

Before the Board of Supervisors in and for the County of Monterey, State of California

Agreement No. A-11763

Authorize the Purchasing Manager for Natividad ) Medical Center (NMC) to execute Renewal ) Amendment #1 to the Agreement No. A-11763 with ) NetXperts Inc. for Voice-over-IP (VoIP) Telephony ) System Network Engineering Support Services at ) NMC in an aggregate amount of \$375,000 and the not ) to exceed amount of \$228,098 for the period July 1, ) 2011 to June 30, 2012..... )

Upon motion of Supervisor Salinas, seconded by Supervisor Calcagno, and carried by those members present, the Board hereby;

Authorized the Purchasing Manager for Natividad Medical Center (NMC) to execute Renewal Amendment #1 to the Agreement No. A-11763 with NetXperts Inc. for Voice-over-IP (VoIP) Telephony System Network Engineering Support Services at NMC in an aggregate amount of \$375,000 and not to exceed the amount of \$228,098 for the period July 1, 2011 to June 30, 2012.

PASSED AND ADOPTED on this 28<sup>th</sup> day of June, 2011, by the following vote, to wit:

AYES: Supervisors Calcagno, Salinas, and Parker

NOES: None

ABSENT: Supervisors Armenta and Potter

I, Gail T. Borkowski, Clerk of the Board of Supervisors of the County of Monterey, State of California, hereby certify that the foregoing is a true copy of an original order of said Board of Supervisors duly made and entered in the minutes thereof of Minute Book 75 for the meeting on June 28, 2011.

Dated: June 29, 2011

Gail T. Borkowski, Clerk of the Board of Supervisors County of Monterey, State of California

By Christ A. [Signature] Deputy

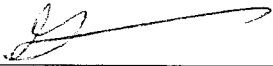
**RENEWAL AMENDMENT NO. 1  
FOR PROFESSIONAL SERVICE AGREEMENT  
BETWEEN NetXperts Inc AND  
THE NATIVIDAD MEDICAL CENTER  
FOR  
System and Network Engineering Support Services**

The parties to Professional Service Agreement, dated July 1, 2010 between the County of Monterey, on behalf of Natividad Medical Center ("NMC"), and NetXperts Inc (Contractor), hereby agree to renew their Agreement No. (A-11763) on the following terms and conditions:

1. Contractor will continue to provide NMC with the same scope of service as stated in the original Agreement No. (A-11763). Additionally, the vendor will provide services described on Attachment A attached to this Amendment #1.
2. This Amendment shall become effective on July 1, 2011 and shall continue in full force until June 30, 2012.
3. The total amount payable by County to Contractor under Agreement No. (A-11763) shall not exceed the total sum of \$375,000 for the full term of the Agreement and ~~\$200,000~~ for fiscal year 2011-2012.
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. (A-11763). \$229,095  
w

**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 1 

Dated April 13, 2011

Printed Name Gary E. Nardine

Title President & CEO

Signature 2 

Dated April 13, 2011

Printed Name Gary E. Nardine

Title Secretary / CFO

*\*\*\*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.*

**NATIVIDAD MEDICAL CENTER**

Signature \_\_\_\_\_  
Purchasing Manager

Dated \_\_\_\_\_

Signature   
NMC - CEO

Dated 4/15/11

**Approved as to Legal Form:**

Charles J. McKee, County Counsel

By \_\_\_\_\_

Stacy Saetta, Deputy  
Attorneys for County and NMC

Dated: \_\_\_\_\_, 2011

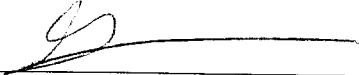
**RENEWAL AMENDMENT NO. 1  
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The parties to Professional Service Agreement, dated July 1, 2010 between the County of Monterey, on behalf of Natividad Medical Center ("NMC"), and NetXperts Inc (Contractor), hereby agree to renew their Agreement No. (A-11763) on the following terms and conditions:

1. Contractor will continue to provide NMC with the same scope of service as stated in the original Agreement No. (A-11763).
2. This Amendment shall become effective on July 1, 2011 and shall continue in full force until June 30, 2012.
3. The total amount payable by County to Contractor under Agreement No. (A-11763) shall not exceed the total sum of \$375,000 for the full term of the Agreement and ~~\$200,000~~ <sup>800,000</sup> for fiscal year 2011-2012.
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. (A-11763).

