



**PURCHASE ORDER**

Purchase Order No. **62104** Rev. **6/30/2008** Date

Form GSOP 1-PIN (04/98)

<b>Supplier No.</b> 802397	<b>Solicitation No.</b> 56942	<b>Delivery Date</b> As Specified	<b>FOB Point</b> Destination	<b>Invoice Terms</b> N45
<b>S</b> ATASCADERO STATE HOSPITAL <b>h T</b> INFROMATION TECHNOLOGY <b>i o</b> 10333 EL CAMINO REAL <b>P</b> ATASCADERO, CA 93422-5808 Attn: M. MARZIELLO		<b>C</b> ATASCADERO STATE HOSPITAL <b>h a T</b> PO BOX 7002 <b>r o</b> ATASCADERO CA 93423 <b>g e</b> ACCOUNTING		
<b>Agency Billing</b> 49050	<b>Agency Purchase Estimate</b> 71518045	<b>Purchase Estimate</b> 67202	<b>Revision</b> 0	
<b>Agency Contact</b> MARY MARZIELLO		<b>Phone</b> 805-468-2540	<b>Date Received</b>	

EXECUTIVE INFORMATION SERVICES  
INC.  
1396 NE 2ND ST., STE 100  
OCALA, FL 34470  
Attn: ALVIN J. GORTCINSKY  
  
**Phone:** 801-543-5989

Item No.	Quantity	Unit	Commodity Code	Description	Unit Price	Extension
<b>TERMS AND CONDITIONS:</b>						
THE ATTACHED STATEMENT OF WORK CONSISTING OF THREE (3) PAGES IS PART OF THIS AGREEMENT.						
THE FOLLOWING DOCUMENTS ARE INCORPORATED INTO THIS AGREEMENT AND MAY BE VIEWED AT THE WEBSITE LISTED:						
1. IT General Provisions, GSPD-401IT Revised and Effective 4/12/2007 <a href="http://www.documents.dgs.ca.gov/pd/modellang/GPIT0407.pdf">http://www.documents.dgs.ca.gov/pd/modellang/GPIT0407.pdf</a>						
2. IT Software License Special Provisions (Effective 01/21/2003) <a href="http://www.documents.dgs.ca.gov/pd/modellang/softwarepecial012103.pdf">http://www.documents.dgs.ca.gov/pd/modellang/softwarepecial012103.pdf</a>						
1	1	EA	7090-999-9999-9	SOFTWARE MISCELLANEOUS (AS DESCRIBED) ANNUAL SUPPORT SERVICES AGREEMENT P.S. NET, RECORDS MANAGEMENT SYSTEM	6,600.0000	6,600.00
<b>Total Value:</b>						6,600.00
<p>This purchase order is being awarded on July 25, 2008 pursuant to Government Code Section 13332.17. Any encumbrances made pursuant to this purchase order shall be construed to have been made on the last day of the preceding fiscal year.</p> <p><b>FOB DESTINATION:</b></p> <p>For the purposes of this Award, only FOB Destination will be accepted.</p> <p><b>CHANGE ORDERS:</b></p> <p>This Purchase Order may be amended, modified, or terminated at any time by mutual agreement of the parties in writing, change orders amending, modifying or terminating the Purchase Order, including any modifications of the compensation payable, may be issued only by the State Procurement Officer. All such change orders shall be</p>						

Sales and/or use tax to be extra unless noted above

<b>Buyer</b>  DIANA MERCADO	<b>Phone</b> 916-375-4430	<b>BOC Number</b>
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**PURCHASE ORDER CONTINUATION**

Form GSOP 2-PIN (04/98)

<i>Purchase Order No.</i> <b>62104</b>	<i>Revision</i>	<i>Date</i> 6/30/2008	<i>Supplier No.</i> 802397	<i>Supplier Name</i> EXECUTIVE INFORMATION SERVICES
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<i>Item No.</i>	<i>Quantity</i>	<i>Unit</i>	<i>Commodity Code</i>	<i>Description</i>	<i>Unit Price</i>	<i>Extension</i>
<p>in writing and issued only upon written concurrence of the supplier. Termination, as that term is used in this section, does not include termination for default of the supplier.</p> <p>This Purchase Order has been registered into the State Contracts and Procurement Registration System (<a href="https://www.scprs.dgs.ca.gov">https://www.scprs.dgs.ca.gov</a>). The Registration Number is: 44400708324771</p>						

**Information Technology Department  
Atascadero State Hospital**

**STATEMENT OF WORK**

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Executive Information Services, Inc.

