

**RENEWAL AND AMENDMENT NO. 4
TO PROFESSIONAL SERVICES AGREEMENT
BETWEEN Forward Advantage AND
THE NATIVIDAD MEDICAL CENTER
FOR**

Software Support/Maintenance and Upgrades to the NMC Faxing Solution

This Renewal and Amendment No. 4 to Professional Services Agreement ("Agreement"), dated July 1, 2007, is entered into by and between the County of Monterey, on behalf of Natividad Medical Center ("NMC"), and Forward Advantage (Contractor), with respect to the following:

RECITALS

WHEREAS the County and Contractor amended the Agreement previously on June 30, 2009 via Amendment No. 1, on July 1, 2009 via Amendment No. 2, and on March 1, 2010 via Amendment No.3; and

WHEREAS the County and Contractor wish to renew and amend the Agreement to extend the term end date to allow for existing services to continue and to add additional services requested by County; and

WHEREAS the County and Contractor wish to amend the Agreement to increase the amount of the Agreement by \$5,675 because of the term extension and the increase in the amount payable for services rendered.

AGREEMENT

NOW THEREFORE, the parties agree to amend the Agreement as follows:

1. Exhibit A to the Agreement is replaced with Amendment-4 to Exhibit A, attached to this Amendment. All references in the Agreement to Exhibit A shall be construed to refer to Amendment-4 to Exhibit A.
2. Section 2; "PAYMENTS BY NMC" shall be amended by removing, "The total amount payable by NMC to CONTRACTOR under this Agreement shall not exceed the sum of \$8,000." and replacing it with "The total amount payable by County to CONTRACTOR under Agreement No. (BPO522) shall not exceed the total sum of \$85,675 for the full term of the Agreement".
3. Section 3; "TERM OF AGREEMENT" shall be amended by removing, "The term of this Agreement is from July 1, 2007 to June 30, 2009 unless sooner terminated pursuant to this Agreement" and replacing it with "The term of this Agreement is from July 1, 2007 to June 30, 2015 unless sooner terminated pursuant to this Agreement."
4. Section 8; "INDEMNIFICATION" shall be amended by removing the entire paragraph and replacing it with "Except for defense and indemnification obligations, as set forth within this Agreement, neither the County nor CONTRACTOR shall be liable to the other for any damages exceeding the aggregate insurance coverage limits set forth under this Agreement, including but not limited to, any and all legal and regulatory actions, alleged damages, claims, liabilities, costs, expenses or financial loss, in any way arising from or relating to the performance of this Agreement. The provisions of this Paragraph shall apply regardless of the form of action, damage, claim, liability, cost, expense, or loss, whether in contract, statute, tort or otherwise."
5. Except as provided herein, all remaining terms, conditions and provisions of the Agreement and Amendment Nos. 1, 2, and 3 are unchanged and unaffected by this Amendment and shall continue in full force and effect as set forth in the Agreement.
6. A copy of this Renewal and Amendment No. 4 and all previous amendments shall be attached to the original Agreement (No.BPO522).
7. The effective date of this Amendment is July 1, 2011.

IN WITNESS WHEREOF, the parties hereto are in agreement with this Amendment on the basis set forth in this document and have executed this Amendment on the day and year set forth herein.

NATIVIDAD MEDICAL CENTER

By: [Signature]
Sid Cato, Management Analyst/Contracts

Date: 7-7-13

By: [Signature]
Harry Weis, Chief Executive Officer

Date: 6/27/13

Approved as to Legal Provisions

By: [Signature]
Anne Brauer
Deputy County Counsel

Date: June 20, 2013

Approved as to Fiscal Provisions

By: [Signature]
Gary Giboney
Auditor/Controller's Office

Date: 7-13

CONTRACTOR

FORWARD ADVANTAGE, INC.
Contractor's Business Name***

[Signature]
Signature of Chair, President, or Vice-President

Mike Knebel Vice President, Sales
Name and Title

Date: 6-17-2013

By: [Signature]
(Signature of Secretary, Asst. Secretary, CFO,
Treasurer or Asst. Treasurer)

Brian Boudreau, Asst. Treasurer
Name and Title

Date: 6-24-13

***INSTRUCTIONS:

If CONTRACTOR is a corporation, including limited liability and non-profit corporations, the full legal name of the corporation shall be set forth above together with the signatures of two specified officers.

If CONTRACTOR is a partnership, the name of the partnership shall be set forth above together with the signature of a partner who has authority to execute this Agreement on behalf of the partnership.

If CONTRACTOR is contracting in and individual capacity, the individual shall set forth the name of the business, if any and shall personally sign the Agreement.

Communication Director Software Maintenance and Technical Support Services Agreement

United States and Canada Only

Upon receipt by Forward Advantage, Inc. (FAI) of the signed Communication Director Software Maintenance and Technical Support Services Agreement ("Agreement"), and payment for the appropriate dollar amount, Client agrees to the following terms and conditions of the Agreement, and Client shall be entitled to software maintenance and technical support for Communication Director software ("Software") as set forth below:

1. Client Obligations:

- a. To receive software maintenance and technical support services, the Client must provide remote control access to the Communication Director server. This includes web/client VPN or equivalent access to the Client network, and RDP or equivalent access to the Communication Director server. VPN and remote control access must be enabled when requested by an FAI representative in order to provide timely implementation and support services.
- b. It is the responsibility of the Client to ensure the security of their network.