**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 

Dated March 8, 2011

Printed Name Gary E. Nardine

Title President & CEO

**NATIVIDAD MEDICAL CENTER**

Signature \_\_\_\_\_  
Purchasing Manager

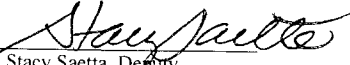
Dated \_\_\_\_\_

Signature   
NMC - CEO

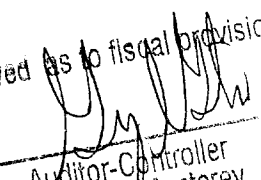
Dated 3/11/11

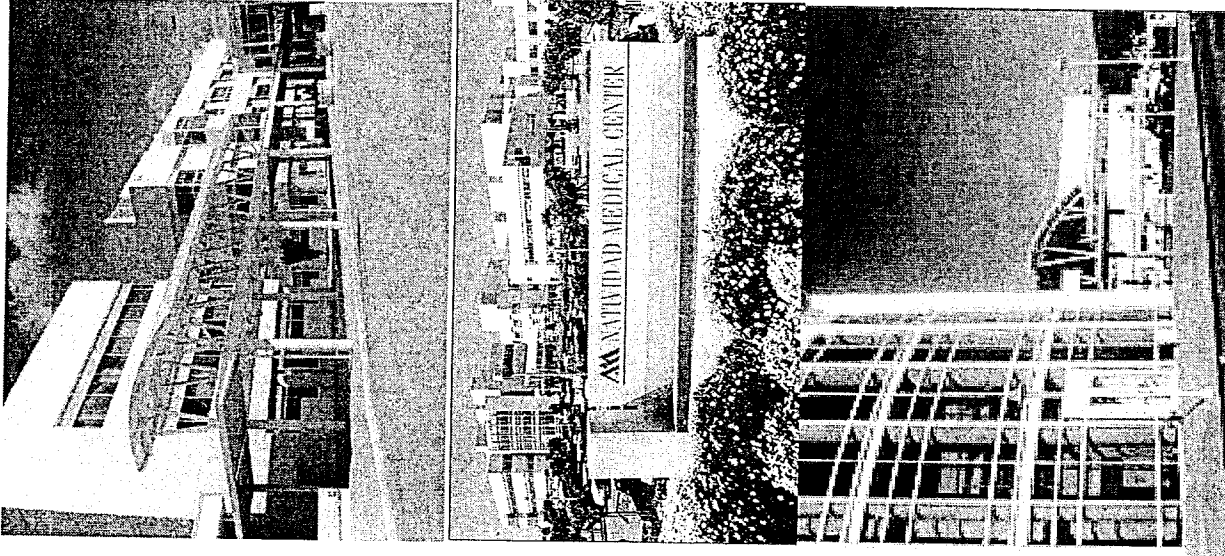
**Approved as to Legal Form:**

Charles J. McKee, County Counsel

By   
Stacy Saetta, Deputy  
Attorneys for County and NMC

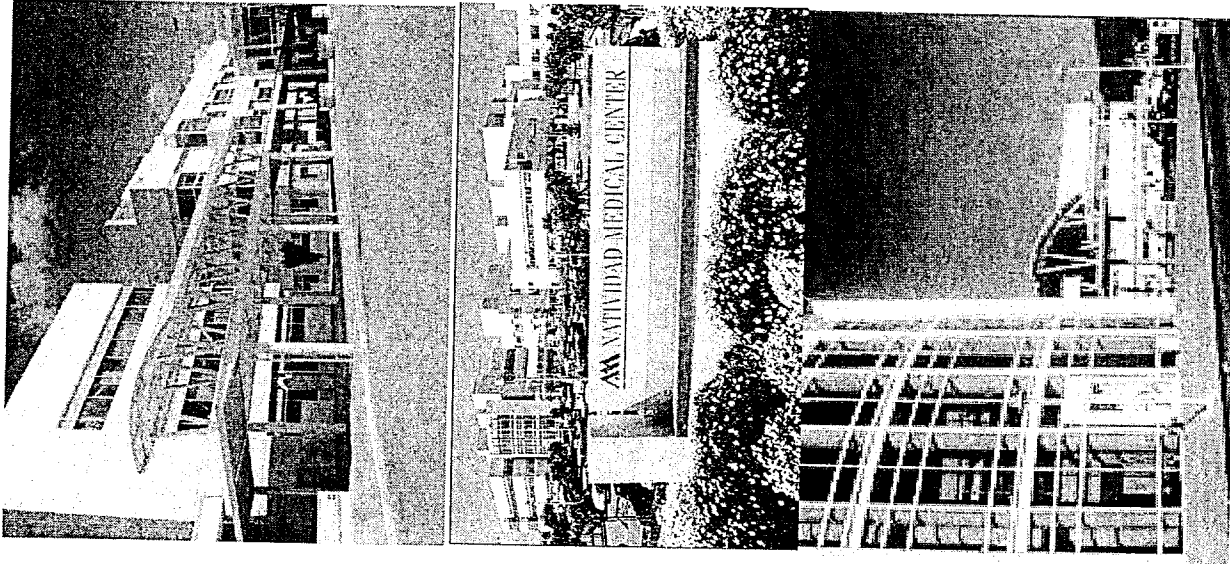
Dated: 3/16, 2011

Reviewed as to fiscal provisions  
  
Auditor-Controller  
County of Monterey  
3-18-11



# Statement of Work For Training





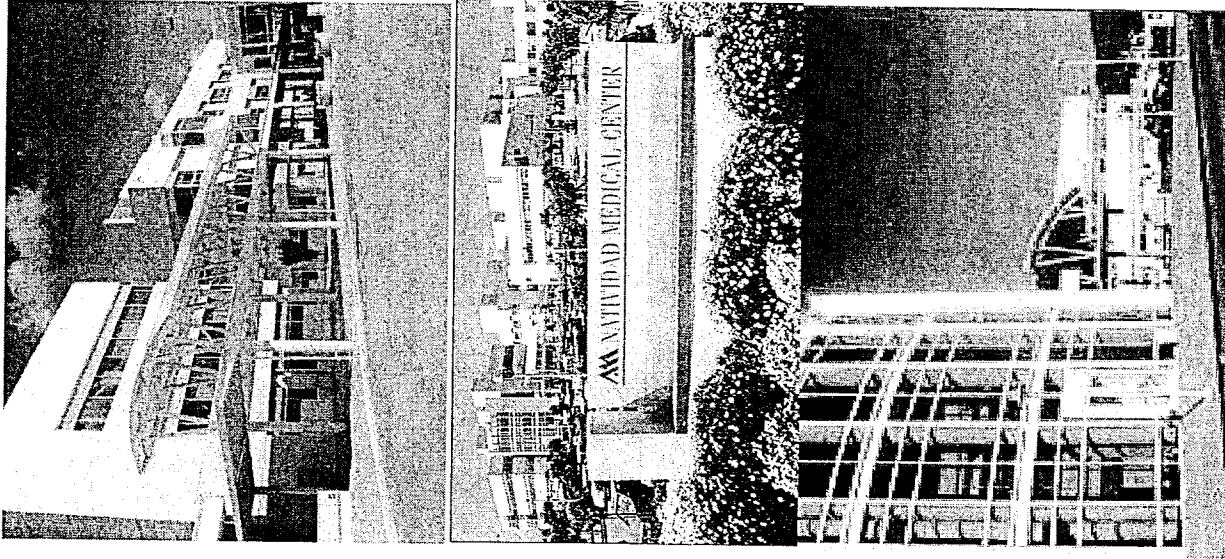
## PROPOSED STATEMENT OF WORK

NetXperts is pleased to deliver this Proposed Statement of Work (SOW) which defines the services and deliverables that NetXperts shall provide **Natividad Medical Center** (referred to as "Customer" for the remainder of this document) under the terms of the agreement. The terms of this Proposal are limited to the scope of this SOW (statement of work) and shall not be applicable to any other SOWs, which may be executed and attached to the Agreement.

## Scope of Work

NetXperts will complete the project as detailed below. The project will be fully documented and delivered upon completion of the amount of hours allocated for this project under this Scope of work.

Customer Information			
Site Name	Address	Phone	Site Contact
Michael Cross	1441 Constitution Blvd. Salinas California 93912		crossm@natividad.com



## NetXperts Methodology Overview

NetXperts leverages a services methodology approach that is termed PPDIIO:

- Prepare
- Plan
- Design
- Implement
- Operate
- Optimization

NetXperts in addition to our PPDIIO for Project work and planning for the customer, NetXperts also provides Pro services to our customers to provide hands on training to their IT Departments to provide Industry Standard's best practice training on any new Technology added to their Infrastructure.

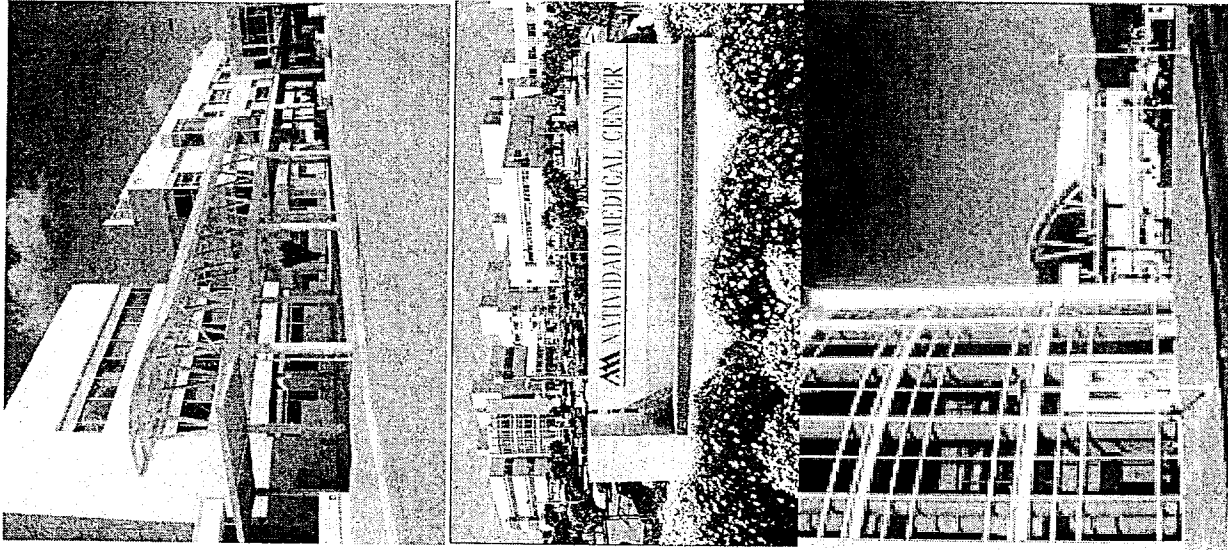
Preparation and planning include discovery of business challenges and reviewing possible solutions that can address these issues. We will leverage subject matter experts to work through these phases. (Server Virtualization, Unified Communications, Mobility, Security, Applications, Active Directory, Storage, Etc.) We will have success criteria developed at this time.

Planning and design come together in mapping business solutions that actually address objective needs. These phases look at different angles to see if actual issues have been addressed; cost, timing and ROI evaluation.

Design and implementation include final review of design and timelines, beginning stages of project management come into play as we map out project plan, resources, obstacles, impending events and risks.

Implementation and operation is where the rubber hits the road, we have come to agreements on the following areas: solution, design, costs, timeline, risks. We begin implementation and start implementing operating procedures and training.

Operation and Optimization, the solution is deployed and either cutover or ready to be cutover, training is complete; staff is ready to begin day to day operations of solution. Operation, monitoring, and maintenance is now in play, we now have there in place and should be able to successfully begin measuring our success criteria. Optimization will be an ongoing process that happens when we find better ways to manage or operate your solution, this phase never ends.

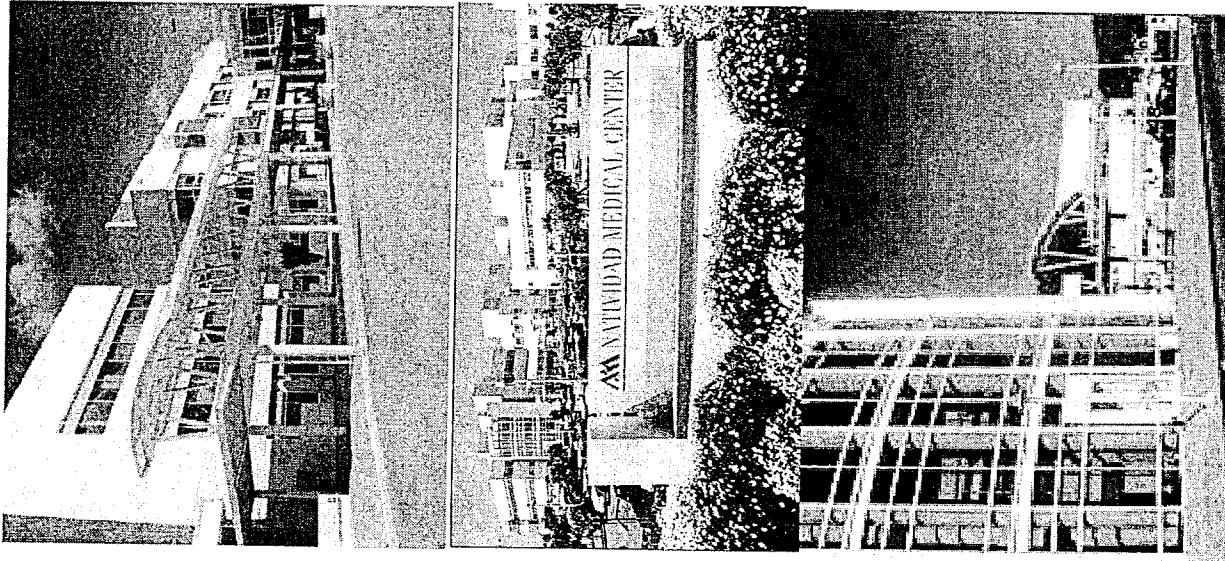


## Executive Summary

Natividad Medical Center is a 172-bed acute care medical center owned and operated by Monterey County. They are a public community hospital emphasizing the care of women, children and families. Fully Accredited by the Joint Commission on Accreditation of Hospitals and Healthcare Organizations, Natividad Medical Center is a modern medical center campus offering comprehensive inpatient, outpatient, diagnostic and specialty care.

