ATTACHMENTS

ATTACHMENT 1 – HARDWARE INVENTORY
Contractor Hardware Costs Phase I

Program	Desk Tops	Price	Laptops	Price	Docking Station and Monitor	Price	Network HP Laser Printers	Price	Internet Installations	Price	Grand Total
Cresta Loma	7	$1,651.25		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$11,558.75
Cresta Loma Community Living	2	$1,651.25		$2,233.10	0	$983.20	1	$1,651.25	2	$164.30	$5,282.35
Assertive Comm Treatment and Transitional Team Intensive Case Mgt (Access/Act/Transition Team)	6	$1,651.25		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$9,907.50
	15	$1,651.25		$2,233.10	0	$983.20	1	$1,651.25	2	$164.30	$26,748.60
Day Treatment	2	$0.00		$2,233.10	0	$983.20	2	$1,651.25	2	$164.30	$3,631.10
Treatment Stabilization	2	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25
Wraparound Services-Child Welfare Services	3	$0.00		$2,233.10	0	$983.20	1	$1,651.25	2	$164.30	$1,979.85
	7	$0.00		$2,233.10	0	$983.20	4	$1,651.25	4	$164.30	$7,262.20
	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
				$2,233.10		$983.20		$1,651.25		$164.30	
BPSR Adult	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Eastwind Clubhouse	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Non-MHSA CMH- Counseling & Tx	1	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
	1	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Stepdown	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Intensive Outpatient Services for La Mesa/Spring Valley	0	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25
FFA	0	$0.00		$2,233.10	0	$983.20		$1,651.25	0	$164.30	$0.00
South County Intensive Outpatient	0	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25

Program	Desk Tops	Price	Laptops	Price	Docking Station and Monitor	Price	Network HP Laser Printers	Price	Internet Installations	Price	Grand Total
East County (Emerald) Intensive Day Treatment Center	0	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25
	0	$0.00		$2,233.10	0	$983.20	3	$1,651.25	0	$164.30	$4,953.75
EPSDT Cabrillo Assessment	0	$0.00		$2,233.10	0	$983.20	2	$1,651.25	6	$164.30	$4,288.30
San Pasqual Academy EPSDT				$2,233.10		$983.20		$1,651.25		$164.30	
Project Enable	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Frontier Day Treatment	1	$0.00		$2,233.10	0	$983.20	1	$1,651.25	1	$164.30	$1,815.55
CalWORKs Multi-Service Centers	3	$0.00		$2,233.10	0	$983.20	4	$1,651.25	0	$164.30	$6,605.00
MHS TBS	0	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25
CAT Breaking Cycles – North Med Support	0	$0.00		$2,233.10	0	$983.20	1	$1,651.25		$164.30	$1,651.25
CAT YAR	0	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25
Treatment for Sex Offenders (formerly STEPS)	1	$0.00		$2,233.10	1	$983.20	1	$1,651.25	1	$164.30	$2,798.75
EPSDT STEPS- Outpatient North County	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
EPSDT STEPS Child	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Families Forward	1	$0.00		$2,233.10	0	$983.20	4	$1,651.25	0	$164.30	$6,605.00
North Coastal Mental Health Center	0	$0.00		$2,233.10	0	$983.20	5	$1,651.25	0	$164.30	$8,256.25
North Inland Mental Health Center	1	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25
Traditional Case Management North and North Star Assertive Community Treatment	0	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25
BPSR North Inland	0	$0.00		$2,233.10	0	$983.20	2	$1,651.25	0	$164.30	$3,302.50
Criminal Justice ACT	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
BPSR North Coastal Region	0	$0.00		$2,233.10	0	$983.20	3	$1,651.25	0	$164.30	$4,953.75
Case Management South	0	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25
MHS School Based	1	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25

Program	Desk Tops	Price	Laptops	Price	Docking Station and Monitor	Price	Network HP Laser Printers	Price	Internet Installations	Price	Grand Total
	8	$0.00		$2,233.10	1	$983.20	27	$1,651.25	2	$164.30	$45,895.55
Youth Enhancement Services-non-MHSA	2	$0.00		$2,233.10	0	$983.20	1	$1,651.25	2	$164.30	$1,979.85
Halcyon	1	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Isis	1	$0.00		$2,233.10	0	$983.20	1	$1,651.25	1	$164.30	$1,815.55
Jary Barreto	1	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
New Vistas	1	$0.00		$2,233.10	0	$983.20	1	$1,651.25	2	$164.30	$1,979.85
Turning Point	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Vista Balboa	1	$0.00		$2,233.10	0	$983.20	1	$1,651.25	1	$164.30	$1,815.55
Step Forward	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Step Forward North	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Casa del Sol SSI- Advocate MAA	2	$0.00		$2,233.10	0	$983.20	1	$1,651.25	2	$164.30	$1,979.85
Maria Sardinas	0	$0.00		$2,233.10	0	$983.20	1	$1,651.25	2	$164.30	$1,979.85
SBGC	2	$0.00		$2,233.10	0	$983.20	2	$1,651.25	4	$164.30	$3,959.70
CARE	1	$0.00		$2,233.10	0	$983.20	2	$1,651.25	2	$164.30	$3,631.10
IMPACT	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Downtown Mental Health	2	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Friend to Friend of ECS MAA	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Areta Crowell	3	$0.00		$2,233.10	0	$983.20	1	$1,651.25	1	$164.30	$1,815.55
DYC	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Crossroads	2	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25
DYYFS	0	$0.00		$2,233.10	0	$983.20	2	$1,651.25	2	$164.30	$3,631.10
NVFS	4	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
MAST	1	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Heartland	3	$0.00		$2,233.10	0	$983.20	0	$1,651.25	3	$164.30	$492.90
Casa Pacifica	1	$0.00		$2,233.10	0	$983.20	0	$1,651.25	1	$164.30	$164.30
REACH	3	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25
	29	$0.00		$2,233.10	0	$983.20	14	$1,651.25	21	$164.30	$26,567.80
EPSDT South (Para las Familias)	0	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25

Program	Desk Tops	Price	Laptops	Price	Docking Station and Monitor	Price	Network HP Laser Printers	Price	Internet Installations	Price	Grand Total
						$983.20					
Escondido (*EPSDT)	0	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25
PERT	2	$0.00		$2,233.10	0	$983.20	1	$1,651.25	3	$164.30	$2,144.15
EPSDT- Community Circle East	0	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25
EPSDT- Community Circle Central	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
	0	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25
	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
EDSDT North Coastal Casa Counseling Center	1	$0.00		$2,233.10	0	$983.20	1	$1,651.25	1	$164.30	$1,815.55
				$2,233.10		$983.20		$1,651.25		$164.30	
	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
EPSDT- Chula Vista & Sweetwater	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
CAT/YAR (*amend contract 45378- School Based O/P Tmt)	0	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
EPSDT- YMCA	1	$0.00		$2,233.10	0	$983.20	1	$1,651.25	1	$164.30	$1,815.55
EPSDT- Foster Family Agency	2	$0.00		$2,233.10	0	$983.20	2	$1,651.25	1	$164.30	$3,466.80
EPSDT- Foster Family Agency	2	$0.00		$2,233.10	0	$983.20	1	$1,651.25	1	$164.30	$1,815.55
EPSDT-New Dawn MHRC	10	$0.00		$2,233.10	0	$983.20	2	$1,651.25	5	$164.30	$4,124.00

Program	Desk Tops	Price	Laptops	Price	Docking Station and Monitor	Price	Network HP Laser Printers	Price	Internet Installations	Price	Grand Total
MHSA- MHRC Outpatient	2	$0.00		$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	$0.00
Intensive School Based Outpatient- Tobacco	0	$30.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25
Venture Day Treatment	1	$0.00		$2,233.10	0	$983.20	1	$1,651.25	1	$164.30	$1,815.55
	13	$0.00		$2,233.10	0	$983.20	4	$1,651.25	6	$164.30	$7,590.80
MHSA-Service for Deaf & Hard of Hearing	0	$0.00		$2,233.10	0	$983.20	1	$1,651.25	0	$164.30	$1,651.25
	83				1		66		50		$142,949.45