2. Software Maintenance:

- a. Software Upgrade Program: On occasion, FAI may release upgrade revisions to the Software. The Software Upgrade Program allows participants to receive upgrade Software at no cost. To participate in the Software Upgrade Program, the Client must maintain in force a current Agreement. This Agreement must be maintained on a continual basis, commencing no later than the initial Anniversary Date, with subsequent renewal at each Anniversary Date thereafter.
 - i. The upgrade Software includes only Software that the Client has previously purchased.
 - ii. Upgrade Services Discount: Services to install the upgrade Software will be provided at a 25% discount off the published retail price. Configuration of any new features included with the upgrade Software, if desired, will also be provided at a 25% discount off the published retail price.
- b. Newly Released Software: On occasion, FAI may release new software or new releases of software that the Client has not previously purchased. By maintaining an Agreement in force, a 10% discount will be provided on software license fees for new software or newly purchased software when purchased direct from FAI.

3. Technical Support Services:

- a. Technical support is provided for Communication Director software installations, configuration and modifications performed by FAI implementation and support representatives, including:
 - i. Answering questions and problem solving for issues arising after system implementation and configuration.
 - ii. Providing software problem fixes when software is not operating according to documented functions or features. These fixes will be made available for the most current Software release and two (2) prior releases only.
 - iii. Modifying system configurations if not operating per previous configuration specifications.
- b. Client requests technical support by calling FAI. When calling, the Client must explain the issue in sufficient detail to enable the FAI representative to fully understand, reproduce and diagnose the problem or difficulty, including system environment information, problem documentation, copies of "Printbacks", and any other relevant information. FAI must be able to dial in to Communication Director server as defined in Item 2)a) above.
- c. Support calls to FAI are actioned immediately, and a response should be expected within 2 hours, or as soon as reasonably possible.

4. Warranties and Limitations:

- a. FAI warrants that it will use reasonable effort to provide satisfactory response to client's requests provided these requests are exclusively related to Communication Director as noted in this Agreement.
- b. Items not covered by this Agreement include the following:
 - i. Operating system, pcAnywhere remote control software, and any other software support and maintenance.
 - ii. Hardware support and maintenance.
 - iii. Network support and maintenance.
 - iv. Support for problems related to incompatibility with any software and hardware not specifically stated to be compatible with Communication Director software.
- c. Items not covered by this Agreement, but available from FAI for an additional fee:
 - i. Re-installation and/or re-configuration of Communication Director software after system platform failure.
 - ii. Communication Director review and modification for installation, configuration and modifications performed by persons other than FAI implementation and support representatives.
 - iii. On-site implementation or support.

5. Termination:

- a. Either party may terminate this Agreement on an Anniversary Date by providing ninety (90) days prior written notice.
- b. In the event FAI has not received payment for the Agreement prior to the Clients Anniversary Date, the Agreement will automatically terminate. A thirty (30) day grace period for receipt of payment may apply. Services will be available after termination on a fee-for-service or hourly basis at published retail prices.

6. General:

- a. The terms of this Agreement may be modified by FAI or Client upon 30-days written notice if mutually agreed by FAI and Client. The term "Agreement" as used herein includes any future written amendments, modification, or supplements made in accordance herewith. THE CLIENT AGREES TO BE BOUND BY THE TERMS OF THIS AGREEMENT, AND FURTHER AGREES THAT IT IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE UNDERSTANDING BETWEEN THE PARTIES WHICH SUPERSEDES ALL PROPOSALS, ORAL OR WRITTEN, AND ALL OTHER COMMUNICATIONS BETWEEN THE PARTIES RELATING TO THE SUBJECT MATTER HEREIN.
- b. This Agreement shall be governed by the laws of the State of California. In the event legal action is brought to interpret or enforce the provisions of this Agreement, the parties agree that the proper forum for such actions shall be in Fresno County, California.

Please sign below indicating your acceptance of this agreement:

Organization Name: County of Monterey (National Medical Center)

Signature Date Print Name Title

**RENEWAL AMENDMENT NO. 3
FOR PROFESSIONAL SERVICE AGREEMENT
BETWEEN Forward Advantage AND
THE NATIVIDAD MEDICAL CENTER
FOR
Support & Upgrades to NMC's HCIS Faxing Solution SERVICES**

The parties to Professional Service Agreement, dated July 1, 2007 between the County of Monterey, on behalf of Natividad Medical Center ("NMC"), and Forward Advantage (Contractor), hereby agree to renew their Agreement No. (BPO522) on the following amended terms and conditions:

1. Contractor will continue to provide NMC with the same scope of service as stated in the original Agreement No. (BPO522). Contractor will provide NMC with the additional scope of service as stated in Attachment A, which shall be attached to this Amendment #3.
2. This Renewal Amendment shall become effective on March 1, 2010 and shall continue in full force and extending the term date until June 30, 2011.
3. The total amount payable by County to Contractor under Agreement No. (BPO522) shall not exceed the total sum of \$80,000 for the full term of the Agreement and \$30,000 for fiscal year 2009-2010.
4. All other terms and conditions of the Agreement shall continue in full force and effect.
5. A copy of this Amendment shall be attached to the original Agreement No. (BPO522).

IN WITNESS WHEREOF, the parties hereto are in agreement with this Amendment and Professional Service Agreement on the basis set forth in this document and have executed this amendment on the day and year set forth herein.