This document provides a Scope of Work “Proservices Agreement” (PSA) that will be completed on a Time and Material basis with a run rate of \$195.00 per hour to include all T and E.

The following classes are a summary of training that NetXperts will work with NMC to perform, valid from 7/1/11 to 6/30/12.



## NetXperts Responsibilities

### Employee and Class

#### Mike:

- FIREWALL - Deploying Cisco ASA Firewall Solutions. (5 days)
- SECURE - Securing Networks with Cisco Routers and Switches. (5 days)
- ROUTE - Implementing Cisco IP Routing.(5 days)
- TSHOOT - Troubleshooting and Maintaining Cisco IP Networks.(5 days)
- VMWare View: Design Best Practices (This class is included with VMWare View ICM).(n/a)
- VMWare View: Install, Configure, Manage [v4].(4 days)
- VMWare VSphere: Install, Configure, Manage [v4].(5days)

#### Richard:

- VMWare View: Install, Configure, Manage [v4].(4days)
- VMWare VSphere: Install, Configure, Manage [v4].(5days)
- MS Course 2279B: Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure (New Version 2008).(5days)
- MS Course 2278B: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (New Version is 2008).(3days)

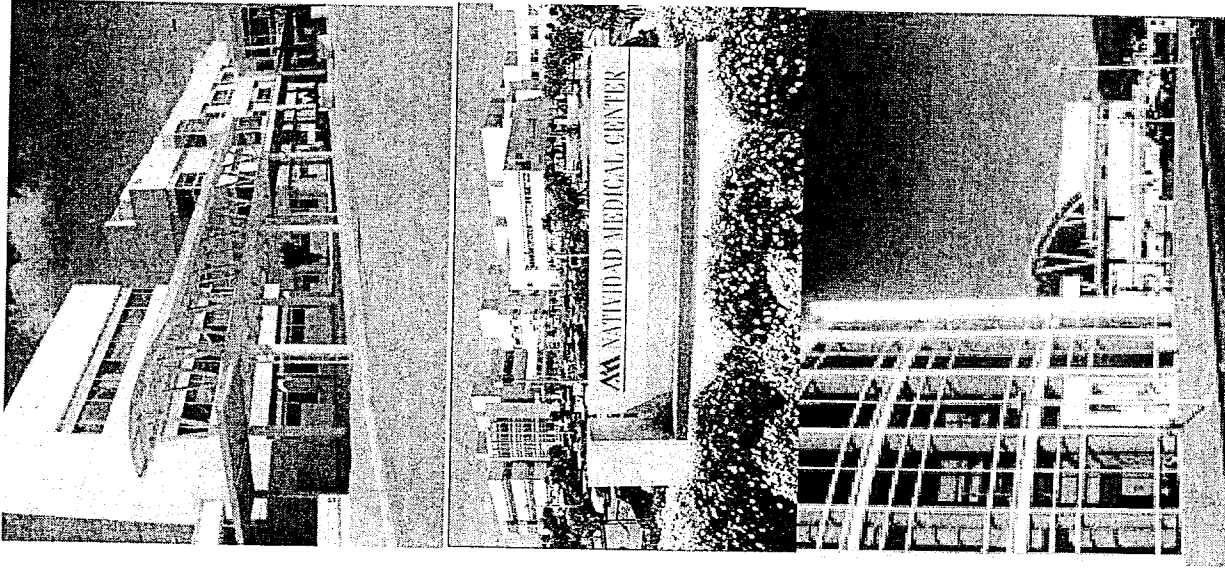
#### New engineer:

- VMWare View: Install, Configure, Manage [v4].(4days)
- VMWare VSphere: Install, Configure, Manage [v4].(5days)

#### Keith:

- MS Course 2274C: Managing a Microsoft Windows Server 2003 Environment (New Version 2008).(5days)
- MS Course 2277C: Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services (New version is 2008).(5days)
- MS Course 2278B: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (New Version is 2008).(3 days)
- MS Course 2279B: Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure (New Version 2008).(5days)





**Daniel:**

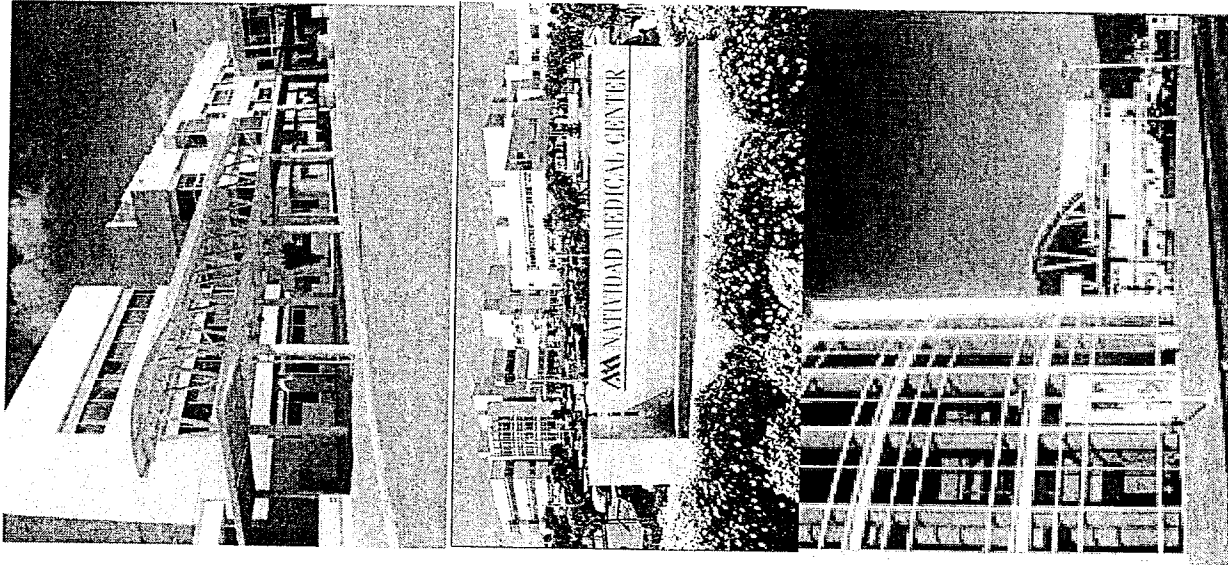
- Interconnecting Cisco Networking Devices Part 1 (ICND1) v1.1. (5days)
- Interconnecting Cisco Networking Devices Part 2 (ICND2) v1.0. (5days)
- Implementing Cisco Switched Networks (SWITCH)(TRN-SWITCH - 1.0). (5days)
- MS Course 2277C: Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services (New version is 2008). (5days)
- MS Course 2278B: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (New Version is 2008). (3days)

**Charlie:**

- MS Course 2274C: Managing a Microsoft Windows Server 2003 Environment (New Version 2008).(5days)
- MS Course 2277C: Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services (New Version 2008).(5days)
- MS Course 2278B: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (New Version 2008).(3days)
- MS Course 2279B: Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure (New Version 2008).(5days)

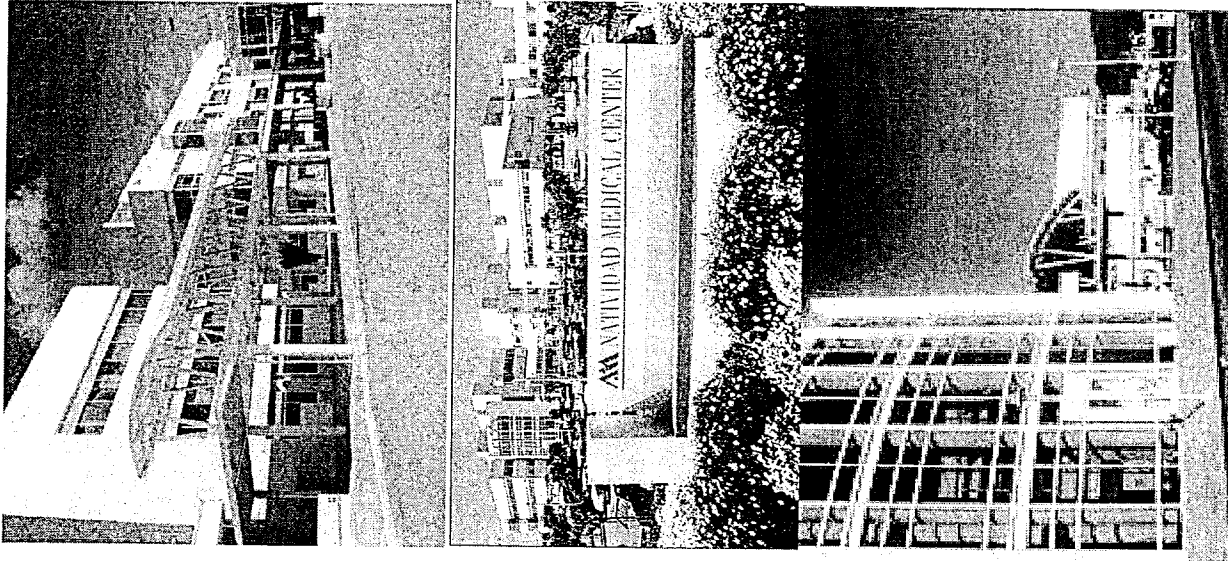
**Carlos:**

- MS Course 2274C: Managing a Microsoft Windows Server 2003 Environment (New Version 2008).(5days)
- MS Course 2277C: Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services (New Version 2008).(5days)
- MS Course 2278B: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (New Version 2008).(3days)
- MS Course 2279B: Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure (New Version 2008).(5days)



