensed application and imbedded software support agreements. Customers are expected to maintain separate contracts and agreements with appropriate suppliers for hardware break/fix support, licensed application and imbedded software support. Customers are also expected to perform regular updates and periodic systems maintenance. Such maintenance may include patches, critical releases and security updates to OS’s (Windows, VMware ESX, etc.) running applications and imbedded software. Such regular maintenance updates are not performed by CloudWave but can be arranged for by engaging us for our Professional Services to do so.

### Support Process

Callers should be prepared to provide the serial or model number of the equipment to assist in problem diagnosis. The Analyst creates a support ticket, noting details of the incident and/or nature of the service request. The Analyst will begin to assess and triage the reported incident. The customer may be asked to perform some simple tasks to assist in problem determination. If the incident is resolved during the initial call, the resolution is documented and the support ticket is closed.

For incidents that require further investigation and intervention, a Systems Engineer will be assigned to remotely access your network, diagnose, and resolve the issue. CloudWave will coordinate with technology partners to secure on-site resources and replacement parts when required.

## The Cloud Care Process



### Need to Escalate an Issue?

Your satisfaction is important to us. In the event you feel the need to escalate a situation, please call the hotline at 1-855-28-OpSus (1-855-286-7787) and request escalation. In the event further escalation is required, you may contact one of the following members of the CloudWave CloudCare management team:

**Jeff Miller**  
 Service Center Manager  
 Phone 877-991-1991, ext. 6759  
 Direct 210-918-6759  
[jmiller@gocloudwave.com](mailto:jmiller@gocloudwave.com)

**Tina Brown**  
 Sr. Director, Customer Experience  
 Phone 877-991-1991, ext.6776  
 Direct 210-918-6776  
[tbrown@gocloudwave.com](mailto:tbrown@gocloudwave.com)



**Response Times and Severity Levels**

Cloud Care support calls are answered 7x24x365 in our San Antonio, TX Service Desk. An Analyst will take your call immediately and begin the process of gathering information. Incidents and requests reported in MyOpSus Portal will be reviewed and assigned upon receipt. Every Cloud Care Support incident is assigned a priority level (Critical, High, Medium, and Low). The customer determines the initial priority level when placing a request for assistance.

Priority	Guideline	Initial Contact	Resolution Time	Communication Frequency
Critical	Incidents involving production system failure (typically catastrophic), end users cannot access MEDITECH, service interruption/outage or significant system slowness causing significant loss of functionality for a large portion of the Customer's healthcare environment. (Example, VDI access is unavailable for the entire hospital).	Within 15 minutes	6 hours or Less	Every 2 hours until resolution
High	Incidents affecting customers with production system failure, service interruption or degradation, production backups failing for 48 hours, outage affecting a subset of the Customer's healthcare environment where more than 10 users are affected.	Within 1 Hour	12 hours or Less	Every 4 hours until resolution
Medium	Incidents affecting customers which are not causing a significant impact to the Customer's healthcare environment, where less than 10 users are affected and Individual production (MEDITECH) backups failed.	Within 4 hours	1 working day or Less (Business Hours)	Every 8 hours until resolution
Low	Incidents affecting single users and not causing a business interruption impact, backup failure, and information requests.	Within 4 hours	3 working days or Less (Business Hours)	Every 1 working day until resolution

\*\* Critical incidents require client resources with administrative access to systems and change management authorization available to work with CloudWave and technology partners on an ongoing basis until resolution or priority downgrade. Without the availability of appropriate client resources, CloudWave reserves the right to downgrade the incident to a lower priority.



### Support Tiers

Support Tier	Description
Tier 1 Support	All support cases begin in Tier 1, where the initial ticket is created. The issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by System Engineers. If required, the Engineer will collaborate with our vendor to resolve the issue.
Tier 3 Support	Support incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who will collaborate with our vendors to resolve the most complex issues.

### Remote Access

The customer must agree to provide access to the network and covered components. This access is essential to the delivery of Infrastructure Support Services. At the time of the call, remote access must be available via encrypted or secure PPTP or Internet VPN connection.

Please note: Server or Device Host Name and IP Addresses should be available to the CloudWave Systems Engineer, with current credentials (username and password), and administrative access privileges.

### Support Term

The initial term for Infrastructure Support is listed in the pricing section of this proposal and can be extended annually beyond the initial term.

### Covered Environment

Cloud Care Infrastructure Support covers the following items in the customer environment:

- One HP c7000 BladeSystem Chassis #1
- Sixteen HP BL460c Gen8 Blade Servers [VMware ESX Servers for MEDITECH]
- HP c7000 BladeSystem Chassis #2
- Sixteen HP BL460c Gen8 Blade Servers [VMware ESX Servers for MEDITECH]
- One HP c7000 BladeSystem Chassis #3
- Sixteen HP BL460c Gen8 Blade Servers [VMware ESX Servers for MEDITECH]
- One HP c7000 BladeSystem Chassis #4
- One HP BL460c Gen8 Blade Server [vCenter Server]
- One HP BL460c Gen8 Blade Server [3PAR System Reporter Server]



- One HP BL460c Gen8 Blade Server [FileStore Archive Server]
- Three HP BL460c Gen8 Blade Servers [BridgeHead Backup Servers]
- Six HP BL460c Gen8 Blade Servers [VMware ESX Servers for Non-MEDITECH]
- One HP BL660c Gen8 Blade Server [Data Repository Server]
- One HP BL660c Gen8 Blade Server [Iatric SQL Server]
- Two HP/Brocade Fibre Channel Switches
- One 3PAR Rack & P10000 Storage Array
- One HP DL380p Gen8 Rackmount Server [Web Proxy Server]
- One HP StoreOnce 4500 VTL
- Two HP MSL4048 Tape Libraries

