



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

March 1, 2023
Infrastructure Support MRL0009445 Q# 030123-LN
Hardware Maintenance Quote# 656403-0
Billing Frequency: Annual

Park Place International, LLC dba CloudWave is pleased to offer San Bernardino County on behalf of 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.

| | |
|---|--------------|
| 1-Year Cloud Care Infrastructure Support Subtotal – Effective 6/1/2023 through 5/31/2024: | \$64,760.00 |
| 1-Year PPT Hardware Maintenance Subtotal – Effective 6/1/2023 through 5/31/2024: | \$44,514.08 |
| Proposal Total | \$109,274.08 |

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



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

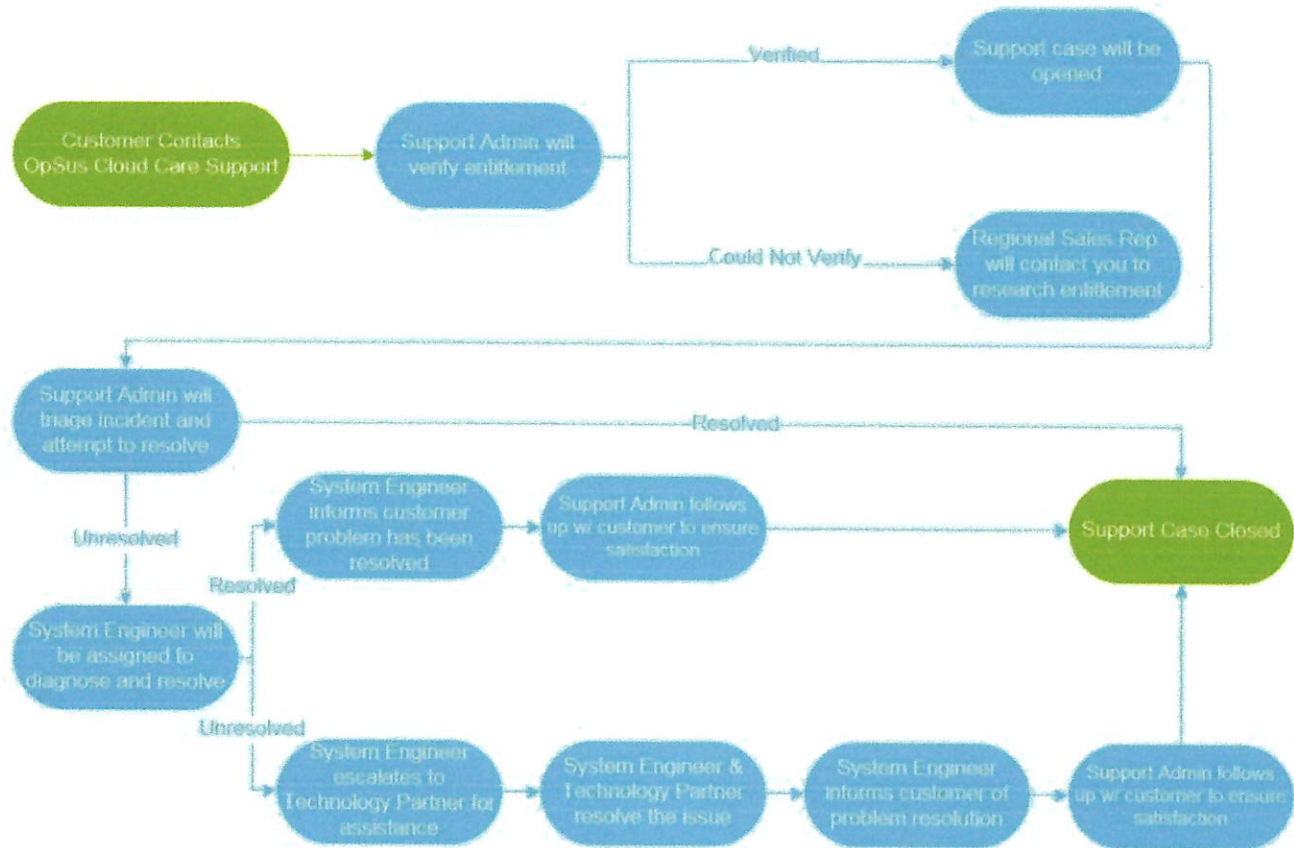
Infrastructure Support augments hardware maintenance contracts, licensed application and imbedded software support agreements. Customers are expected to maintain separate contracts and agreements with appropriate suppliers for hardware break/fix support, licensed application and imbedded software support. 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. You can alternatively contact one of the following members of the CloudWave management team:

Jeff Miller
Service Center Manager
Phone 877-991-1991, ext. 6759
Direct 210-918-6759
JMiller@GoCloudWave.com

Tony Ackley
Director, Cloud Operations
Phone 877-991-1991, ext.6785
Direct 210-918-6758
TAckley@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 1 year 7x24 Cloud Care Infrastructure Support – 6/1/2023 through 5/31/2024: | \$64,760.00 |
|---|-------------|

Terms and Conditions

- Prices quoted are in US Dollars and are valid for 90 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 60 from date of invoice
- Changes to the equipment and services proposed may result in changes to this proposal and pricing



| | |
|------------------|---|
| Company | Prepared for San Bernardino County |
| Address | On Behalf of Arrowhead Reg Medical Center |
| City, State, Zip | 400 N Pepper Ave |
| | Colton, CA 92342-1819 |
| CloudWave Rep: | Lori Nepini |
| E-mail Address: | lnepini@gocloudwave.com |

| | |
|--------------------|-------------------|
| Quote#: | 656403-0 |
| Quote Date: | 01-Mar-2023 |
| Term State: | 01-Jun-2023 |
| Term End: | 31-May-2024 |
| Billing Frequency: | Full term prepaid |
| Agreement #: | D65717M-002 |

[insert table]