ATTACHMENT 1 – HARDWARE INVENTORY
Contractor Hardware Costs Phase II

Program	Desk Tops	Price	Laptop	Price	Docking Station and Monitor	Price	Network HP Laser Printers	Price	Internet Installations	Price	Additional Needs	Price	Grand Total
Cresta Loma	15	$1,651.25	0	$2,233.10	0	$983.20	4	$1,651.25	15	$164.30			$9,069.50
Cresta Loma Community Living	0	$1,651.25	0	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$0.00
Assertive Comm Treatment and Transitional Team Intensive Case Mgt (Access/Act/Transition Team)	0	$1,651.25	27	$2,233.10	27	$983.20	8	$1,651.25	18	$164.30			$103,007.50
	15	$1,651.25	27	$2,233.10	27	$983.20	12	$1,651.25	33	$164.30			$136,845.75
Day Treatment	6	$0.00	4	$2,233.10	4	$983.20		$1,651.25		$164.30			$12,865.20
Treatment Stabilization	1	$0.00	7	$2,233.10	7	$983.20		$1,651.25		$164.30			$22,514.10
Wraparound Services-Child Welfare Services	3	$0.00	43	$2,233.10	43	$983.20	3	$1,651.25		$164.30			$143,254.65
	10	$0.00	54	$2,233.10	54	$983.20	3	$1,651.25	0	$164.30			$178,633.95
North Inland School-Based CMHS	0	$0.00	5	$2,233.10	5	$983.20	3	$1,651.25	5	$164.30			$21,856.75
Central/East/So School-Based CMHS	0	$0.00	11	$2,233.10	7	$983.20	3	$1,651.25	11	$164.30			$38,207.55
North Coastal School-Based CMHS	0	$0.00	10	$2,233.10	10	$983.20	1	$1,651.25	10	$164.30			$35,457.25
Walk-in Assessment Clinic / MAT	0	$0.00	3	$2,233.10	3	$983.20	0	$1,651.25	3	$164.30			$10,141.80
RCHSD Polinsky EPSDT	1	$0.00	2	$2,233.10	2	$983.20	1	$1,651.25	3	$164.30			$8,576.75
RCHSD Developmental Eval Clinic (DEC)	0	$30.00	1	$2,233.10	1	$983.20	0	$1,651.25	1	$164.30			$3,380.60

Program	Desk Tops	Price	Laptop	Price	Docking Station and Monitor	Price	Network HP Laser Printers	Price	Internet Installations	Price	Additional Needs	Price	Grand Total
	1	$0.00	32	$2,233.10	28	$983.20	8	$1,651.25	33	$164.30			$117,620.70
BPSR Adult	2	$0.00	0	$2,233.10	0	$983.20	1	$1,651.25		$164.30			$1,651.25
Eastwind Clubhouse	0	$0.00	0	$2,233.10	0	$983.20	1	$1,651.25		$164.30			$1,651.25
Non-MHSA CMH-Counseling & Tx	3	$0.00	16	$2,233.10	0	$983.20	1	$1,651.25		$164.30			$37,380.85
	5	$0.00	16	$2,233.10	0	$983.20	3	$1,651.25	0	$164.30			$40,683.35
Stepdown	0	$0.00	9	$2,233.10	9	$983.20	0	$1,651.25	0	$164.30	9 keyboards and mouses	$465.48	$29,412.18
Intensive Outpatient Services for La Mesa/Spring Valley	0	$0.00	8	$2,233.10	8	$983.20	0	$1,651.25	0	$164.30	8 keyboards and mouses	$413.76	$26,144.16
FFA	0	$0.00	6	$2,233.10	6	$983.20	0	$1,651.25	0	$164.30	6 keyboards and mouses	$310.32	$19,608.12
South County Intensive Outpatient	0	$0.00	3	$2,233.10	3	$983.20	0	$1,651.25	0	$164.30	3 keyboards and mouses	$155.16	$9,804.06
East County (Emerald) Intensive Day Treatment Center	0	$0.00	0	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$0.00
											Delivery charge	$70.00	$70.00
	0	$0.00	26	$2,233.10	26	$983.20	0	$1,651.25	0	$164.30		$1,414.72	$85,038.52
ESU	0	$0.00	0	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$0.00
So. Campus S/D	6	$0.00	0	$2,233.10	0	$983.20	4	$1,651.25	28	$164.30	2 12" port switches; 2 24" port switches; 1 wireless router	$14,970.63	$26,176.03

Program	Desk Tops	Price	Laptop	Price	Docking Station and Monitor	Price	Network HP Laser Printers	Price	Internet Installations	Price	Additional Needs	Price	Grand Total
Hillcrest Campus	5	$0.00	0	$2,233.10	0	$983.20	5	$1,651.25	37	$164.30	1 12" port switch; 3 24" port switches; 1 wireless router	$11,034.67	$25,370.02
Cabrillo Assessment	0	$0.00	5	$2,233.10	0	$983.20	2	$1,651.25	5	$164.30	1 24" port switch; 1 wireless router	$2,869.27	$18,158.77
No. County Assessment	1	$0.00	6	$2,233.10	0	$983.20	0	$1,651.25	4	$164.30	2 DSL hook ups	$1,578.50	$15,634.30
Cajon Valley EPSDT	7	$0.00	14	$2,233.10	0	$983.20	10	$1,651.25	21	$164.30	2 24" port switches; 2 wireless routers	$5,195.86	$56,422.06
FFA EPSDT	0	$0.00	5	$2,233.10	0	$983.20	1	$1,651.25	2	$164.30	1 wireless router	$1,459.46	$14,604.81
Dual Diagnosis	0	$0.00	0	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$0.00
TSP	5	$0.00	8	$2,233.10	0	$983.20	2	$1,651.25	0	$164.30			$21,167.30
TBS	0	$0.00	35	$2,233.10	0	$983.20	6	$1,651.25	6	$164.30	2 12" port switches; 1 wireless router	$12,151.00	$101,202.80
SPA Day	6	$0.00	0	$2,233.10	0	$983.20	5	$1,651.25	25	$164.30	2 24" port switches	$2,819.63	$15,183.38
	30	$0.00	73	$2,233.10	0	$983.20	35	$1,651.25	128	$164.30		$52,079.01	$293,919.46
Project Enable	4	$0.00	1	$2,233.10	1	$983.20	1	$1,651.25	0	$164.30			$4,867.55
Project Enable MHSA	2	$0.00	1	$2,233.10	1	$983.20	0	$1,651.25	0	$164.30			$3,216.30
Project Enable TAY MHSA	2	$0.00	0	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$0.00
	8	$0.00	2	$2,233.10	2	$983.20	1	$1,651.25	0	$164.30			$8,083.85