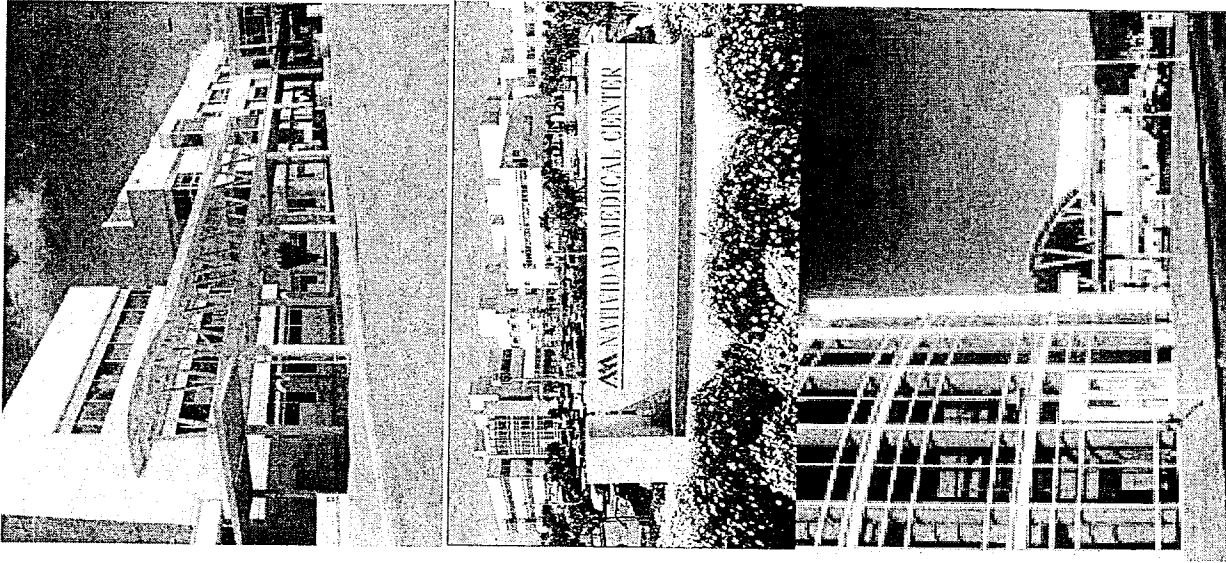
## Assumptions

- All training will be performed during normal business hours: Monday through Friday, 8:00AM to 5:00PM or after hours depending on the tasks.
- Any training or resulting projects from this SOW performed during non-business hours or weekends at the customer's request could be billed at NetXperts standard rates.
- If necessary, the Customer can move, add, or change via NetXperts standard change order process, see "Appendix A" Change Request form. This form will need to be completed and signed by both parties.
- Any delays experienced while a NetXperts engineer is on-site due to customer infrastructure issues, customer-not-ready or employee problems will be billable at NetXperts applicable hourly rate schedule.
- Cancellation or rescheduling of the training with less than 3 days notice will result in cancellation charges. The cancellation charges will be billed at the NetXperts applicable hourly rate schedule for a day's work.
- That the client will have an approved onsite schedule listing times/dates the facility will be available for this project.



## Customer Responsibilities

1. Provide schedule of training classes with months and dates for each NMC engineer.
2. Designate a Project Manager to be NetXperts primary point of contact for all training and inform NetXperts if there is an engineer substitution or change. Project Manager will be responsible for coordinating all project personnel and Customer suppliers to resolve any issues encountered by the project personnel.
3. Provide 24 hour cancellation for any class if at all possible.
4. Retain overall responsibility for any business process impact and any process change.
5. Designate the location where NetXperts will set up the training class.
6. Provide sign off at the end of each training class and engineer receives Certification for the Mfg.



## Completion Criteria

NetXperts will have satisfied its obligations to the customer under this Scope of Work when the training ( Proservices ) listed under "NetXperts Responsibilities" are completed and signed off by NMC designated Project Manager.

## Customer Signature

The customer, by signing below, indicates that the Statement of Work has been read and the terms outlined within have been accepted. This Statement of Work is part of "NetXperts ProServices Agreement" (PSA). Pricing for the training provided in 2010/2011 for this Statement of Work is provided in NetXperts attached quote. Any questions concerning NetXperts responsibilities and the work to be done should be directed to the NetXperts representative.

Customer's Name

Company

Date

NetXperts Representative

Location

Date

## APPENDIX A - CHANGE REQUEST

In reference to the section titled Assumptions of the above referenced Statement of Work between NetXperts and Customer, both parties hereby certify, by the signature of an authorized representative, that this Change Management Request will amend and be fully incorporated into the existing Statement of Work (SOW).

1. **Change Request Number:**
2. **Reason for Change Request:**
3. **Changes to SOW:**
4. **Schedule Impact:**
5. **Cost Impact:**
  - a. Original Value of SOW:
  - b. Added Value of Change Request:
  - c. New Value of SOW:
6. **Purchase Order Issuance (if applicable):** Customer shall issue a written Purchase Order to NetXperts, or shall issue an amendment to its original Purchase Order issued under this SOW, for the total amount of \$\_\_\_\_\_.

Except as changed herein, all terms and conditions of the SOW remain in full force and effect.

IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have caused this Change Management Request to be fully executed.

**NetXperts**

**Customer**

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

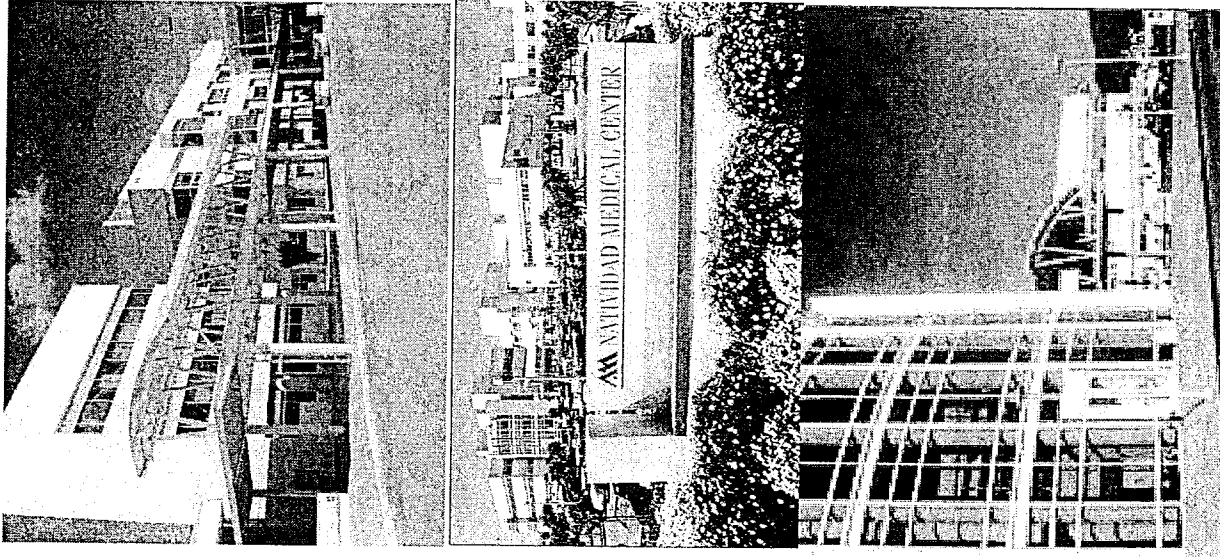
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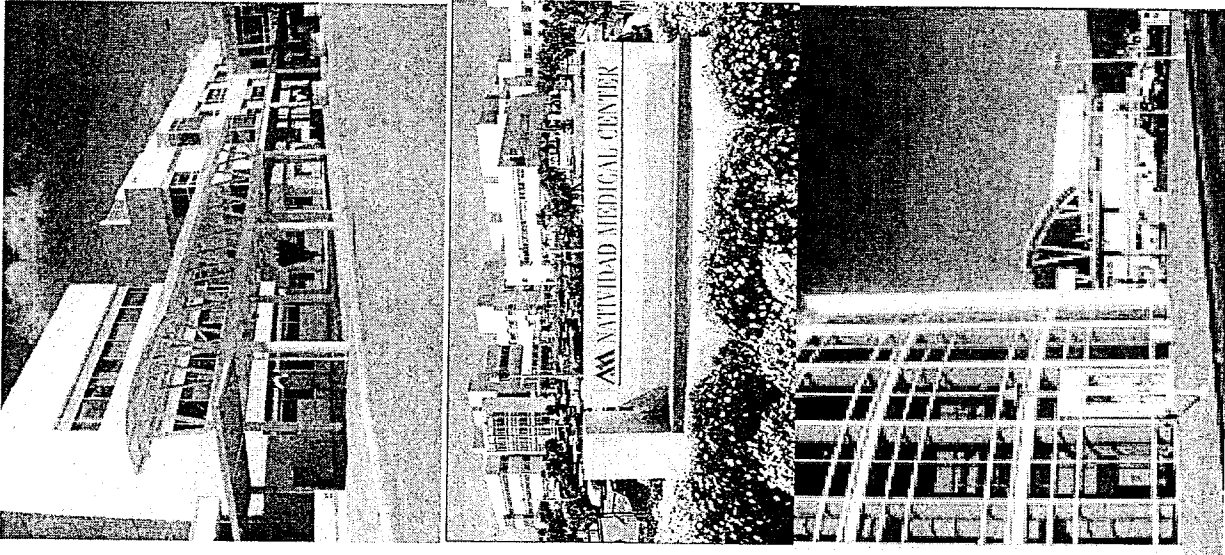
Title: \_\_\_\_\_