CONTRACTOR

Signature *[Signature]*

Dated 2-22-2010

Printed Name MIRE KNEBEL

Title VICE PRESIDENT

NATIVIDAD MEDICAL CENTER

Signature *[Signature]*
Purchasing Manager

Dated 3/11/10

Signature *[Signature]*
NMC - CEO

Dated 3/5/10

Approved as to Legal Form:

Charles J. McKee, County Counsel

By *[Signature]*
Stacy Saetta, Deputy
Attorneys for County and NMC

Dated: 3/8 2010

Reviewed as to fiscal provisions

[Signature]
Auditor/Controller
County of Monterey 3940



ATTACHMENT A

February 10, 2010

Barbara Moody
Natividad Medical Center
1441 Constitution Boulevard
Salinas, CA 93912

Dear Barbara,

Thank you for requesting a proposal for remote implementation. Per my conversation with James Solano and Kevin Frazier, I have prepared this proposal for your consideration and review. This proposal is for 40 hours of remote implementation with a 50% discount for your Communication Director System.

| Qty | Remote Implementation/Training | Remote Implementation* |
|-----|---|-------------------------|
| 40 | Hours of Remote Implementation/Training | \$10,000.00 |
| | 50% discount | (\$5,000.00) |
| | Total | \$5,000.00 |

This proposal is valid for 30 days unless otherwise stated. Price is in US Dollars.

**Implementation of the software is performed remotely via customer's VPN or other remote control method. If you would like implementation on-site please contact Forward Advantage, Inc. for a separate proposal.*

If this proposal meets with your approval, please fax a purchase order to (559) 436-4217. Upon receipt we will contact you to schedule implementation based on calendar availability. If you have any questions, please do not hesitate to contact me. Thank you again for your interest.

Sincerely,

Melissa Taylor
Customer Service Representative
Forward Advantage, Inc.
Tel: (877) 636-7927 Ext. 1697
Fax: (559) 436-4217
Melissa.Taylor@ForwardAdvantage.com
czh

RENEWAL AMENDMENT NO. 2
FOR PROFESSIONAL SERVICE AGREEMENT
BETWEEN Forward Advantage AND
THE NATIVIDAD MEDICAL CENTER
FOR
Support & Upgrades to NMC's HCIS Faxing Station SERVICES

The parties to Professional Service Agreement, dated July 1, 2007 between the County of Monterey, on behalf of Natividad Medical Center ("NMC"), and Forward Advantage (Contractor), hereby agree to renew their Agreement No. (B960972379) on the following amended terms and conditions:

1. Contractor will continue to provide NMC with the same scope of service as stated in the original Agreement No. (B960972379).
2. This Renewal Amendment shall become effective on July 1, 2009 and shall continue in full force and extending the term date until June 30, 2010.
3. The total amount payable by County to Contractor under Agreement No. (B960972379) shall not exceed the total sum of \$50,000 for the full term of the Agreement and \$25,000 for fiscal year 2009-2010.
4. All other terms and conditions of the Agreement shall continue in full force and effect.
5. A copy of this Amendment shall be attached to the original Agreement No. (B960972379).

IN WITNESS WHEREOF, the parties hereto are in agreement with this Amendment and Professional Service Agreement on the basis set forth in this document and have executed this amendment on the day and year set forth herein.

CONTRACTOR

Signature *M. Knerel*

Dated 4-27-2009

Printed Name MING KNEREL

Title VICE PRESIDENT

NATIVIDAD MEDICAL CENTER

Signature *[Signature]*
Purchasing Manager

Dated 5/27/09

Signature *[Signature]*
NMC - CEO

Dated 5/4/09

Approved as to Legal Form:
Charles J. McKee, County Counsel

By *[Signature]*
William Litt, Deputy
Attorneys for County and NMC

Dated: 5/11, 2009

Reviewed as to fiscal provisions
[Signature]
Auditor/Controller
County of Monterey 5-13-09

RENEWAL AMENDMENT NO. 1
FOR PROFESSIONAL SERVICE AGREEMENT
BETWEEN Forward Advantage AND
THE NATIVIDAD MEDICAL CENTER
FOR

Support & Upgrades to NMC's HCIS Taxing Solution SERVICES

This Amendment No. 1 is made and entered into, by and between Natividad Medical Center ("NMC"), a general acute care teaching hospital wholly owned and operated by the County of Monterey, which is a political subdivision of the State of California and Forward Advantage (hereinafter "CONTRACTOR").

WHEREAS, NMC and CONTRACTOR have heretofore entered into an Agreement for Professional Services for the term July 1, 2007 through June 30, 2009 ("Agreement"); and

WHEREAS, the parties desire to amend the Agreement as specified below.-

NOW, THEREFORE, for and in consideration of the mutual covenants, conditions and restrictions set forth herein, the parties agree as follows:

1. Exhibit A, Scope of Services/Payment Provisions, is replaced with Amendment No. 1 to Exhibit A. All references in the Agreement to Exhibit A shall be construed to refer to Amendment No. 1 to Exhibit A.
2. Section 3, Term of Agreement, is amended to extend term from June 30, 2009 to June 30, 2010.
3. Effective Date of Amendment. This Amendment No. 1 shall become effective on April 1, 2009.
4. Except as provided herein, all other terms and conditions of the Agreement shall remain in full force and effect.
5. A copy of this Amendment No. 1 shall be attached to the Agreement.