Program	Desk Tops	Price	Laptop	Price	Docking Station and Monitor	Price	Network HP Laser Printers	Price	Internet Installations	Price	Additional Needs	Price	Grand Total
Frontier Day Treatment	5	$0.00	1	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$2,233.10
CalWORKs Multi-Service Centers	9	$0.00	4	$2,233.10	4	$983.20	18	$1,651.25	0	$164.30			$42,587.70
MHS TBS	0	$0.00	17	$2,233.10	17	$983.20	9	$1,651.25	0	$164.30			$69,538.35
CAT Breaking Cycles – North Med Support	0	$0.00	2	$2,233.10	1	$983.20	2	$1,651.25	0	$164.30			$8,751.90
CAT YAR	0	$0.00	3	$2,233.10	3	$983.20	3	$1,651.25	0	$164.30			$14,602.65
Treatment for Sex Offenders (formerly STEPS)	8	$0.00	1	$2,233.10	1	$983.20	9	$1,651.25	8	$164.30			$19,391.95
EPSDT STEPS-Outpatient North County	0	$0.00	0	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$0.00
EPSDT STEPS Child	5	$0.00	0	$2,233.10	0	$983.20	3	$1,651.25	5	$164.30			$5,775.25
Families Forward	0	$0.00	62	$2,233.10	58	$983.20	47	$1,651.25	0	$164.30			$273,086.55
North Coastal Mental Health Center	0	$0.00	5	$2,233.10	0	$983.20	16	$1,651.25	0	$164.30			$37,585.50
North Inland Mental Health Center	6	$0.00	0	$2,233.10	0	$983.20	21	$1,651.25	0	$164.30			$34,676.25
Traditional Case Management North and North Star Assertive Community Treatment	0	$0.00	20	$2,233.10	20	$983.20	24	$1,651.25	2	$164.30			$104,284.60
BPSR North Inland	3	$0.00	0	$2,233.10	0	$983.20	7	$1,651.25	2	$164.30			$11,887.35
Criminal Justice ACT	0	$0.00	10	$2,233.10	10	$983.20	12	$1,651.25	0	$164.30			$51,978.00
BPSR North Coastal Region	4	$0.00	3	$2,233.10	3	$983.20	16	$1,651.25	3	$164.30			$36,561.80
Case Management South	0	$0.00	8	$2,233.10	8	$983.20	9	$1,651.25	0	$164.30			$40,591.65
MHS School Based	1	$0.00	8	$2,233.10	7	$983.20	9	$1,651.25	1	$164.30			$39,772.75
	41	$0.00	144	$2,233.10	132	$983.20	205	$1,651.25	21	$164.30			$793,305.35
non-MHSA YES	4	$0.00	6	$2,233.10	5	$983.20	10	$1,651.25	0	$164.30			$34,827.10

Program	Desk Tops	Price	Laptop	Price	Docking Station and Monitor	Price	Network HP Laser Printers	Price	Internet Installations	Price	Additional Needs	Price	Grand Total
Halcyon	2	$0.00	5	$2,233.10	3	$983.20	0	$1,651.25	5	$164.30			$14,936.60
Isis	2	$0.00	5	$2,233.10	0	$983.20	1	$1,651.25	6	$164.30			$13,802.55
Jary Barreto	3	$0.00	5	$2,233.10	2	$983.20	2	$1,651.25	8	$164.30			$17,748.80
New Vistas	2	$0.00	5	$2,233.10	7	$983.20	3	$1,651.25	12	$164.30			$24,973.25
Turning Point	2	$0.00	5	$2,233.10	5	$983.20	0	$1,651.25	7	$164.30			$17,231.60
Vista Balboa	2	$0.00	5	$2,233.10	0	$983.20	1	$1,651.25	8	$164.30			$14,131.15
Step Forward	0	$0.00	0	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$0.00
Step Forward North	0	$0.00	0	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$0.00
Casa del Sol SSI-Advocate MAA	0	$0.00	0	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$0.00
Maria Sardinas	8	$0.00	0	$2,233.10	1	$983.20	0	$1,651.25	9	$164.30			$2,461.90
SBGC	11	$0.00	1	$2,233.10	1	$983.20	2	$1,651.25	2	$164.30			$6,847.40
CARE	2	$0.00	12	$2,233.10	12	$983.20	2	$1,651.25	9	$164.30			$43,376.80
IMPACT	0	$0.00	0	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$0.00
Downtown Mental Health	9	$0.00	2	$2,233.10	2	$983.20	4	$1,651.25	4	$164.30			$13,694.80
Friend to Friend of ECS MAA	0	$0.00	0	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$0.00
Areta Crowell	14	$0.00	2	$2,233.10	0	$983.20	1	$1,651.25	1	$164.30			$6,281.75
DYC	5	$0.00	1	$2,233.10	1	$983.20	0	$1,651.25	1	$164.30			$3,380.60
Crossroads	12	$0.00	3	$2,233.10	3	$983.20	2	$1,651.25	0	$164.30			$12,951.40
DYYFS	6	$0.00	12	$2,233.10	12	$983.20	1	$1,651.25	13	$164.30			$42,382.75
NVFS	5	$0.00	10	$2,233.10	10	$983.20	3	$1,651.25	3	$164.30			$37,609.65
MAST	1	$0.00	9	$2,233.10	12	$983.20	0	$1,651.25	0	$164.30			$31,896.30
Heartland	7	$0.00	0	$2,233.10	0	$983.20	0	$1,651.25	7	$164.30			$1,150.10
Casa Pacifica	6	$0.00	1	$2,233.10	0	$983.20	0	$1,651.25	1	$164.30			$2,397.40
REACH	0	$0.00	0	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$0.00
	99	$0.00	83	$2,233.10	71	$983.20	22	$1,651.25	96	$164.30			$307,254.80
EPSDT South (Para las Familias)	0	$0.00	3	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$6,699.30

Program	Desk Tops	Price	Laptop	Price	Docking Station and Monitor	Price	Network HP Laser Printers	Price	Internet Installations	Price	Additional Needs	Price	Grand Total
North Inland (*EPSDT Escondido)	0	$0.00	0	$2,233.10	0	$983.20	1	$1,651.25	0	$164.30			$1,651.25
PERT	0	$0.00	23	$2,233.10	23	$983.20	0	$1,651.25	0	$164.30			$73,974.90
EPSDT- Community Circle East	0	$0.00	0	$2,233.10	7	$983.20	0	$1,651.25	0	$164.30			$6,882.40
EPSDT- Community Circle Central	0	$0.00	0	$2,233.10	8	$983.20	1	$1,651.25	0	$164.30			$9,516.85
	0	$0.00	0	$2,233.10	15	$983.20	1	$1,651.25	0	$164.30			$16,399.25
MHSA-Vista	0	$0.00	1	$2,233.10	1	$983.20	0	$1,651.25	0	$164.30			$3,216.30
MHSA-Oceanside	0	$0.00	1	$2,233.10	1	$983.20	0	$1,651.25	0	$164.30			$3,216.30
EPSDT-Vista	0	$0.00	1	$2,233.10	1	$983.20	0	$1,651.25	0	$164.30			$3,216.30
EPSDT-Oceanside	0	$0.00	1	$2,233.10	1	$983.20	0	$1,651.25	0	$164.30			$3,216.30
EPSDT-CAT YAR-EXPIRES	0	$0.00	3	$2,233.10	0	$983.20	2	$1,651.25	2	$164.30			$10,330.40
	0	$0.00	7	$2,233.10	4	$983.20	2	$1,651.25	2	$164.30			$23,195.60
Valley Center Pauma/Escondido HS (*EPSDT)	0	$0.00	5	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$11,165.50
Fallbrook HS/Elem	0	$0.00	2	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$4,466.20
MHSA- Childnet	0	$0.00	2	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$4,466.20
	0	$0.00	9	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$20,097.90
EDSDT North Coastal Casa Counseling Center	4	$0.00	0	$2,233.10	0	$983.20	1	$1,651.25	5	$164.30			$2,472.75