Title \_\_\_\_\_

Date: \_\_\_\_\_

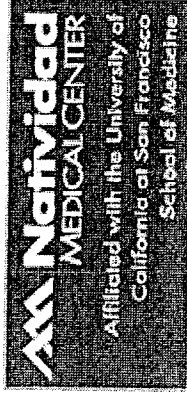
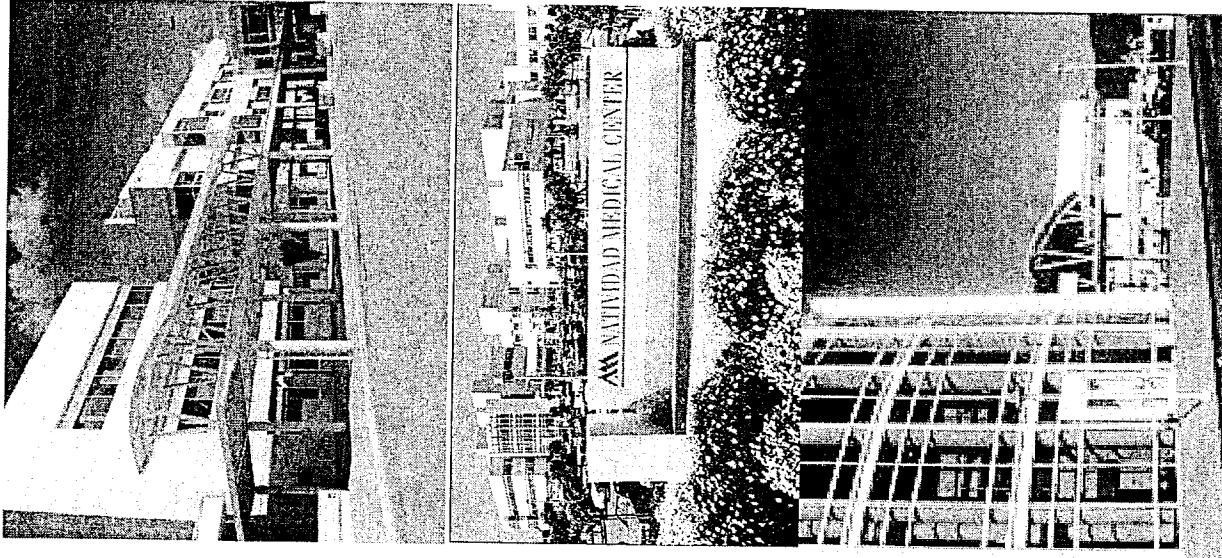
Date: \_\_\_\_\_





## APPENDIX B – RATES

Business Hours	8:00 AM – 5:00 PM	\$195.00/hr
Non Business Hours	5:01 PM – 7:59 AM	\$195.00/hr
Weekends & Holidays	8:00 AM – 5:00 PM	\$195.00/hr

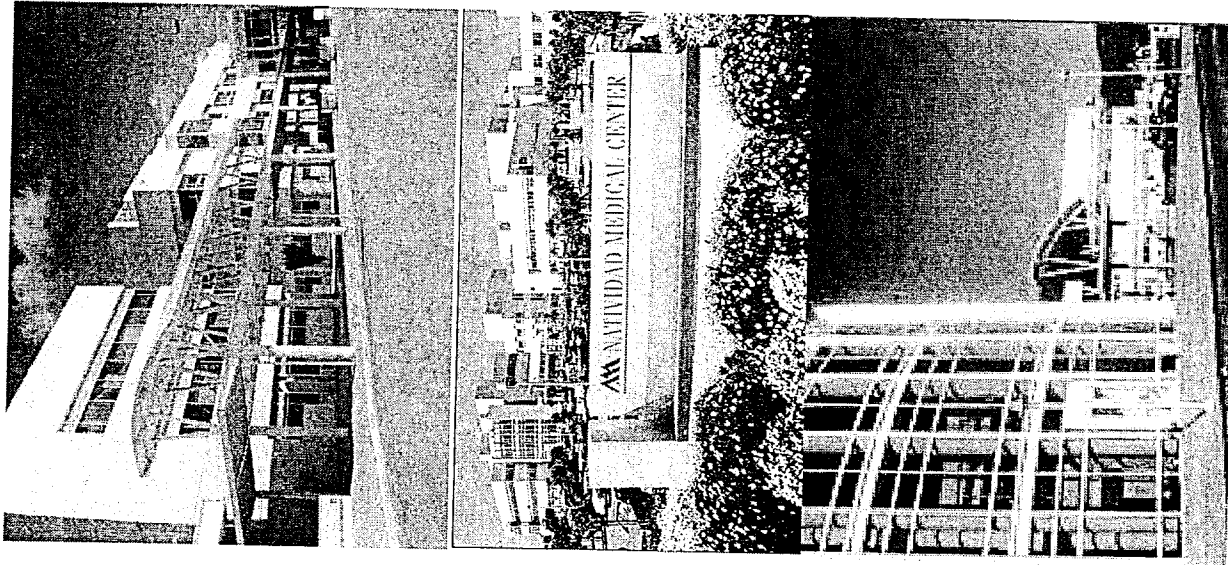


# Statement of Work For Professional Services for and UC Communications

Shawn Zandi  
March 4th, 2011







## PROPOSED STATEMENT OF WORK

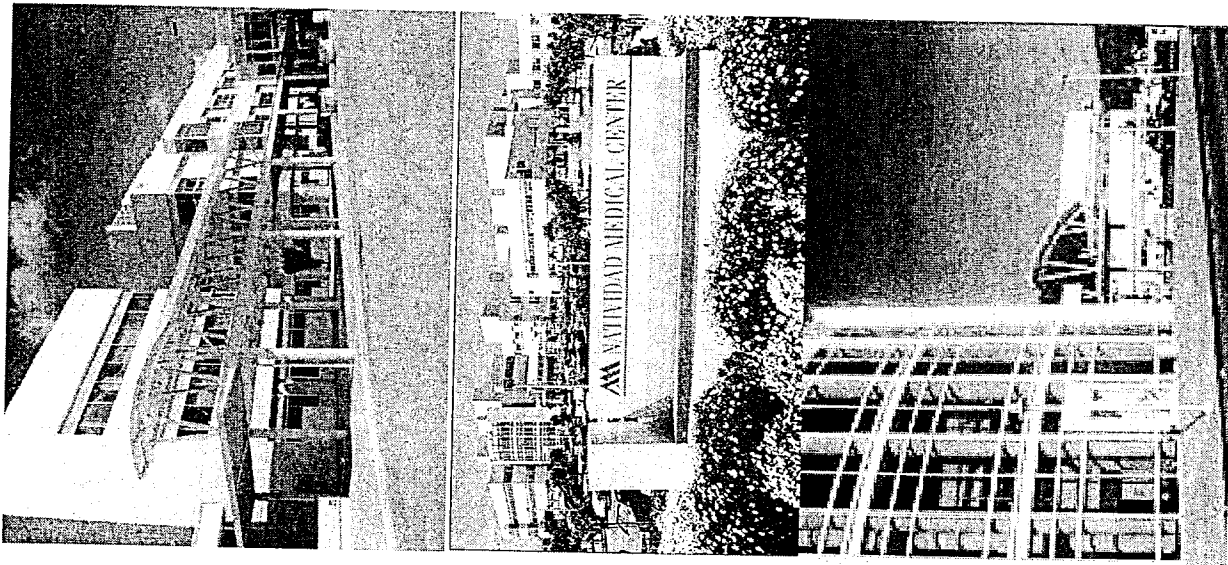
NetXperts is pleased to deliver this Proposed Statement of Work (SOW) which defines the services and deliverables that NetXperts shall provide **Natividad Medical Center** (referred to as "Customer" for the remainder of this document) under the terms of the agreement. The terms of this Proposal are limited to the scope of this SOW (statement of work) and shall not be applicable to any other SOWs, which may be executed and attached to the Agreement.