CONTRACTOR

Signature M. Kuerel

Dated 3-9-09

Printed Name MENE KUEREL

Title VICE PRESIDENT

NATIVIDAD MEDICAL CENTER

Signature [Signature]
Purchasing Manager

Dated 3/12/09

Signature [Signature]
NMC - CEO

Dated 3-10-09

Approved as to Legal Form:
Charles J. McKee, County Counsel

By [Signature]
William Litt, Deputy
Attorneys for County and NMC

Stacy
Seth

Reviewed as to fiscal provisions
[Signature]
Auditor-Controller
County of Monterey
3-12-09

Dated: 3-11, 2009

Approval for County Standard
payment terms



March 5, 2009

Paula Diepenbrock
Natividad Medical Center
1441 Constitution Blvd
Sallinas, CA 93912

This proposal is for the re-implementation and upgrade to v3.60 of your current Smart Suite Licensing on a temporary Test Server, which includes all of the following functionality:

Desktop Fax provides faxing from most Windows Desktop Applications. Features include:

- Access to Communication Director's centralized fax recipient database
- Ability to create a separate local fax recipient database
- Support for fax recipient groups
- Customizable database security features
- Desktop Fax log view and print capabilities
- Ability to fax from multiple applications simultaneously

Desktop Fax for Windows Terminal Services is not included with this Suite, but it is available. If you would like to add this module, please contact Forward Advantage, Inc. for a revised proposal.

Cover Page Editor provides an easy-to-use tool that allows users to create their own custom cover pages for Desktop Fax and SmartRoute. Utilizing a familiar Windows-style user interface, users can add logos, confidentiality statements, callback information, etc. to create their own unique templates.

SmartRoute Technology: Communication Director SmartRoutes can accept report data in ASCII or PCIS or SE format via TCP/IP, Novell print queues (via 3rd party product), or Windows network printing, and automatically route them to specified locations via fax, network or dial-up remote print, e-mail, file transfer, and pager notification. This proposal includes fax and network print delivery methods. If you should decide to add any of the other deliveries types in the future, please contact Forward Advantage, Inc. for a proposal.

Profile Manager Interface: automatically updates the Communication Director database via a report generated from your host system, adding new recipients, updating existing ones with new or changed information, and eliminating the need to manually update the database for most changes.

Fax Channels: provides the ability to send approximately 50 fax pages per hour per channel.

System Activity Monitoring (SAM) Tools: presents users with information regarding Communication Director activities. The input, scheduling and delivery of reports are presented in a straightforward manner with tools allowing users to find information efficiently and effectively. SAM increases efficiency by providing specific reasons for distribution failures and the ability to redeliver failed faxes directly from the activity log. SAM also provides "scheduler" monitoring to review scheduled deliveries. Also available for monitoring are Printbacks, one-page headers preceding the original document explaining why the report failed to be delivered.

Access Controls: Supports your HIPAA initiatives by providing role-based access to administration tools configuration tools and audit logs. With Access Controls you have the ability to restrict the viewing of the activity log based on the source of the information.

| 2 Channel Smart Suite Re-Implementation | | Remote Implementation* |
|---|--|------------------------|
| ✓Desktop Fax ✓Profile Manager Interface ✓System Activity Monitor ✓SmartRoute Licenses with the following delivery types: • Fax • Network Print | | |
| 2 Fax Channels for Outbound Faxing | | |
| 4 Concurrent Fax Connections (Virtual ports) | | |
| 6 SmartRoute Licenses with Fax & Network Print Delivery | | \$11,500.00 |
| Total | | \$11,500.00 |

~~This proposal is valid for 30 days unless otherwise stated.~~
 *Implementation of the software is performed remotely via customer's VPN or other remote control method. If you would like implementation on-site please contact Forward Advantage, Inc. for a separate proposal.
 **This price does not include any 3rd party software or hardware.

Communication Director may be run on a Windows 2000 or 2003 Server. I have attached the minimum server configurations for your review. Please refer to the General Requirements as well as those listed for the "Smart Suite/SS Plus."

Communication Director also utilizes the Brooktrout fax card for fax report delivery. You may purchase this card through Forward Advantage or your hardware vendor. If you purchase through your own source, please verify the model and part number match the description below. The proposed card fits in a PCI Express slot. If you require a PCI card, please contact us to quote one for you. For fax card dimensions and additional information, please visit their web site at <http://www.cantata.com/products/tr1034/>.

The second line item below is one year of the Brooktrout Express Exchange Service for the TR1034 Fax card. This optional program, offered by Brooktrout, ensures that if there is a problem with the card itself, they will overnight a replacement card for you to keep. Please refer to the following website for Terms & Conditions. <http://www.cantata.com/services/expressexchange/termsandconditions.cfm>

| Qty | Brooktrout Fax Card | Pricing |
|------------------|--|-------------|
| 1 | 2 Channel TR1034+E2-2L Brooktrout Fax Card (Part #901-007-06) | \$1,495.00 |
| 1 | 1 Yr Express Exchange Service through Brooktrout (Part # 971-007-06) | \$300.00 |
| Subtotal | | \$1,795.00 |
| Total from above | | \$11,500.00 |
| Grand Total | | \$13,295.00 |

~~This proposal is valid for 30 days unless otherwise stated.~~
Payment Terms: Quotations are only valid in writing and during the period that they state. FAI reserves the right to change products and pricing at any time without prior notice.

Payment is due under the conditions of Item 6.01 of the original Professional Services Agreement, dated July 1, 2007. Billing will occur in two phases; Initial invoice will include software and hardware (when applicable). Subsequent invoice will include implementation services and Annual Software Maintenance and Technical Services Support Agreement fee. Scheduling of implementation will occur upon receipt of payment for initial invoice. Implementation and support fees will be billed when implementation commences.

If the above quote meets with your approval, please indicate your acceptance below and fax a purchase order along with this signed proposal to (559) 436-4217. Upon receipt of payment outlined in the payment terms above, we will contact you to schedule implementation.

Accepted by:

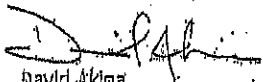
Natividad Medical Center

By: _____ Date: _____

Name _____ Title: _____

If you have any questions, please do not hesitate to call or e-mail. Thank you again for your interest.