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This Statement of Work ("Agreement") reflects the services to be provided by Executive Information Services, Inc. hereinafter referred to as the "Contractor", for the Information Technology Department hereinafter referred to as the "State".

**SCOPE**

This is an annual renewal of a Service (support) contract for the EIS Record Management System.

The Contractor will provide EIS Records Management System Support for the period of twelve (12) months.

Standard maintenance plans apply to agencies servicing a population up to 100,000. Larger agencies should contact EIS for custom service quotations. All fire application module support services are custom quoted.

The Standard Service Plan is designed to provide core services that will keep EIS supplied law enforcement software systems at a site operational. These services, for example, could be used to supplement the services of a local data processing department or other local contractor.

Standard services cover all EIS application software. Standard plans do not cover computer hardware, operating systems, e-mail systems, network operating systems, or other computer or network components whether or not they were provided by EIS. Services do include diagnostic services and coordination with hardware support vendors, communications vendors, E911 vendors, radio console vendors, and other involved third parties. All charges by third parties for system software licenses, cabling, hardware components, etc. are the responsibility of the Agency. Custom service plans can be configured to meet individual agency requirements.

EIS endeavors to provide timely support services. These services are heavily based on remote support capabilities; including telephone and Internet based services.

The Contractor's support will help the State streamline the product support model by providing quick resolution to questions, trouble shooting solutions, and updates that will help lead to the highest application availability possible.

## PERIOD OF PERFORMANCE

The term of this Agreement will be effective the date the Purchase Order is signed through June 30, 2009.

## CONTRACTOR REQUIREMENTS

- The Contractor shall assist the Atascadero State Hospital Information Technology Department in implementing the most effective IT service and support tools.
- The Contractor will provide upgrades and new version releases during the support. They will also provide hot fixes, service packs for current product and access to the technical support knowledgebase.

## DELIVERABLES

- Unlimited telephone based support
- Unlimited use of the EIS Support WEB site
- Remote Access Support
- Remote and on-site support, if required, for failures that render the system inoperable or seriously degrade system performance
- System Notification Service. This is an electronic bulletin and newsletter based service that is designed to alert users to potential problems with EIS systems or of outside virus or security risks that may influence the use of EIS systems in the Agency.
- General systems consulting, including system evaluation, recommendations on upgrades and enhancements, and budgetary costing on upgrades.
- Service includes periodic on-site visits to check system health, install updated software, install operating system and system software service packs, and provide update training for new operators or new system features
- Software Updates.
- Due to variability, E-911 interface upgrades and State Interface upgrades may be subject to additional charges.
- WEB Hosting on the protected EIS support servers.
- E-mail services hosted on EIS support servers.
- Fail Safe Data Archive
- EIS can optionally provide electronic monitoring of customer systems to detect faults and failures.

## EXCLUSIONS

EIS assumes no responsibility for third party software including operating systems, communication circuits, electronic mail systems, overall network performance, user profiles, and other network management functions

## BILLING INFORMATION

The Contractor shall submit invoices (including the purchase order number) to the following address:

Atascadero State Hospital  
Attn: Accounts Payable, Ann Munz  
PO Box 7002  
Atascadero, CA 93423-7002

## POINTS OF CONTACT

### Contractor Primary Contact:

Rick Sandona  
1396 NE 20<sup>th</sup> Avenue, Suite 100  
Ocala, FL 34470  
Ph: (352) 236-4500  
Fax: (407) 650-2695  
Email: rick@goeis.net

### State's Primary Contact:

James Gruver  
Information Technology Manager  
10333 El Camino Real  
Atascadero, CA 93422  
Ph: (805) 468-2949  
E-mail: [james.gruver@ash.dmh.ca.gov](mailto:james.gruver@ash.dmh.ca.gov)

### Please forward renewal notices to the attention of:

Mary Marziello  
Information Systems Analyst  
10333 El Camino Real  
Atascadero, CA 93422  
Ph: (805) 468-22540  
E-mail: [mary.marziello@ash.dmh.ca.gov](mailto:mary.marziello@ash.dmh.ca.gov)

## TERMINATION

The State shall have the right to terminate maintenance upon delivery of written notice at least thirty (30) calendar days prior to any scheduled renewal date.