## Scope of Work

NetXperts will complete the project as detailed below. The project will be fully documented and delivered upon completion of the amount of hours allocated for this project under this Scope of work.

Customer Information			
Site Name	Address	Phone	Site Contact
Kit Sun	1441 Constitution Blvd., Salinas California	650-766-3409	sunk@natividad.com





## NetXperts Methodology Overview

NetXperts leverages a services methodology approach that is termed PPDIOO:

- Prepare
- Plan
- Design
- Implement
- Operate
- Optimization

By leveraging this framework to successfully plan, design, implement, and support technology solutions, NetXperts has helped many customers in the successful adoption and evolution of business networking and communication solutions.

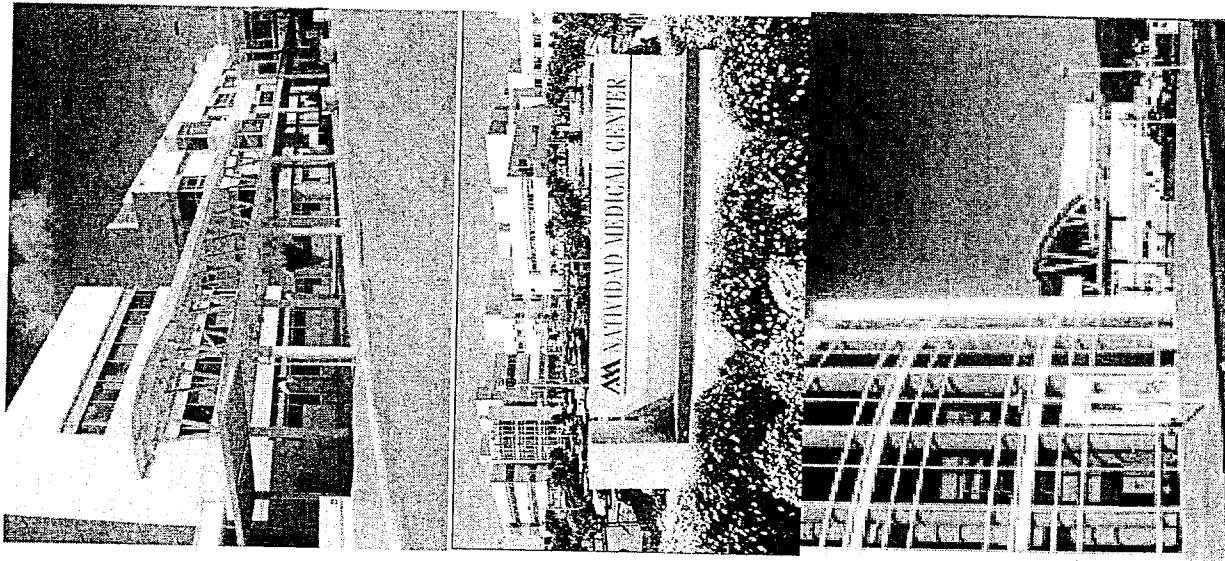
Preparation and planning include discovery of business challenges and reviewing possible solutions that can address these issues. We will leverage subject matter experts to work through these phases. (Whether it is Server Virtualization, Security, RSA, Unified Communications, Data Center, Co -location services, Mobility, Orion ( Monitoring), Applications, Active Directory, Storage, Etc.) We will have success criteria developed at this time.

Planning and design come together in mapping business solutions that actually address objective needs. These phases look at different angles to see if actual issues have been addressed, cost, timing and ROI evaluation.

Design and implementation include final review of design and timelines, beginning stages of project management come into play as we map out project plan, resources, obstacles, impending events and risks.

Implementation and operation is where the rubber hits the road, we have come to agreements on the following areas: solution, design, costs, timeline, risks. We begin implementation and start implementing operating procedures and training.

Operation and Optimization, the solution is deployed and either cutover or ready to be cutover, training is complete; staff is ready to begin day to day operations of solution. Operation, monitoring, and maintenance is now in play, we now have there in place and should be able to successfully begin measuring our success criteria. Optimization will be an ongoing process that happens when we find better ways to manage or operate your solution, this phase never ends.

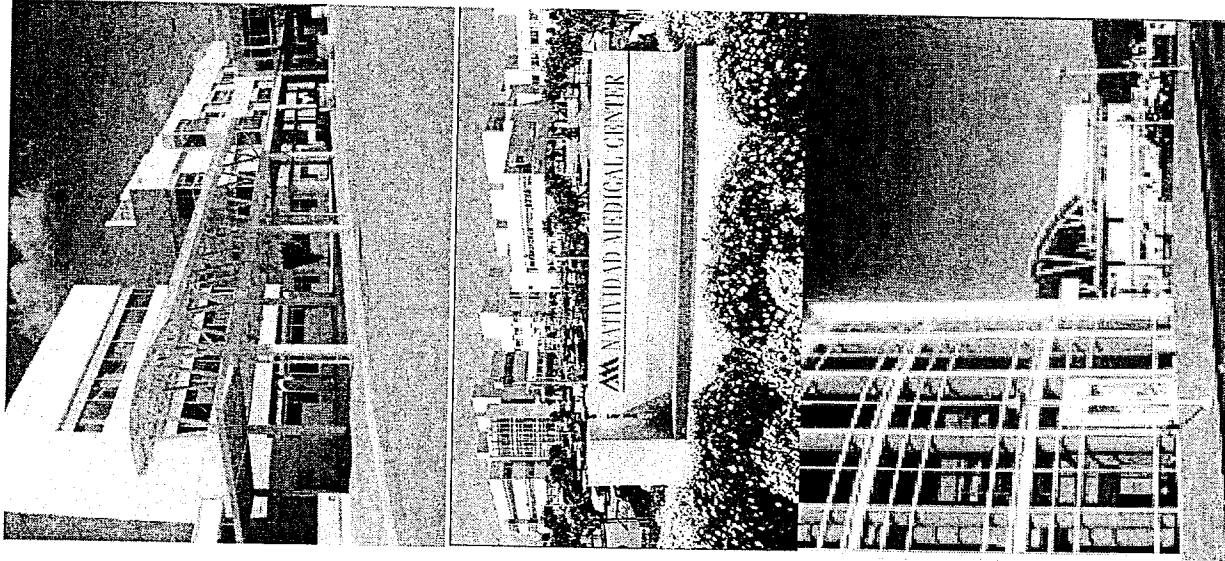


## Executive Summary

Natividad Medical Center is a 172-bed acute care medical center owned and operated by Monterey County. They are a public community hospital emphasizing the care of women, children and families. Fully Accredited by the Joint Commission on Accreditation of Hospitals and Healthcare Organizations, Natividad Medical Center is a modern medical center campus offering comprehensive inpatient, outpatient, diagnostic and specialty care.

NetXperts will provide pro services to assist in support, installation, Training and post cut over support for NMC's UC Communications Project. NetXperts will provide NMC with several Cisco Advanced Communication CCIEs for this project. NetXperts is providing professional services to complete all the tasks as stated in the scope of work. The NetXperts professional services will be carried out by a Cisco highest level Certified CCIE in Advanced UC Communications Engineer.

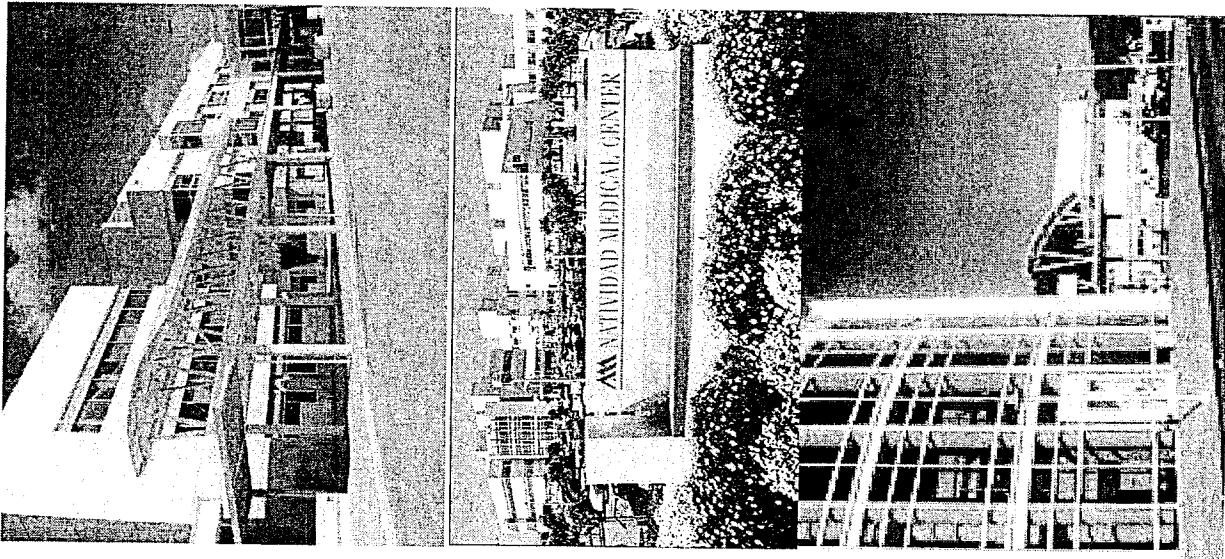
**The document provides a scope of work that will be completed on a Time and Material basis based on a mutually agreed run rate of \$195.00 per hour. This rate includes all T and E.**