Program	Desk Tops	Price	Laptop	Price	Docking Station and Monitor	Price	Network HP Laser Printers	Price	Internet Installations	Price	Additional Needs	Price	Grand Total
Heritage Clinic	4	$0.00	20	$2,233.10	0	$983.20	4	$1,651.25	4	$164.30	25 air cards for existing laptops	$5,422.50	$57,346.70
Foster Care	0	$0.00	4	$2,233.10	4	$983.20	2	$1,651.25	0	$164.30			$16,167.70
ECBHC – CAT YAR-EXPIRES	2	$0.00	3	$2,233.10	3	$983.20	2	$1,651.25	0	$164.30			$12,951.40
Counseling Cove	0	$0.00	4	$2,233.10	0	$983.20	1	$1,651.25	0	$164.30			$10,583.65
Bridgman Home	0	$0.00	0	$2,233.10	0	$983.20	1	$1,651.25	0	$164.30			$1,651.25
	2	$0.00	11	$2,233.10	7	$983.20	6	$1,651.25	0	$164.30			$41,354.00
EPSDT- Chula Vista & Sweetwater	0	$0.00	2	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$4,466.20
CAT/YAR (*amend contract 45378- School Based O/P Tmt)	0	$0.00	3	$2,233.10	3	$983.20	1	$1,651.25	3	$164.30			$11,793.05
EPSDT- YMCA	0	$0.00	4	$2,233.10	0	$983.20	0	$1,651.25	4	$164.30			$9,589.60
EPSDT- Foster Family Agency	2	$0.00	0	$2,233.10	0	$983.20	1	$1,651.25	1	$164.30			$1,815.55
EPSDT- Foster Family Agency	2	$0.00	2	$2,233.10	2	$983.20	1	$1,651.25	1	$164.30			$8,248.15
EPSDT-New Dawn MHRC	0	$0.00	0	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	3 network capable scanners	$8,389.06	$8,389.06
MHSA- MHRC Outpatient	0	$0.00	0	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30	1 network capable scanner	$2,796.35	$2,796.35

Program	Desk Tops	Price	Laptop	Price	Docking Station and Monitor	Price	Network HP Laser Printers	Price	Internet Installations	Price	Additional Needs	Price	Grand Total
Intensive School Based Outpatient-Tobacco	0	$0.00	0	$2,233.10	0	$983.20	0	$1,651.25	0	$164.30			$0.00
Venture Day Treatment	4	$0.00	0	$2,233.10	0	$983.20	7	$1,651.25	4	$164.30			$12,215.95
	4	$0.00	0	$2,233.10	0	$983.20	7	$1,651.25	4	$164.30		$11,185.41	$23,401.36
MHSA-Service for Deaf & Hard of Hearing	0	$0.00	0	$2,233.10	4	$983.20	1	$1,651.25	0	$164.30			$5,584.05
	231		556		403		325		335			$64,679.14	$2,267,053.64

ATTACHMENT 1 – HARDWARE INVENTORY
County Hardware Costs Phase I

Program	Desk Tops[1]	Price	Laptops[2]	Price	Docking Station and Monitor	Price	Network HP Laser Printers[3]	Price	Wireless Internet/Access Connections	Price	Grand Total
SDCPH	69	154,686.96	8	22,513.20			8	16,428.24	6	25,552.08	219,180.48
Adult Case Management	2	4,483.68	50	153,974.40			5	10,596.60	4	17,034.72	186,089.40
Adult North Central Clinic	20	45,316.80	0	0			3	6,094.80		0	51,411.60
Adult Central Clinic	15	33,627.60	0				3	6,094.80		0	39,722.40
Adult East Clinic	20	44,836.80	1	2,362.80			2	4,238.64		0	51,438.24
Children Central Clinic	7	15,692.88	0	0			0	0		0	15,692.88
Children Emergency Screening	16	35,869.44	0	0			2	3,975.48		0	39,844.92
	149	334,514.16	59	2,362.8			23	47,428.56		42,586.80	603,379.92

1   Includes costs for data jack, e-mail, standard software package and internet.
2   Includes costs for e-mail, standard software package, internet, docking station and monitor.
3   Includes data jack costs, color and mono printers

ATTACHMENT 2 – SOFTWARE INVENTORY
Contractor Software and Internet Services Phase I

Program	Laptop Wireless Service	Annual Cost	Virus Protection	Annual Cost	Internet Service	Annual Cost	FY 08-09 Cost	FY 09-10 Cost	Grand Total (27 Months)
Cresta Loma	0	$0.00	7	$210.00	0	$0.00	$210.00	$210.00	$472.50
Cresta Loma Community Living	0	$0.00	2	$60.00	0	$0.00	$60.00	$60.00	$135.00
Assertive Comm Treatment and Transitional Team Intensive Case Mgt (Access/Act/Transition Team)	0	$0.00	6	$180.00	0	$0.00	$180.00	$180.00	$405.00
	0	$0.00	15	$450.00	0	$0.00	$450.00	$450.00	$1,012.50
Day Treatment	0	$0.00	1	$30.00	1	$600.00	$630.00	$630.00	$1,417.50
Treatment Stabilization	0	$0.00	2	$60.00	2	$1,200.00	$1,260.00	$1,260.00	$2,835.00
Wraparound Services- Child Welfare Services	0	$0.00	4	$120.00	4	$2,400.00	$2,520.00	$2,520.00	$5,670.00
	0	$0.00	7	$210.00	7	$4,200.00	$4,410.00	$4,410.00	$9,922.50
	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
									$0.00
BPSR Adult	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Eastwind Clubhouse	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Non-MHSA CMH- Counseling & Tx	0	$0.00	1	$30.00	1	$600.00	$630.00	$630.00	$1,417.50
	0	$0.00	1	$30.00	1	$600.00	$630.00	$630.00	$1,417.50
Stepdown	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00

Program	Laptop Wireless Service	Annual Cost	Virus Protection	Annual Cost	Internet Service	Annual Cost	FY 08-09 Cost	FY 09-10 Cost	Grand Total (27 Months)
Intensive Outpatient Services for La Mesa/Spring Valley	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
FFA	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
South County Intensive Outpatient	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
East County (Emerald) Intensive Day Treatment Center	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
EPSDT Cabrillo Assessment	0	$0.00	0	$0.00	4	$2,400.00	$2,400.00	$2,400.00	$5,400.00
San Pasqual Academy EPSDT									
Project Enable	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Frontier Day Treatment	0	$0.00	1	$30.00	1	$600.00	$630.00	$630.00	$1,417.50
CalWORKs Multi-Service Centers	0	$0.00	3	$90.00	3	$1,800.00	$1,890.00	$1,890.00	$4,252.50
MHS TBS	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
CAT Breaking Cycles – North Med Support	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
CAT YAR	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Treatment for Sex Offenders (formerly STEPS)	0	$0.00	1	$30.00	1	$600.00	$630.00	$630.00	$1,417.50
EPSDT STEPS-Outpatient North County	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
EPSDT STEPS Child	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Families Forward	0	$0.00	1	$30.00	0	$0.00	$30.00	$30.00	$67.50
North Coastal Mental Health Center	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00

Program	Laptop Wireless Service	Annual Cost	Virus Protection	Annual Cost	Internet Service	Annual Cost	FY 08-09 Cost	FY 09-10 Cost	Grand Total (27 Months)
North Inland Mental Health Center	0	$0.00	1	$30.00	1	$600.00	$630.00	$630.00	$1,417.50
Traditional Case Management North and North Star Assertive Community Treatment	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
BPSR North Inland	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Criminal Justice ACT	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
BPSR North Coastal Region	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Case Management South	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
MHS School Based	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
	0	$0.00	7	$210.00	6	$3,600.00	$3,810.00	$3,810.00	$8,572.50
non-MHSA YES	0	$0.00	2	$60.00	2	$1,200.00	$1,260.00	$1,260.00	$2,835.00
Halcyon	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Isis	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Jary Barreto	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
New Vistas	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Turning Point	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Vista Balboa	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Step Forward	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Step Forward North	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Casa del Sol SSI-Advocate MAA	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Maria Sardinas	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
SBGC	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
CARE	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
IMPACT	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Downtown Mental Health	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00

Program	Laptop Wireless Service	Annual Cost	Virus Protection	Annual Cost	Internet Service	Annual Cost	FY 08-09 Cost	FY 09-10 Cost	Grand Total (27 Months)
Areta Crowell	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
DYC	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Crossroads	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
DYYFS	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
NVFS	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
MAST	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Heartland	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Casa Pacifica	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
REACH	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
EPSDT South (Para las Familias)	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Escondido (*EPSDT)	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
PERT	0	$0.00	2	$60.00	0	$0.00	$60.00	$60.00	$135.00
	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
EDSDT North Coastal Casa Counseling Center	0	$0.00	1	$30.00	1	$600.00	$630.00	$630.00	$1,417.50
	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00