Proposed by:



David Akina
Account Representative, Sales
Tel: (877) 636-7927 Ext. 1703
Fax: (559) 436-4217
Dave.akina@forwardedvantage.com
MAT

COUNTY OF MONTEREY AGREEMENT FOR PROFESSIONAL SERVICES
(NOT TO EXCEED \$100,000)

This Professional Services Agreement (hereinafter "Agreement") is made by and between Natividad Medical Center ("NMC"), a general acute care teaching hospital wholly owned and operated by the County of Monterey, which is a political subdivision of the State of California, and Forward Advantage, (hereinafter "CONTRACTOR").

In consideration of the mutual covenants and conditions set forth in this Agreement, the parties agree as follows:

1. **SERVICES TO BE PROVIDED.** NMC hereby engages CONTRACTOR to perform, and CONTRACTOR hereby agrees to perform, the services described in Exhibit A in conformity with the terms of this Agreement. The services are generally described as follows: Provide Support and Upgrades to NMC's HCIS faxing solution.

2. **PAYMENTS BY NMC.** NMC shall pay the CONTRACTOR in accordance with the payment provisions set forth in Exhibit A, subject to the limitations set forth in this Agreement. The total amount payable by NMC to CONTRACTOR under this Agreement shall not exceed the sum of \$ 8,000.

3. **TERM OF AGREEMENT.** The term of this Agreement is from 07/01/2007 to 6-30-09, unless sooner terminated pursuant to the terms of this Agreement. This Agreement is of no force or effect until signed by both CONTRACTOR and NMC and with NMC signing last, and CONTRACTOR may not commence work before NMC signs this Agreement.

4. **ADDITIONAL PROVISIONS/EXHIBITS.** The following attached exhibits are incorporated herein by reference and constitute a part of this Agreement:

Exhibit A Scope of Services/Payment Provisions

Exhibit B INS JUSTIFICATION

5. **PERFORMANCE STANDARDS.**

5.01. CONTRACTOR warrants that CONTRACTOR and CONTRACTOR's agents, employees, and subcontractors performing services under this Agreement are specially trained, experienced, competent, and appropriately licensed to perform the work and deliver the services required under this Agreement and are not employees of NMC, or immediate family of an employee of NMC.

5.02. CONTRACTOR, its agents, employees, and subcontractors shall perform all work in a safe and skillful manner and in compliance with all applicable laws and regulations. All work performed under this Agreement that is required by law to be performed or supervised by licensed personnel shall be performed in accordance with such licensing requirements.

5.03. CONTRACTOR shall furnish, at its own expense, all materials, equipment, and personnel necessary to carry out the terms of this Agreement, except as otherwise specified in this Agreement. CONTRACTOR shall not use NMC premises, property (including equipment, instruments, or supplies) or personnel for any purpose other than in the performance of its obligations under this Agreement.

6. PAYMENT CONDITIONS.

6.01. CONTRACTOR shall submit to the Contract Administrator an invoice on a form acceptable to NMC. If not otherwise specified, the CONTRACTOR may submit such invoice periodically or at the completion of services, but in any event, not later than 30 days after completion of services. The invoice shall set forth the amounts claimed by CONTRACTOR for the previous period, together with an itemized basis for the amounts claimed, and such other information pertinent to the invoice as NMC may require. The Contract Administrator or his or her designee shall certify the invoice, either in the requested amount or in such other amount as NMC approves in conformity with this Agreement, and shall promptly submit such invoice to the County Auditor-Controller for payment. The County Auditor-Controller shall pay the amount certified within 30 days of receiving the certified invoice.

6.02. CONTRACTOR shall not receive reimbursement for travel expenses unless set forth in this Agreement.

7. TERMINATION.

7.01. During the term of this Agreement, NMC may terminate the Agreement for any reason by giving written notice of termination to the CONTRACTOR at least thirty (30) days prior to the effective date of termination. Such notice shall set forth the effective date of termination. In the event of such termination, the amount payable under this Agreement shall be reduced in proportion to the services provided prior to the date of termination.

7.02. NMC may cancel and terminate this Agreement for good cause effective immediately upon written notice to CONTRACTOR. "Good cause" includes the failure of CONTRACTOR to perform the required services at the time and in the manner provided under this Agreement. If NMC terminates this Agreement for good cause, NMC may be relieved of the payment of any consideration to CONTRACTOR, and NMC may proceed with the work in any manner, which NMC deems proper. The cost to NMC shall be deducted from any sum due the CONTRACTOR under this Agreement.

8. INDEMNIFICATION. Contractor shall indemnify, defend, and hold harmless NMC and the County of Monterey (hereinafter "County"), its officers, agents and employees from any claim, liability, loss, injury or damage arising out of, or in connection with, performance of this Agreement by Contractor and/or its agents, employees or sub-contractors, excepting only loss, injury or damage caused by the negligence or willful misconduct of personnel employed by NMC. It is the intent of the parties to this Agreement to provide the broadest possible coverage for NMC. The Contractor shall reimburse NMC for all costs, attorneys' fees, expenses and liabilities incurred with respect to any litigation in which the Contractor is obligated to indemnify, defend and hold harmless NMC and the County under this Agreement.

9. INSURANCE.

9.01. Evidence of Coverage:

Prior to commencement of this Agreement, the Contractor shall provide a "Certificate of Insurance" certifying that coverage as required herein has been obtained. Individual endorsements

executed by the insurance carrier shall accompany the certificate. In addition, the Contractor upon request shall provide a certified copy of the policy or policies.