## NetXperts Responsibilities

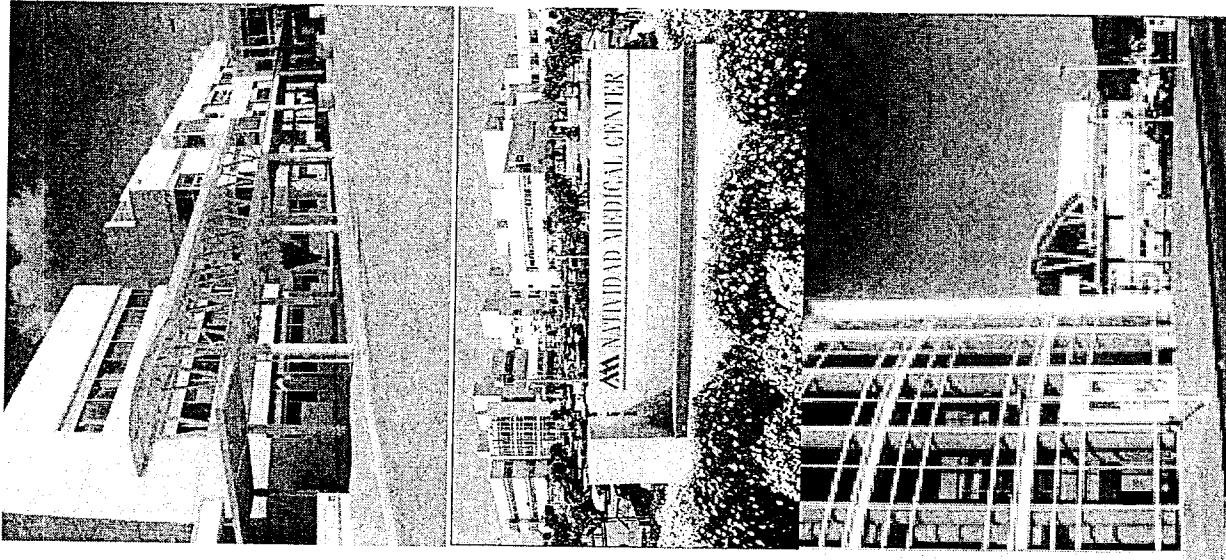
The Cisco Voice CCIE Network Engineer will complete the work as stated below in conjunction with the customer.

1. Designate a NetXperts Project Engineer to be the customer's primary point of contact for all project activities.
2. Coordinate with a designated customer Project Manager and NetXperts project personnel to facilitate all activities related to this project.
3. Providing each task updates to customer as applicable and transition the project deliverables on each major tasks on an ongoing basis.
4. All such information obtained by Contractor or its employees, agents and representatives, shall be deemed to be the confidential and proprietary information of Owner. Contractor agrees to hold such information in strict confidence and not disclose such information for any purposes other than the provision of products and services to Owner under this Contract.
5. UC Communications Pro services to include:
  - a. Create Project Plan for UC Communications Deployment
  - b. Set up kick off meeting to establish timelines and delegate responsibilities of NMC IT Team and NetXperts Engineering Team
  - c. Confirm customer's business goals and review items to be completed prior to the cutover.
  - d. Meet with NMC's PRI vendor to coordinate all installation dates.
  - e. Provide Miles stone Certifications to customer as applicable and transition project deliverables per agreed upon Project Plan.
  - f. Proposed VOIP system will be comprised of Cisco equipment.
  - g. NetXperts will install and configure Cisco router & telephony components based on Natividad initial requirements. (agreed in the requirement gathering phase)
  - h. NetXperts will inspect LAN and the switched network and identify needed changes.
  - i. NetXperts will build a dial plan and internally tests and maps users.
  - j. NetXperts will test telco cross connects and PSTN communication.
  - k. NetXperts will test and configure features and capabilities sold in the BOM like Voice Mail, Meeting Place and IVR based on the best practices and requirements.
  - l. NetXperts will supply on-site training to IT staff on VOICE features, normal administrative functions, and basic troubleshooting processes.
6. Post cut support
  - Provide post cut on site support for any Data Center issue, configuration change, engineering support required by the customer until DC is stable and IT staff is trained.



## Customer Responsibilities

1. Overall management, planning, and functional definition of the planned project.
2. Designate a Customer Project Manager to be NetXperts primary point of contact for all activities. Customer's Project Manager will be responsible for coordinating all project personnel and Customer suppliers to resolve any issues encountered by the project personnel.
3. At the inception of the project, define business rules impacting Customer business functionality.
4. Retain overall responsibility for any business process impact and any process change implementation for Customer's Business Units and facilities.
5. Designate the location where NetXperts on-site personnel will perform the Services outlined under this SOW.
6. Provide NetXperts personnel with: Physical site access and security access to the site and relevant hardware and software systems.
7. Provide the subject matter experts to support the configuration and connectivity to any 3rd party products excluded in this Statement of Work, but required for the successful completion of the project. Customer's Project Manager is responsible for coordinating the technical support resources for the 3rd party components. Examples of this type of component are servers and their applications, legacy PBX systems, etc.
8. Ensure that any customer-provided hardware is certified and configured based on Customer's recommended hardware configurations or better.
9. Verify the accuracy, correctness and the functionality of the information content of any applications that may interface with the applications.
10. SECURITY: Customer is responsible for the implementation of any physical site security, loss protection, disaster or business recovery, and protection against losses caused by natural disasters, acts of violence, and willful use of force or sabotage. It is the customer's responsibility to safeguard the information contents, integrity and security of hardware, software and data used in this project from any unauthorized personnel.



## Completion Criteria

NetXperts will have satisfied its obligations to the customer under this Scope of Work when the tasks listed under "NetXperts Responsibilities" are completed.

## Customer Signature

The customer, by signing below, indicates that the Statement of Work has been read and the terms outlined within have been accepted. This Statement of Work is part of NetXperts Product and Services Agreement. Pricing for the installation of the products for this Statement of Work is provided in NetXperts attached quote. The customer also is aware that any delays incurred because of any of the reasons listed in the Customer Responsibilities section is considered billable time. Any questions concerning NetXperts responsibilities and the work to be done should be directed to the NetXperts representative.

Customer's Name \_\_\_\_\_

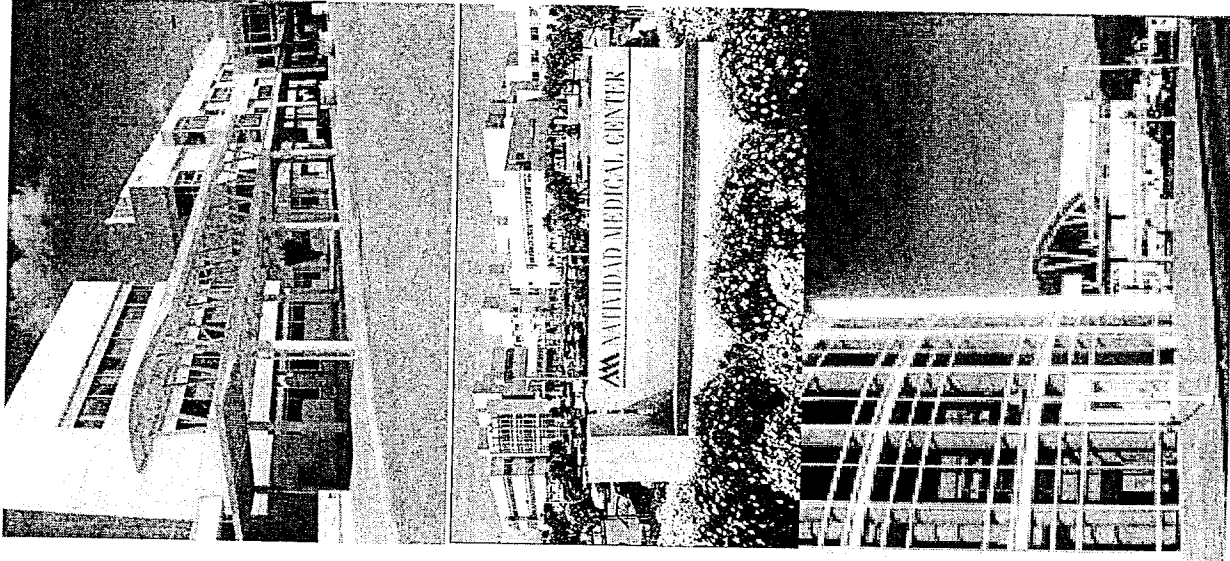
Company \_\_\_\_\_

Date \_\_\_\_\_

NetXperts Representative \_\_\_\_\_

Location \_\_\_\_\_

Date \_\_\_\_\_



## APPENDIX A - CHANGE REQUEST

In reference to the section titled Assumptions of the above referenced Statement of Work between NetXperts and Customer, both parties hereby certify, by the signature of an authorized representative, that this Change Management Request will amend and be fully incorporated into the existing Statement of Work (SOW).