Program	Laptop Wireless Service	Annual Cost	Virus Protection	Annual Cost	Internet Service	Annual Cost	FY 08-09 Cost	FY 09-10 Cost	Grand Total (27 Months)
EPSDT- Chula Vista & Sweetwater	3	$2,340.00	0	$0.00	3	$1,800.00	$4,140.00	$4,140.00	$9,315.00
CAT/YAR (*amend contract 45378-School Based O/P Tmt)	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
EPSDT- YMCA	0	$0.00	1	$30.00	1	$600.00	$630.00	$630.00	$1,417.50
EPSDT- Foster Family Agency	0	$0.00	2	$60.00	0	$0.00	$60.00	$60.00	$135.00
EPSDT- Foster Family Agency	0	$0.00	2	$60.00	2	$1,200.00	$1,260.00	$1,260.00	$2,835.00
EPSDT-New Dawn MHRC	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
MHSA- MHRC Outpatient	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Intensive School Based Outpatient-Tobacco	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Venture Day Treatment	0	$0.00	1	$30.00	1	$600.00	$630.00	$630.00	$1,417.50
	0	$0.00	1	$30.00	1	$600.00	$630.00	$630.00	$1,417.50
MHSA-Service for Deaf & Hard of Hearing	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
	3	$2,340.00	41	$1,230.00	28	$16,800.00	$20,370.00	$20,370.00	$45,832.50

ATTACHMENT 2 – SOFTWARE INVENTORY
Contractor Software and Internet Services Phase II

Program	Laptop Wireless Service	Annual Cost	Virus Protection	Annual Cost	Internet Service	Annual Cost	FY 08-09 Cost- 12 months	FY 09-10 Cost- 12 months	Grand Total- 24 months
Cresta Loma	0	$0.00	15	$450.00	0	$0.00	$450.00	$450.00	$900.00
Cresta Loma Community Living	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Assertive Comm Treatment and Transitional Team Intensive Case Mgt (Access/Act/Transition Team)	27	$21,060.00	27	$810.00	0	$0.00	$21,870.00	$21,870.00	$43,740.00
	27	$21,060.00	42	$1,260.00	0	$0.00	$22,320.00	$22,320.00	$44,640.00
Day Treatment	4	$3,120.00	4	$120.00	4	$2,400.00	$5,640.00	$5,640.00	$11,280.00
Treatment Stabilization	7	$5,460.00	7	$210.00	7	$4,200.00	$9,870.00	$9,870.00	$19,740.00
Wraparound Services-Child Welfare Services	49	$38,220.00	49	$1,470.00	49	$29,400.00	$69,090.00	$69,090.00	$138,180.00
	60	$46,800.00	60	$1,800.00	60	$36,000.00	$84,600.00	$84,600.00	$169,200.00
North Inland School-Based CMHS	5	$3,900.00	5	$150.00	5	$3,000.00	$7,050.00	$7,050.00	$14,100.00
Central/East/So School-Based CMHS-MHSA	11	$8,580.00	11	$330.00	11	$6,600.00	$15,510.00	$15,510.00	$31,020.00
North Coastal School-Based CMHS	10	$7,800.00	10	$300.00	10	$6,000.00	$14,100.00	$14,100.00	$28,200.00
Walk-in Assessment Clinic / MAT	3	$2,340.00	3	$90.00	3	$1,800.00	$4,230.00	$4,230.00	$8,460.00
RCHSD Polinsky EPSDT	2	$1,560.00	2	$60.00	2	$1,200.00	$2,820.00	$2,820.00	$5,640.00

Program	Laptop Wireless Service	Annual Cost	Virus Protection	Annual Cost	Internet Service	Annual Cost	FY 08-09 Cost- 12 months	FY 09-10 Cost- 12 months	Grand Total- 24 months
RCHSD Developmental Eval Clinic (DEC)	1	$780.00	1	$30.00	1	$600.00	$1,410.00	$1,410.00	$2,820.00
	32	$24,960.00	32	$960.00	32	$19,200.00	$45,120.00	$45,120.00	$90,240.00
							$0.00		$0.00
BPSR Adult	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Eastwind Clubhouse	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Non-MHSA CMH- Counseling & Tx	16	$12,480.00	21	$630.00	5	$3,000.00	$16,110.00	$16,110.00	$32,220.00
	16	$12,480.00	21	$630.00	5	$3,000.00	$16,110.00	$16,110.00	$32,220.00
Stepdown	9	$7,020.00	9	$270.00	0	$0.00	$7,290.00	$7,290.00	$14,580.00
Intensive Outpatient Services for La Mesa/Spring Valley	14	$10,920.00	8	$240.00	0	$0.00	$11,160.00	$11,160.00	$22,320.00
FFA	6	$4,680.00	6	$180.00	0	$0.00	$4,860.00	$4,860.00	$9,720.00
South County Intensive Outpatient	3	$2,340.00	3	$90.00	0	$0.00	$2,430.00	$2,430.00	$4,860.00
East County (Emerald) Intensive Day Treatment Center	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
	32	$24,960.00	26	$780.00	0	$0.00	$25,740.00	$25,740.00	$51,480.00
ESU	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
So. Campus S/D	0	$0.00	6	$180.00	20	$12,000.00	$12,180.00	$12,180.00	$24,360.00
Hillcrest Campus	0	$0.00	5	$150.00	20	$12,000.00	$12,150.00	$12,150.00	$24,300.00
Cabrillo Assessment	5	$3,900.00	5	$150.00	5	$3,000.00	$7,050.00	$7,050.00	$14,100.00
No. County Assessment	6	$4,680.00	7	$210.00	1	$600.00	$5,490.00	$5,490.00	$10,980.00
Cajon Valley EPSDT	14	$10,920.00	21	$630.00	21	$12,600.00	$24,150.00	$24,150.00	$48,300.00
FFA EPSDT	5	$3,900.00	5	$150.00	2	$1,200.00	$5,250.00	$5,250.00	$10,500.00
Dual Diagnosis	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00

Program	Laptop Wireless Service	Annual Cost	Virus Protection	Annual Cost	Internet Service	Annual Cost	FY 08-09 Cost- 12 months	FY 09-10 Cost- 12 months	Grand Total- 24 months
TSP	8	$6,240.00	13	$390.00	8	$4,800.00	$11,430.00	$11,430.00	$22,860.00
TBS	35	$27,300.00	35	$1,050.00	26	$15,600.00	$43,950.00	$43,950.00	$87,900.00
SPA Day	0	$0.00	6	$180.00	12	$7,200.00	$7,380.00	$7,380.00	$14,760.00
	73	$56,940.00	103	$3,090.00	115	$69,000.00	$129,030.00	$129,030.00	$258,060.00
Project Enable	1	$780.00	4	$120.00	1	$600.00	$1,500.00	$1,500.00	$3,000.00
Project Enable MHSA	1	$780.00	2	$60.00	0	$0.00	$840.00	$840.00	$1,680.00
Project Enable TAY MHSA	0	$0.00	2	$60.00	0	$0.00	$60.00	$60.00	$120.00
	2	$1,560.00	8	$240.00	1	$600.00	$2,400.00	$2,400.00	$4,800.00
Frontier Day Treatment	1	$780.00	6	$180.00	6	$3,600.00	$4,560.00	$4,560.00	$9,120.00
CalWORKs Multi-Service Centers	4	$3,120.00	13	$390.00	4	$2,400.00	$5,910.00	$5,910.00	$11,820.00
MHS TBS	12	$9,360.00	12	$360.00	12	$7,200.00	$16,920.00	$16,920.00	$33,840.00
CAT Breaking Cycles – North Med Support	2	$1,560.00	2	$60.00	2	$1,200.00	$2,820.00	$2,820.00	$5,640.00
CAT YAR	3	$2,340.00	3	$90.00	3	$1,800.00	$4,230.00	$4,230.00	$8,460.00
Treatment for Sex Offenders (formerly STEPS)	1	$780.00	9	$270.00	9	$5,400.00	$6,450.00	$6,450.00	$12,900.00
EPSDT STEPS-Outpatient North County	0	$0.00	5	$150.00	0	$0.00	$150.00	$150.00	$300.00
EPSDT STEPS Child	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Families Forward	50	$39,000.00	50	$1,500.00	50	$30,000.00	$70,500.00	$70,500.00	$141,000.00
North Coastal Mental Health Center	5	$3,900.00	5	$150.00	5	$3,000.00	$7,050.00	$7,050.00	$14,100.00
North Inland Mental Health Center	0	$0.00	6	$180.00	6	$3,600.00	$3,780.00	$3,780.00	$7,560.00