This verification of coverage shall be sent to NMC's Contracts/Purchasing Department, unless otherwise directed. The Contractor shall not receive a "Notice to Proceed" with the work under this Agreement until it has obtained all insurance required and NMC has approved such insurance. This approval of insurance shall neither relieve nor decrease the liability of the Contractor.

9.02 Qualifying Insurers:

All coverage's, except surety, shall be issued by companies which hold a current policy holder's alphabetic and financial size category rating of not less than A- VII, according to the current Best's Key Rating Guide or a company of equal financial stability that is approved by NMC's Contracts/Purchasing Director.

9.03 Insurance Coverage Requirements: Without limiting CONTRACTOR's duty to indemnify, CONTRACTOR shall maintain in effect throughout the term of this Agreement a policy or policies of insurance with the following minimum limits of liability:

Commercial general liability insurance, including but not limited to premises and operations, including coverage for Bodily Injury and Property Damage, Personal Injury, Contractual Liability, Broad form Property Damage, Independent Contractors, Products and Completed Operations, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence.

Exemption/Modification (Justification attached; subject to approval).

Business automobile liability insurance, covering all motor vehicles, including owned, leased, non-owned, and hired vehicles, used in providing services under this Agreement, with a combined single limit for Bodily Injury and Property Damage of not less than \$500,000 per occurrence.

Exemption/Modification (Justification attached; subject to approval).

Workers' Compensation Insurance, if CONTRACTOR employs others in the performance of this Agreement, in accordance with California Labor Code section 3700 and with Employer's Liability limits not less than \$1,000,000 each person, \$1,000,000 each accident and \$1,000,000 each disease.

Exemption/Modification (Justification attached; subject to approval).

Professional liability insurance, if required for the professional services being provided, (e.g., those persons authorized by a license to engage in a business or profession regulated by the California Business and Professions Code), in the amount of not less than \$1,000,000 per claim and \$2,000,000 in the aggregate, to cover liability for malpractice or errors or omissions made in the course of rendering professional services. If professional liability insurance is written on a "claims-made" basis rather than an occurrence basis, the CONTRACTOR shall, upon the expiration or earlier termination of this Agreement, obtain extended reporting coverage ("tail coverage") with the same liability limits. Any such tail coverage shall continue for at least three years following the expiration or earlier termination of this Agreement.

Exemption/Modification (Justification attached; subject to approval).

9.04. Other Insurance Requirements:

All insurance required by this Agreement shall be with a company acceptable to NMC and issued and executed by an admitted insurer authorized to transact insurance business in the State of California. Unless otherwise specified by this Agreement, all such insurance shall be written on an occurrence basis, or, if the policy is not written on an occurrence basis, such policy with the coverage required herein shall continue in effect for a period of three years following the date CONTRACTOR completes its performance of services under this Agreement.

Each liability policy shall provide that NMC shall be given notice in writing at least thirty days in advance of any endorsed reduction in coverage or limit, cancellation, or intended non-renewal thereof. Each policy shall provide coverage for Contractor and additional insureds with respect to claims arising from each subcontractor, if any, performing work under this Agreement, or be accompanied by a certificate of insurance from each subcontractor showing each subcontractor has identical insurance coverage to the above requirements.

Commercial general liability and automobile liability policies shall provide an endorsement naming the County of Monterey, its officers, agents, and employees as Additional Insureds with respect to liability arising out of the CONTRACTOR'S work, including ongoing and completed operations, and shall further provide that such insurance is primary insurance to any insurance or self-insurance maintained by the County and that the insurance of the Additional Insureds shall not be called upon to contribute to a loss covered by the CONTRACTOR'S insurance. The required endorsement form for Commercial General Liability Additional Insured is ISO Form CG 20 10 11-85 or CG 20 10 10 01 in tandem with CG 20 37 10 01 (2000). The required endorsement form for Automobile Additional Insured endorsement is ISO Form CA 20 48 02 99.

Prior to the execution of this Agreement by NMC, CONTRACTOR shall file certificates of insurance with NMC's Contracts/Purchasing Department, showing that the CONTRACTOR has in effect the insurance required by this Agreement. The CONTRACTOR shall file a new or amended certificate of insurance within five calendar days after any change is made in any insurance policy, which would alter the information on the certificate then on file. Acceptance or approval of insurance shall in no way modify or change the indemnification clause in this Agreement, which shall continue in full force and effect.

CONTRACTOR shall at all times during the term of this Agreement maintain in force the insurance coverage required under this Agreement and shall send, without demand by NMC, annual certificates to NMC's Contracts/Purchasing Department. If the certificate is not received by the expiration date, NMC shall notify CONTRACTOR and CONTRACTOR shall have five calendar days to send in the certificate, evidencing no lapse in coverage during the interim. Failure by CONTRACTOR to maintain such insurance is a default of this Agreement, which entitles NMC, at its sole discretion, to terminate this Agreement immediately.

10. RECORDS AND CONFIDENTIALITY.

10.01. Confidentiality. CONTRACTOR and its officers, employees, agents, and subcontractors shall comply with any and all federal, state, and local laws, which provide for the confidentiality of records and other information. CONTRACTOR shall not disclose any confidential records or other confidential information received from NMC or prepared in connection with the performance of this Agreement, unless NMC specifically permits CONTRACTOR to disclose such records or information. CONTRACTOR shall promptly transmit to NMC any and all requests for disclosure of any such confidential records or

information. CONTRACTOR shall not use any confidential information gained by CONTRACTOR in the performance of this Agreement except for the sole purpose of carrying out CONTRACTOR's obligations under this Agreement.