Virtual Machine Info	Original CloudWave Contract#
26 Virtual File = 23 File, 2 SCA, FS-SQL 60 virtual BG = 32 BG, 2 Cache, 3 PS, 6 AS, 7 Px, 2 Web, PHM-Web1, TS01, 4 RM, 2 HP	S991025
1 Virtual BG Infra = Iatric FlexButton	MRL0003435
2 Virtual File Infra = BCA-LIS, BCA-DB 2 Virtual BG Infra = BCA-Web, BCA-TIS	MRL0003015
1 Virtual BG Infra = IMO01	MRL0003227
1 Virtual BG Infra = IATBGL02	MRL0003270
2 Virtual File Infra = SELAS, SETAS	MRL0003371
1 Virtual File Infra = ISMariaDB 1 virtual BG Infra = IS Web	MRL0002916

*[OEM Warranty Renewal quotes provided under separate cover]*

*[Quotation for continued hardware maintenance coverage through Park Place Technologies, LLC. attached. If assets need to be added/removed, please let your CloudWave representative know and your quotation will be adjusted accordingly.]*

Total for 7x24 Cloud Care Infrastructure Support – 6/1/2024 through 12/16/2024:	\$36,832.00
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**Terms and Conditions**

- Prices quoted are in US Dollars and are valid for 30 days from the date of this proposal unless modified in writing by CloudWave before your order is accepted
- Any applicable sales & use taxes are not included in the above fees and are the customer's responsibility
- Standard payment terms: Net 30 from date of invoice
- Changes to the equipment and services proposed may result in changes to this proposal and pricing



Company Prepared for the County of San Bernardino  
 On Behalf of Arrowhead Reg Medical Center  
 Address 400 N Pepper Ave  
 City, State, Zip Colton, CA 92324-1819

Quote#: 756969-1  
 Quote Date: 25-Apr-2024  
 Term Start: 01-Jun-2024  
 Term End: 31-May-2025

CloudWave Rep: Lori Nepini  
 E-mail Address: lnepini@gocloudwave.com

Billing Frequency: Full term preapid  
 Agreement #: D65717M-003

OEM	Serial Number	Model Number	Description	SLA	QTY	Location	Action	Start Date	End Date	Total
HP	2M241707P6	653200-B21	ProLiant DL380p Gen8 8-SFF Chassis	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$235.19
HP	USE417XD00	679118-B21	ProLiant BL660c Gen8	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$308.60
HP	USE417XCYY	679118-B21	ProLiant BL660c Gen8	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$308.60
HP	USE417XD3T	681844-B21	Blc7000 Enclosure	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$220.41
HP	USE417XCXA	681844-B21	Blc7000 Enclosure	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$220.41
HP	USE417XCYY	681844-B21	Blc7000 Enclosure	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$220.41
HP	USE417XD73	681844-B21	Blc7000 Enclosure	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$220.41
HP	USE417XD74	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
HP	USE417XCXB	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
HP	USE417XD48	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
HP	USE417XCXF	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
HP	USE417XCYM	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
HP	USE417XD7E	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
HP	USE417XD77	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
HP	USE417XCYW	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
HP	USE417XCXL	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
HP	USE417XD7K	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
HP	USE417XD7D	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
HP	USE417XD7H	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
HP	USE417XD79	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
HP	USE417CXXH	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
HP	USE417XD4D	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67



51	HP	USE417XD4B	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
52	HP	USE417XD46	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
53	HP	USE417XCXP	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
54	HP	USE417XCYT	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
55	HP	USE417XCYP	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
56	HP	USE417XD76	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
57	HP	USE417XD7B	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
58	HP	USE417XCYN	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
59	HP	USE417XCXR	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
60	HP	USE417XD4F	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
61	HP	USE417XCXV	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
62	HP	USE417XD4J	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
63	HP	USE417XCXV	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
64	HP	USE417XCXJ	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
65	HP	USE417XD4H	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
66	HP	USE417XCXK	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
67	HP	USE417XD4A	735151-B21	ProLiant BL460c G8 E5-v2 10/20GB Blade Server	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$140.67
68	HP	MXA406Z0B7	AK381A	MSL4048 0 Drive Tape Library	7x24xNBD	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$1,337.72
69	HP		HP LTO-5	• LTO-5 1.5/3TB Tape Drive	7x24xNBD	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	incl.
70	HP	MXA414Z37F	AK381A	MSL4048 0 Drive Tape Library	7x24xNBD	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$1,337.72
71	HP		HP LTO-5	• LTO-5 1.5/3TB Tape Drive	7x24xNBD	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	incl.
72	HP	USE4164128	E7W33A	3PAR StoreServ 10400 32 CC 64 DC Base - ParkView Support ParkView Supported	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	\$11,322.44
73	HP		E7W34A	• 3PAR 10400 32 CC 64 DC Controller Node	7x24x4	2	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	incl.
74	PPT		PV-B-STOR	• ParkView Hardware Monitoring ~ Storage	7x24x4	1	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	incl.
75	HP		QR591A	• 3PAR 10000 4Port FC Adapter	7x24x4	12	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	incl.
76	HP		QR592C	• 3PAR 10000 40-drive Chassis	7x24x4	12	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	incl.
77	HP		QR622C	• 3PAR 10000 4x600GB 15K FC Magazine	7x24x4	72	Colton, CA	Renewal	01-Jun-2024	16-Dec-2024	incl.

Park Place Technologies Hardware Maintenance Service Renewals are subject to the terms and conditions provided by PPT and can be found on their website.