Program	Laptop Wireless Service	Annual Cost	Virus Protection	Annual Cost	Internet Service	Annual Cost	FY 08-09 Cost- 12 months	FY 09-10 Cost- 12 months	Grand Total- 24 months
Traditional Case Management North and North Star Assertive Community Treatment	20	$15,600.00	20	$600.00	20	$12,000.00	$28,200.00	$28,200.00	$56,400.00
BPSR North Inland	0	$0.00	3	$90.00	3	$1,800.00	$1,890.00	$1,890.00	$3,780.00
Criminal Justice ACT	10	$7,800.00	10	$300.00	10	$6,000.00	$14,100.00	$14,100.00	$28,200.00
BPSR North Coastal Region	3	$2,340.00	7	$210.00	7	$4,200.00	$6,750.00	$6,750.00	$13,500.00
Case Management South	8	$6,240.00	8	$240.00	8	$4,800.00	$11,280.00	$11,280.00	$22,560.00
MHS School Based	6	$4,680.00	7	$210.00	7	$4,200.00	$9,090.00	$9,090.00	$18,180.00
	125	$97,500.00	166	$4,980.00	152	$91,200.00	$193,680.00	$193,680.00	$387,360.00
non-MHSA YES	6	$4,680.00	10	$300.00	4	$2,400.00	$7,380.00	$7,380.00	$14,760.00
Halcyon	1	$780.00	8	$240.00	0	$0.00	$1,020.00	$1,020.00	$2,040.00
Isis	2	$1,560.00	9	$270.00	0	$0.00	$1,830.00	$1,830.00	$3,660.00
Jary Barreto	1	$780.00	9	$270.00	0	$0.00	$1,050.00	$1,050.00	$2,100.00
New Vistas	1	$780.00	8	$240.00	0	$0.00	$1,020.00	$1,020.00	$2,040.00
Turning Point	1	$780.00	8	$240.00	0	$0.00	$1,020.00	$1,020.00	$2,040.00
Vista Balboa	1	$780.00	8	$240.00	0	$0.00	$1,020.00	$1,020.00	$2,040.00
Step Forward	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Step Forward North	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Casa del Sol SSI- Advocate MAA	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Maria Sardinas	0	$0.00	8	$240.00	0	$0.00	$240.00	$240.00	$480.00
SBGC	1	$780.00	12	$360.00	0	$0.00	$1,140.00	$1,140.00	$2,280.00
CARE	12	$9,360.00	14	$420.00	0	$0.00	$9,780.00	$9,780.00	$19,560.00

Program	Laptop Wireless Service	Annual Cost	Virus Protection	Annual Cost	Internet Service	Annual Cost	FY 08-09 Cost- 12 months	FY 09-10 Cost- 12 months	Grand Total- 24 months
IMPACT	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
Downtown Mental Health	2	$1,560.00	11	$330.00	0	$0.00	$1,890.00	$1,890.00	$3,780.00
Friend to Friend of ECS MAA	0	$0.00	3	$90.00	0	$0.00	$90.00	$90.00	$180.00
Areta Crowell	2	$1,560.00	16	$480.00	0	$0.00	$2,040.00	$2,040.00	$4,080.00
DYC	1	$780.00	6	$180.00	0	$0.00	$960.00	$960.00	$1,920.00
Crossroads	3	$2,340.00	15	$450.00	0	$0.00	$2,790.00	$2,790.00	$5,580.00
DYYFS	12	$9,360.00	18	$540.00	0	$0.00	$9,900.00	$9,900.00	$19,800.00
NVFS	10	$7,800.00	15	$450.00	0	$0.00	$8,250.00	$8,250.00	$16,500.00
MAST	9	$7,020.00	10	$300.00	0	$0.00	$7,320.00	$7,320.00	$14,640.00
Heartland	0	$0.00	7	$210.00	0	$0.00	$210.00	$210.00	$420.00
Casa Pacifica	1	$780.00	7	$210.00	0	$0.00	$990.00	$990.00	$1,980.00
REACH	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
	60	$46,800.00	192	$5,760.00	0	$0.00	$52,560.00	$52,560.00	$105,120.00
EPSDT South (Para las Familias)	3	$2,340.00	3	$90.00	0	$0.00	$2,430.00	$2,430.00	$4,860.00
North Inland (*EPSDT Escondido)	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
PERT	23	$17,940.00	23	$690.00	0	$0.00	$18,630.00	$18,630.00	$37,260.00
EPSDT- Community Circle East	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
EPSDT- Community Circle Central	0	$0.00	0	$0.00	13	$7,800.00	$7,800.00	$7,800.00	$15,600.00
	0	$0.00	0	$0.00	13	$7,800.00	$7,800.00	$7,800.00	$15,600.00
MHSA-Vista	0.55	$429.00	0.55	$16.50	0.55	$330.00	$775.50	$775.50	$1,551.00
MHSA-Oceanside	0.56	$436.80	0.56	$16.80	0.56	$336.00	$789.60	$789.60	$1,579.20
EPSDT-Vista	1.1	$858.00	1.1	$33.00	1.1	$660.00	$1,551.00	$1,551.00	$3,102.00
EPSDT-Oceanside	1.11	$865.80	1.11	$33.30	1.11	$666.00	$1,565.10	$1,565.10	$3,130.20

Program	Laptop Wireless Service	Annual Cost	Virus Protection	Annual Cost	Internet Service	Annual Cost	FY 08-09 Cost- 12 months	FY 09-10 Cost- 12 months	Grand Total- 24 months
EPSDT-CAT YAR-EXPIRES	3.68	$2,870.40	3.68	$110.40	3.68	$2,208.00	$5,188.80	$5,188.80	$10,377.60
	7	$5,460.00	7	$210.00	7	$4,200.00	$9,870.00	$9,870.00	$19,740.00
Valley Center Pauma/Escondido HS (*EPSDT)	5	$3,900.00	5	$150.00	5	$3,000.00	$7,050.00	$7,050.00	$14,100.00
Fallbrook HS/Elem	2	$1,560.00	2	$60.00	2	$1,200.00	$2,820.00	$2,820.00	$5,640.00
MHSA- Childnet	2	$1,560.00	2	$60.00	2	$1,200.00	$2,820.00	$2,820.00	$5,640.00
	9	$7,020.00	9	$270.00	9	$5,400.00	$12,690.00	$12,690.00	$25,380.00
EDSDT North Coastal Casa Counseling Center	0	$0.00	4	$120.00	5	$3,000.00	$3,120.00	$3,120.00	$6,240.00
Heritage Clinic	45	$35,100.00	49	$1,470.00	20	$12,000.00	$48,570.00	$48,570.00	$97,140.00
Foster Care	5	$3,900.00	5	$150.00	0	$0.00	$4,050.00	$4,050.00	$8,100.00
ECBHC - CAT YAR-EXPIRES	3	$2,340.00	5	$150.00	2	$1,200.00	$3,690.00	$3,690.00	$7,380.00
Counseling Cove	4	$3,120.00	4	$120.00	0	$0.00	$3,240.00	$3,240.00	$6,480.00
Bridgman Home	0	$0.00	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
	12	$9,360.00	14	$420.00	2	$1,200.00	$10,980.00	$10,980.00	$21,960.00
EPSDT- Chula Vista & Sweetwater	2	$1,560.00	0	$0.00	0	$0.00	$1,560.00	$1,560.00	$3,120.00
CAT/YAR (*amend contract 45378-School Based O/P Tmt)	3	$2,340.00	3	$90.00	3	$1,800.00	$4,230.00	$4,230.00	$8,460.00
EPSDT- YMCA	4	$3,120.00	4	$120.00	4	$2,400.00	$5,640.00	$5,640.00	$11,280.00