10.02. NMC Records. When this Agreement expires or terminates, CONTRACTOR shall return to NMC any NMC records which CONTRACTOR used or received from NMC to perform services under this Agreement.

10.03. Maintenance of Records. CONTRACTOR shall prepare, maintain, and preserve all reports and records that may be required by federal, state, and County rules and regulations related to services performed under this Agreement. CONTRACTOR shall maintain such records for a period of at least three years after receipt of final payment under this Agreement. If any litigation, claim, negotiation, audit exception, or other action relating to this Agreement is pending at the end of the three year period, then CONTRACTOR shall retain said records until such action is resolved.

10.04. Access to and Audit of Records. NMC shall have the right to examine, monitor and audit all records, documents, conditions, and activities of the CONTRACTOR and its subcontractors related to services provided under this Agreement. Pursuant to Government Code section 8546.7, if this Agreement involves the expenditure of public funds in excess of \$10,000, the parties to this Agreement may be subject, at the request of NMC or as part of any audit of NMC, to the examination and audit of the State Auditor pertaining to matters connected with the performance of this Agreement for a period of three years after final payment under the Agreement.

10.05. Royalties and Inventions. NMC shall have a royalty-free, exclusive and irrevocable license to reproduce, publish, and use, and authorize others to do so, all original computer programs, writings, sound recordings, pictorial reproductions, drawings, and other works of similar nature produced in the course of or under this Agreement. CONTRACTOR shall not publish any such material without the prior written approval of NMC.

11. **NON-DISCRIMINATION.** During the performance of this Agreement, CONTRACTOR, and its subcontractors, shall not unlawfully discriminate against any person because of race, religious creed, color, sex, national origin, ancestry, physical disability, mental disability, medical condition, marital status, age (over 40), or sexual orientation, either in CONTRACTOR's employment practices or in the furnishing of services to recipients. CONTRACTOR shall ensure that the evaluation and treatment of its employees and applicants for employment and all persons receiving and requesting services are free of such discrimination. CONTRACTOR and any subcontractor shall, in the performance of this Agreement, fully comply with all federal, state, and local laws and regulations which prohibit discrimination. The provision of services primarily or exclusively to such target population as may be designated in this Agreement shall not be deemed to be prohibited discrimination.

12. **COMPLIANCE WITH TERMS OF STATE OR FEDERAL GRANT.** If this Agreement has been or will be funded with monies received by NMC pursuant to a contract with the state or federal government in which NMC is the grantee, CONTRACTOR will comply with all the provisions of said contract, to the extent applicable to CONTRACTOR as a subgrantee under said contract, and said provisions shall be deemed a part of this Agreement, as though fully set forth herein. Upon request, NMC will deliver a copy of said contract to CONTRACTOR, at no cost to CONTRACTOR.

13. **INDEPENDENT CONTRACTOR.** In the performance of work, duties, and obligations under this Agreement, CONTRACTOR is at all times acting and performing as an independent contractor and not as an employee of NMC. No offer or obligation of permanent employment with NMC or particular County department or agency is intended in any manner, and CONTRACTOR shall not become entitled by virtue of this Agreement to receive from NMC any form of employee benefits including but not limited to sick leave, vacation, retirement benefits, workers' compensation coverage, insurance or disability benefits. CONTRACTOR shall be solely liable for and obligated to pay directly all applicable taxes, including federal and state income taxes and social security, arising out of CONTRACTOR's performance of this Agreement. In connection therewith, CONTRACTOR shall defend, indemnify, and hold NMC and the County of Monterey harmless from any and all liability, which NMC may incur because of CONTRACTOR's failure to pay such taxes.

14. **NOTICES.** Notices required under this Agreement shall be delivered personally or by first-class, postage pre-paid mail to NMC and CONTRACTOR'S contract administrators at the addresses listed below:

| FOR NATIVIDAD MEDICAL CENTER: | FOR CONTRACTOR: |
|--|-----------------|
| <i>CONTRACTS DEPT</i> | |
| Name and Title | Name and Title |
| 1441 Constitution Blvd. Salinas, CA. 93906 | |
| Address | Address |
| 831.755.4111 | |
| Phone | Phone |

15. **MISCELLANEOUS PROVISIONS.**

15.01 Conflict of Interest. CONTRACTOR represents that it presently has no interest and agrees not to acquire any interest during the term of this Agreement, which would directly, or indirectly conflict in any manner or to any degree with the full and complete performance of the professional services required to be rendered under this Agreement.

15.02 Amendment. This Agreement may be amended or modified only by an instrument in writing signed by NMC and the CONTRACTOR.

15.03 Waiver. Any waiver of any terms and conditions of this Agreement must be in writing and signed by NMC and the CONTRACTOR. A waiver of any of the terms and conditions of this Agreement shall not be construed as a waiver of any other terms or conditions in this Agreement.

15.04 Contractor. The term "CONTRACTOR" as used in this Agreement includes CONTRACTOR's officers, agents, and employees acting on CONTRACTOR's behalf in the performance of this Agreement.