1. **Change Request Number:**
2. **Reason for Change Request:**
3. **Changes to SOW:**
4. **Schedule Impact:**
5. **Cost Impact:**
  - a. Original Value of SOW:
  - b. Added Value of Change Request:
  - c. New Value of SOW:
6. **Purchase Order Issuance (if applicable):** Customer shall issue a written Purchase Order to NetXperts, or shall issue an amendment to its original Purchase Order issued under this SOW, for the total amount of \$ \_\_\_\_\_.

Except as changed herein, all terms and conditions of the SOW remain in full force and effect.

IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have caused this Change Management Request to be fully executed.

**NetXperts**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Customer**

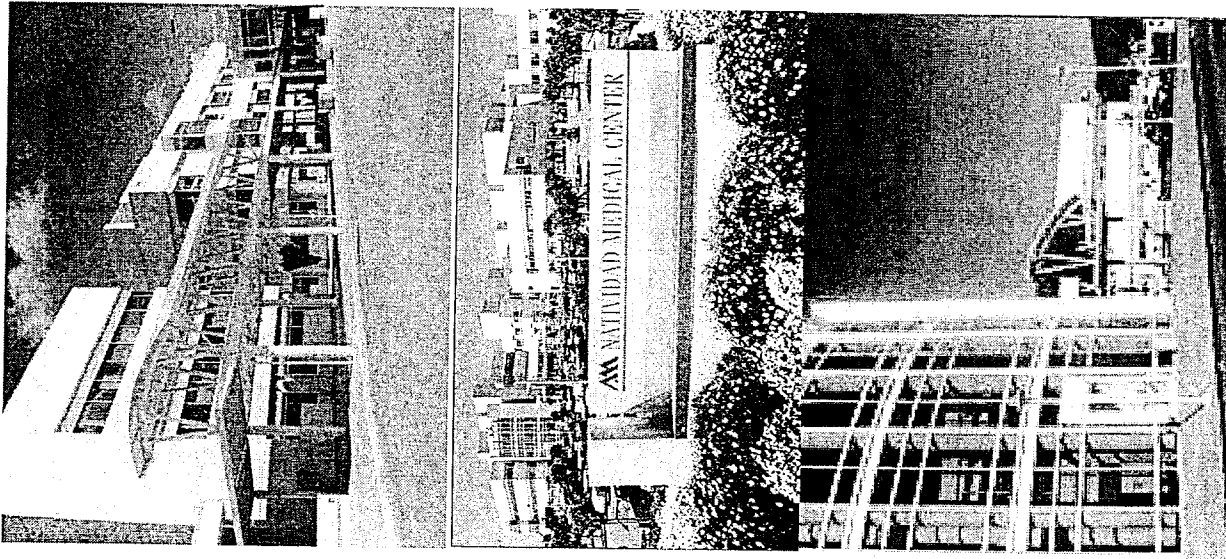
By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_





## APPENDIX B – RATES

Business Hours	8:00 AM – 5:00 PM	\$195.00/hr
Non Business Hours	5:01 PM – 7:59 AM	\$195.00/hr
Weekends & Holidays	8:00 AM – 5:00 PM	\$195.00/hr



NetXperts Inc.  
 2680 Bishop Drive Suite 125  
 San Ramon, CA 94583  
 925-806-0800 Tel  
 925-806-0899 Fax

**QUOTE**

**Quote #** NETQ7186  
**Date** 03/16/11  
**Sales Rep.** ddrake

**Quote To:**

Natividad Medical Center  
 Michael Cross  
 1441 Constitution Blvd  
 Salinas  
 CA 93912

crossm@natividad.com

**Ship To:**

Natividad Medical Center  
 Michael Cross  
 1441 Constitution Blvd  
 Salinas  
 CA 93912

crossm@natividad.com

Qty	Description	Unit Price	Ext. Price
	<b>Natividad Medical Center</b>		
	<b>Voice Installation</b>		
1	NetXperts Professional Services	\$155,000.00	\$155,000.00
	Includes:		
	- Implementation		
	- Configuration		
	- Testing		
	- Training		
	- Cut-Over Support		
	Dates of service April 1, 2011- June 30, 2011		
	Run rate @ \$195/Hr - This is a fully loaded run rate including all travel and expenses.		
		SubTotal	\$155,000.00
		Sales Tax	\$0.00
		Shipping	\$0.00
		<b>Total</b>	<b>\$155,000.00</b>

All orders will be placed upon receipt of signed purchase order or a signed contract between NetXperts, Inc. and customer. All hardware is warranted per manufacturer's published warranty only, unless an extended service contract has been purchased. This order may be subject to sales tax, VAT, duty and freight charges even if not noted on this quote. this quote valid for 30 days.  
 NetXperts Inc. - Confidential and Proprietary, except as required by law.





NetXperts Inc.  
 2680 Bishop Drive Suite 125  
 San Ramon, CA 94583  
 925-806-0800 Tel  
 925-806-0899 Fax

**QUOTE**

**Quote #** NETQ7028  
**Date** 02/02/11  
**Sales Rep.** ddrake

**Quote To:**

Natividad Medical Center  
 Michael Cross  
 1441 Constitution Blvd.  
 Salinas  
 CA 93912

crossm@natividad.com

**Ship To:**

Natividad Medical Center  
 Michael Cross  
 1441 Constitution Blvd.  
 Salinas  
 CA 93912

crossm@natividad.com

Qty	Part Number	Description	Unit Price	Ext. Price
<b>Natividad Medical Center</b>				
<b>Training</b>				
1	NPTS	NetXperts Professional Services Training - Cisco, VMware, Microsoft training courses per attached sheet.  Courses to be completed between February 1, 2011 and January 31, 2012	\$73,098.60	\$73,098.60
			SubTotal	\$73,098.60
			Sales Tax	\$0.00
			Shipping	\$0.00
			<b>Total</b>	<b>\$73,098.60</b>

All orders will be placed upon receipt of signed purchase order or a signed contract between NetXperts, Inc. and customer. All hardware is warranted per manufacturer's published warranty only, unless an extended service contract has been purchased. This order may be subject to sales tax, VAT, duty and freight charges even if not noted on this quote. This quotation is valid for 30 days. NetXperts Inc. - Confidential and Proprietary, except as required by law.

Employee and Class	Days	Price
<b>Mike:</b>		
FIREWALL - Deploying Cisco ASA Firewall Solutions	5	\$3,395
SECURE - Securing Networks with Cisco Routers and Switches	5	\$3,395
ROUTE - Implementing Cisco IP Routing	5	\$3,195
TSHOOT - Troubleshooting and Maintaining Cisco IP Networks	5	\$3,195
VMWare View: Design Best Practices (The class is included with VMware View (CH))	n/a	n/a
VMWare View: Install, Configure, Manage (v4)	4	\$2,995
VMWare VSphere: Install, Configure, Manage (v4)	5	\$3,495
<b>Richard:</b>		
VMWare View: Install, Configure, Manage (v4)	4	\$2,995
VMWare VSphere: Install, Configure, Manage (v4)	5	\$3,495
MS Course 2279B: Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure (New Version 2008)	5	\$2,595
MS Course 2278B: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (New Version is 2008)	3	\$1,795
<b>New engineer:</b>		
VMWare View: Install, Configure, Manage (v4)	4	\$2,995
VMWare VSphere: Install, Configure, Manage (v4)	5	\$3,495
<b>Keith:</b>		
MS Course 2274C: Managing a Microsoft Windows Server 2003 Environment (New Version 2008)	5	\$2,495
MS Course 2277C: Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services (New version is 2008)	5	\$2,695
MS Course 2278B: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (New Version is 2008)	3	\$1,795
MS Course 2279B: Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure (New Version 2008)	5	\$2,595
<b>Daniel:</b>		
Interconnecting Cisco Networking Devices Part 1 (ICND1) v1.1	5	\$2,995
Interconnecting Cisco Networking Devices Part 2 (ICND2) v1.0	5	\$2,995
Implementing Cisco Switched Networks (SWITCH)(TRN-SWITCH - 1.0)	5	\$3,195
MS Course 2277C: Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services (New version is 2008)	5	\$2,695
MS Course 2278B: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (New Version is 2008)	3	\$1,795
<b>Charlie:</b>		
MS Course 2274C: Managing a Microsoft Windows Server 2003 Environment (New Version 2008)	5	\$2,495
MS Course 2277C: Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services (New Version 2008)	5	\$2,695
MS Course 2278B: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (New Version 2008)	3	\$1,795
MS Course 2279B: Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure (New Version 2008)	5	\$2,595
<b>Carlos:</b>		
MS Course 2274C: Managing a Microsoft Windows Server 2003 Environment (New Version 2008)	5	\$2,495
MS Course 2277C: Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services (New Version 2008)	5	\$2,695
MS Course 2278B: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (New Version 2008)	3	\$1,795
MS Course 2279B: Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure (New Version 2008)	5	\$2,595
<b>Total</b>		<b>\$79,455</b>