Program	Laptop Wireless Service	Annual Cost	Virus Protection	Annual Cost	Internet Service	Annual Cost	FY 08-09 Cost- 12 months	FY 09-10 Cost- 12 months	Grand Total- 24 months
EPSDT- Foster Family Agency	0	$0.00	2	$60.00	0	$0.00	$60.00	$60.00	$120.00
EPSDT- Foster Family Agency	2	$1,560.00	4	$120.00	0	$0.00	$1,680.00	$1,680.00	$3,360.00
EPSDT-New Dawn MHRC	2	$1,560.00	2	$60.00	0	$0.00	$1,620.00	$1,620.00	$3,240.00
MHSA- MHRC Outpatient	1	$780.00	1	$30.00	0	$0.00	$810.00	$810.00	$1,620.00
Intensive School Based Outpatient-Tobacco	2	$1,560.00	2	$60.00	0	$0.00	$1,620.00	$1,620.00	$3,240.00
Venture Day Treatment	0	$0.00	4	$120.00	4	$2,400.00	$2,520.00	$2,520.00	$5,040.00
	5	$3,900.00	9	$270.00	4	$2,400.00	$6,570.00	$6,570.00	$13,140.00
MHSA-Service for Deaf & Hard of Hearing	2	$1,560.00	2	$60.00	2	$1,200.00	$2,820.00	$2,820.00	$5,640.00
	550	$429,000.00	793	$23,790.00	438	$262,800.00	$715,590.00	$715,590.00	$1,431,180.00

ATTACHMENT 2 – SOFTWARE INVENTORY
County Software

Application	Ver	Asset Tag
Adobe Acrobat 9 Standard	9.1.0	ITE00113247
Adobe Acrobat 9 Standard	9.1.0	ITE00113247
Adobe Acrobat 9 Standard	9.1.0	ITE00155527
Adobe Acrobat 9 Standard	9.1.0	ITE00155527
Adobe Acrobat 9 Standard	9.1.0	ITE00102826
Adobe Acrobat 9 Standard	9.1.0	ITE00102826
Adobe Acrobat 5.0	5.0	ITE00114248
Adobe Acrobat 5.0	5.0	ITE00113040
Adobe Acrobat 5.0	5.0	ITE00155786
Adobe Acrobat 5.0	5.0	ITE00072583
Adobe Acrobat 5.0	5.0	ITE00072713
Adobe Acrobat 5.0	5.0	ITE00072586
Adobe Acrobat 5.0	5.0	ITE00072584
Adobe Acrobat 5.0	5.0	ITE00073521
Adobe Acrobat 5.0	5.0	ITE00073539
Adobe Acrobat 5.0	5.0	ITE00110313
Adobe Acrobat 5.0	1.00	AC846113
Adobe Acrobat 5.0	5.0	ITE00158338
Adobe Acrobat 5.0	5.0	ITE00155771
Adobe Acrobat 5.0	5.0	AD783956
Adobe Acrobat 5.0	5.0	ITE00113967
Adobe Acrobat 5.0	5.0	ITE00113973
Adobe Acrobat 5.0	5.0	ITE00113975
Adobe Acrobat 5.0	5.0	ITE00113995
Adobe Acrobat 5.0	5.0	ITE00113968
Adobe Acrobat 5.0	5.0	ITE00113981
Adobe Acrobat 5.0	5.0	ITE00113996
Adobe Acrobat 5.0	5.0	ITE00113974
Adobe Acrobat 5.0	5.0	ITE00113994
Adobe Acrobat 5.0	5.0	ITE00113969
Adobe Acrobat 5.0	5.0	ITE00113993

Application	Ver	Asset Tag
Adobe Acrobat 5.0	5.0	ITE00113970
Adobe Acrobat 5.0	5.0	ITE00113972
Adobe Acrobat 5.0	5.0	ITE00113992
Adobe Acrobat 5.0	5.0	ITE00113971
Adobe Acrobat 5.0	5.0	ITE00113966
Adobe Acrobat 5.0	5.0	ITE00113976
Adobe Acrobat 5.0	5.0	ITE00113980
Adobe Acrobat 5.0	5.0	ITE00113962
Adobe Acrobat 5.0	5.0	ITE00113965
Adobe Acrobat 5.0	5.0	ITE00155639
Adobe Acrobat 5.0	5.0	ITE00112114
Adobe Acrobat 5.0	5.0	ITE00112115
Adobe Acrobat 5.0	5.0	ITE00112116
Adobe Acrobat 5.0	5.0	ITE00112233
Adobe Acrobat 7.0 Professional	7.0.7	ITE00073464
Adobe Acrobat 7.0 Professional	7.0.7	ITE00074236
Adobe Acrobat 7.0 Professional	7.0.7	ITE00112236
Adobe Acrobat 7.0 Standard	7.0.7	ITE00158121
Adobe Acrobat 7.0 Standard	7.0.7	ITE00072537
Adobe Acrobat 7.0 Standard	7.0.7	ITE00073467
Adobe Acrobat 7.0 Standard	7.0.7	ITE00156668
Adobe Acrobat 7.0 Standard	7.0.7	ITE00074276
Adobe Acrobat 7.0 Standard	7.0.7	ITE00074163
Adobe Acrobat 7.0 Standard	7.0.7	AD783918
Adobe Acrobat 7.0.1 and Reader 7.0.1 Update	7.0.2	AD783985
Adobe Acrobat 7.0.7 Professional	7.0.7	ITE00073464
Adobe Acrobat 7.0.7 Professional	7.0.7	ITE00074236
Adobe Acrobat 7.0.7 Professional	7.0.7	ITE00112236
Adobe Acrobat 7.0.7 Standard	7.0.7	ITE00158121
Adobe Acrobat 7.0.7 Standard	7.0.7	ITE00072537
Adobe Acrobat 7.0.7 Standard	7.0.7	ITE00073467
Adobe Acrobat 7.0.7 Standard	7.0.7	ITE00156668
Adobe Acrobat 7.0.7 Standard	7.0.7	ITE00074163
Adobe Acrobat 7.0.7 Standard	7.0.7	ITE00074276
Adobe Acrobat 7.0.7 Standard	7.0.7	AD783918