15.05 Disputes. CONTRACTOR shall continue to perform under this Agreement during any dispute.

- 15.06 Assignment and Subcontracting. The CONTRACTOR shall not assign, sell, or otherwise transfer its interest or obligations in this Agreement without the prior written consent of NMC. None of the services covered by this Agreement shall be subcontracted without the prior written approval of NMC. Notwithstanding any such subcontract, CONTRACTOR shall continue to be liable for the performance of all requirements of this Agreement.
- 15.07 Successors and Assigns. This Agreement and the rights, privileges, duties, and obligations of NMC and CONTRACTOR under this Agreement, to the extent assignable or delegable, shall be binding upon and inure to the benefit of the parties and their respective successors, permitted assigns, and heirs.
- 15.08 Compliance with Applicable Law. The parties shall comply with all applicable federal, state, and local laws and regulations in performing this Agreement.
- 15.09 Headings. The headings are for convenience only and shall not be used to interpret the terms of this Agreement.
- 15.10 Time is of the Essence. Time is of the essence in each and all of the provisions of this Agreement.
- 15.11 Governing Law. This Agreement shall be governed by and interpreted under the laws of the State of California.
- 15.12 Non-exclusive Agreement. This Agreement is non-exclusive and both NMC and CONTRACTOR expressly reserve the right to contract with other entities for the same or similar services.
- 15.13 Construction of Agreement. NMC and CONTRACTOR agree that each party has fully participated in the review and revision of this Agreement and that any rule of construction to the effect that ambiguities are to be resolved against the drafting party shall not apply in the interpretation of this Agreement or any amendment to this Agreement.
- 15.14 Counterparts. This Agreement may be executed in two or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same Agreement.
- 15.15 Authority. Any individual executing this Agreement on behalf of NMC or the CONTRACTOR represents and warrants hereby that he or she has the requisite authority to enter into this Agreement on behalf of such party and bind the party to the terms and conditions of this Agreement.
- 15.16 Integration. This Agreement, including the exhibits, represent the entire Agreement between NMC and the CONTRACTOR with respect to the subject matter of this Agreement and shall supersede all prior negotiations, representations, or agreements, either written or oral, between NMC and the CONTRACTOR as of the effective date of this Agreement, which is the date that NMC signs the Agreement.
- 15.17 Interpretation of Conflicting Provisions. In the event of any conflict or inconsistency between the provisions of this Agreement and the Provisions of any exhibit or other attachment to this Agreement, the provisions of this Agreement shall prevail and control.

IN WITNESS WHEREOF, County and CONTRACTOR have executed this Agreement as of the day and year written below.

**NATIVIDAD MEDICAL
CENTER**

By: [Signature]
Contracts/Purchasing Director

Date: 6-26-08

By: [Signature]
Department Head (if applicable)

Date: JUN 05 2008

Approved as to Form

By: _____
NMC County Counsel

Date: _____

Approved as to Fiscal Provisions¹

By: _____
Auditor/Controller

Date: _____

APPROVED AS TO LIABILITY PROVISIONS/
APPROVED AS TO INDEMNITY/
INSURANCE LANGUAGE

By: _____
Risk Management

Date: By: [Signature]
6-24-08

CONTRACTOR

Contractor's Business Name*

By: [Signature]
(Signature of Chair, President, or
Vice-President)*

CHRIS ROGGENSTEIN, CEO
Name and Title

Date: 5/21/08

By: [Signature]
(Signature of Secretary, Asst. Secretary, CFO,
Treasurer or Asst. Treasurer)*

JAMES R. NEELY - SECRETARY
Name and Title

Date: 5/15/08

*INSTRUCTIONS: If CONTRACTOR is a corporation, including limited liability and non-profit corporations, the full legal name of the corporation shall be set forth above together with the signatures of two specified officers. If CONTRACTOR is a partnership, the name of the partnership shall be set forth above together with the signature of a partner who has authority to execute this Agreement on behalf of the partnership. If CONTRACTOR is contracting in an individual capacity, the individual shall set forth the name of the business, if any, and shall personally sign the Agreement.

¹Approval by Auditor/Controller is necessary only if changes are made in paragraph 6 or if changes are made in paragraph 2 by amendment.

²Approval by Risk Management is necessary only if changes are made in paragraph 8 or 9

County of Monterey Agreement for Professional Services
Information Technology Department

EXHIBIT A

SCOPE OF SERVICES/PAYMENT PROVISIONS

Support and Maintenance. Support and maintenance shall be provided to customer exclusively by Contractor. Contractor will provide the support and maintenance services described in Sections 1 through 3 below.

1. **Error Correction.** Contractor shall promptly correct any Error(s) in the Software. In such case, Contractor may provide a temporary solution to the problem where one is available and shall correct the problem at its sole expense as soon as reasonably practicable.
2. **Updates.** Contractor shall provide Updates to the Software without cost, but not Upgrades, to Customer when such are made available to Contractor's other customers receiving support and maintenance. In addition to such Updates, Contractor shall provide customer with the release notes which Contractor produces to accompany such Updates.
3. **Telephone Support.** Contractor shall provide toll free telephone support 24 hours a day, 7 days a week. In the event that a Customer Support Contact calls Contractor outside of Standard Business Hours for emergency support, Contractor will return such call within 1 hour.

County shall pay Contractor in accordance with Article 2 of the Agreement. Payment to me made using Contractor's established rates as part of the proposal and incorporated herein by reference, not to exceed \$8,000.

EXHIBIT B
INSURANCE JUSTIFICATION

Vendor/Contractor Name: Forward Advantage

Automobile Liability Insurance Requirements

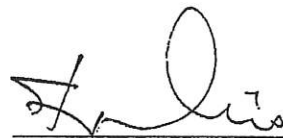
Business Justification:

Business Automobile Liability Insurance is not required. The use of an automobile is not included in or necessary to the performance of the scope of services required by this Agreement. The vendor supplies electronic, telephone support and maintenance for software only. Therefore, the hospital does not foresee any potential liability risks associate with this justification.



William Foley
Chief Executive Officer

Date: 6/10/08



Harry Weis
Chief Financial Officer

Date: 6/10/08