Application	Ver	Asset Tag
Adobe Acrobat 8 Professional	8.1.2	ITE00074125
Adobe Acrobat 8 Professional	8.1.2	ITE00102113
Adobe Acrobat 8 Professional	8.1.2	ITE00102309
Adobe Acrobat 8 Professional	8.1.4	AD854619
Adobe Acrobat 8 Professional	8.1.2	ITE00074160
Adobe Acrobat 8 Professional	8.1.2	ITE00074158
Adobe Acrobat 8 Professional	8.1.2	ITE00074155
Adobe Acrobat 8 Professional	8.1.2	ITE00154719
Adobe Acrobat 8 Professional	8.1.2	ITE00110609
Adobe Acrobat 8.1.2 Professional	8.1.2	ITE00074125
Adobe Acrobat 8.1.2 Professional	8.1.2	ITE00102113
Adobe Acrobat 8.1.2 Professional	8.1.2	ITE00102309
Adobe Acrobat 8.1.2 Professional	8.1.2	ITE00074160
Adobe Acrobat 8.1.2 Professional	8.1.2	ITE00074155
Adobe Acrobat 8.1.2 Professional	8.1.2	ITE00074158
Adobe Acrobat 8.1.2 Professional	8.1.2	ITE00154719
Adobe Acrobat 8.1.2 Professional	8.1.2	ITE00110609
Adobe Acrobat 8.1.4 Professional	8.1.4	AD854619
Adobe Acrobat 9 Pro	9.1.0	ITE00155531
Adobe Acrobat 9 Pro	9.1.0	ITE00155531
Adobe Acrobat 9 Pro	9.1.0	ITE00155523
Adobe Acrobat 9 Pro	9.1.0	ITE00155535
Adobe Acrobat 9 Pro	9.1.0	ITE00155535
Adobe Acrobat 9 Pro	9.1.0	ITE00155520
Adobe Acrobat 9 Pro	9.1.0	ITE00155523
Adobe Acrobat 9 Pro	9.1.0	ITE00155520
Adobe Acrobat 9 Pro	9.1.0	ITE00073345
Adobe Acrobat 9 Pro	9.1.0	ITE00073373
Adobe Acrobat 9 Pro	9.1.0	ITE00073345
Adobe Acrobat 9 Pro	9.1.0	ITE00073373
Adobe Acrobat 9 Pro	9.1.0	ITE00111432
Adobe Acrobat 9 Pro	9.1.0	ITE00111432
Adobe Acrobat 9 Pro	9.1.0	ITE00074961
Adobe Acrobat 9 Pro	9.1.0	ITE00074961
Adobe Acrobat 9 Pro	9.1.0	ITE00155541

Application	Ver	Asset Tag
Adobe Acrobat 9 Pro	9.1.0	ITE00155541
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00155782
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00155462
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00155786
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00155365
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00155602
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00157398
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00155771
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00155770
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113967
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113968
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113970
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113965
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113973
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113972
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113969
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113971
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113966
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113962
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113994
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113981
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113983
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113996
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113995
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113992
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113993
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113974
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113976
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113980
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113979
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00113975
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00154493
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00154726
Adobe Acrobat and Reader 8.1.2 Security Update 1 (KB403742)	8.1.2	ITE00155639
Adobe AIR	1.0.4990	ITE00074395

Application	Ver	Asset Tag
Adobe AIR	1.0.8.4990	ITE00074395
Adobe AIR	1.1.0.5790	ITE00155528
Adobe AIR	1.1.0.5790	ITE00155528
Adobe AIR	1.5.1.8210	ITE00158669
Adobe AIR	1.5.1.8210	ITE00158669
Adobe Reader 7.0	7.0.0	AD783985
Adobe Reader 7.0.5 Language Support	7.0.5	ITE00074199
Adobe Reader 7.0.5 Language Support	7.0.5	ITE00074231
Adobe Reader 7.0.5 Language Support	7.0.5	ITE00074122
Adobe Reader 7.0.5 Language Support	7.0.5	ITE00074202
Adobe Reader 7.0.5 Language Support	7.0.5	ITE00105696
Adobe Reader 7.0.5 Language Support	7.0.5	ITE00105698
Adobe Reader 7.0.5 Language Support	7.0.5	ITE00105700
Adobe Reader 7.0.5 Language Support	7.0.5	ITE00105697
Adobe Reader 7.0.5 Language Support	7.0.5	ITE00105701
Adobe Reader 7.0.5 Language Support	7.0.5	ITE00105695
Adobe Reader 7.0.5 Language Support	7.0.5	ITE00105694
Adobe Reader 7.0.5 Language Support	7.0.5	ITE00105756
Adobe Reader 7.0.5 Language Support	7.0.5	ITE00074184
Adobe Reader 7.0.5 Language Support	7.0.5	ITE00102806
Adobe Reader 7.0.7	7.0.7	ITE00072537
Adobe Reader 7.0.7	7.0.7	ITE00072713
Adobe Reader 7.0.7	7.0.7	ITE00072586
Adobe Reader 7.0.7	7.0.7	ITE00072584
Adobe Reader 7.0.7	7.0.7	ITE00072583
Adobe Reader 7.0.7	7.0.7	ITE00073369
Adobe Reader 7.0.7	7.0.7	ITE00073464
Adobe Reader 7.0.7	7.0.7	ITE00073466
Adobe Reader 7.0.7	7.0.7	ITE00073355
Adobe Reader 7.0.7	7.0.7	ITE00073467
Adobe Reader 7.0.7	7.0.7	ITE00073530
Adobe Reader 7.0.7	7.0.7	ITE00074369
Adobe Reader 7.0.7	7.0.7	ITE00073521
Adobe Reader 7.0.7	7.0.7	ITE00074349
Adobe Reader 7.0.7	7.0.7	ITE00073522

Application	Ver	Asset Tag
Adobe Reader 7.0.7	7.0.7	ITE00073539
Adobe Reader 7.0.7	7.0.7	ITE00074387
Adobe Reader 7.0.7	7.0.7	ITE00157398
Adobe Reader 7.0.7	7.0.7	ITE00102232
Adobe Reader 7.0.7	7.0.7	ITE00110313
Adobe Reader 7.0.7	7.0.7	ITE00110552
Adobe Reader 7.0.7	7.0.7	ITE00110555
Adobe Reader 7.0.7	7.0.7	AC846113
Adobe Reader 7.0.7	7.0.7	AC708876
Adobe Reader 7.0.7	7.0.7	ITE00185083
Adobe Reader 7.0.7	7.0.7	ITE00158953
Adobe Reader 7.0.7	7.0.7	ITE00074163
Adobe Reader 7.0.7	7.0.7	ITE00074276
Adobe Reader 7.0.7	7.0.7	ITE00155273
Adobe Reader 7.0.7	7.0.7	ITE00155274
Adobe Reader 7.0.7	7.0.7	ITE00154836
Adobe Reader 7.0.7	7.0.7	ITE00073883
Adobe Reader 7.0.7	7.0.7	ITE00074122
Adobe Reader 7.0.7	7.0.7	ITE00074231
Adobe Reader 7.0.7	7.0.7	ITE00074231
Adobe Reader 7.0.7	7.0.7	ITE00074122
Adobe Reader 7.0.7	7.0.7	ITE00074199
Adobe Reader 7.0.7	7.0.7	ITE00074202
Adobe Reader 7.0.7	7.0.7	ITE00074199
Adobe Reader 7.0.7	7.0.7	ITE00074202
Adobe Reader 7.0.7	7.0.7	ITE00105694
Adobe Reader 7.0.7	7.0.7	ITE00105694
Adobe Reader 7.0.7	7.0.7	ITE00105700
Adobe Reader 7.0.7	7.0.7	ITE00105700
Adobe Reader 7.0.7	7.0.7	ITE00105701
Adobe Reader 7.0.7	7.0.7	ITE00105695
Adobe Reader 7.0.7	7.0.7	ITE00105701
Adobe Reader 7.0.7	7.0.7	ITE00105698
Adobe Reader 7.0.7	7.0.7	ITE00105695
Adobe Reader 7.0.7	7.0.7	ITE00105696

Application	Ver	Asset Tag
Adobe Reader 7.0.7	7.0.7	ITE00105696
Adobe Reader 7.0.7	7.0.7	ITE00105697
Adobe Reader 7.0.7	7.0.7	ITE00105697
Adobe Reader 7.0.7	7.0.7	ITE00105698
Adobe Reader 7.0.7	7.0.7	ITE00105756
Adobe Reader 7.0.7	7.0.7	ITE00105756
Adobe Reader 7.0.7	7.0.7	ITE00074184
Adobe Reader 7.0.7	7.0.7	ITE00074184
Adobe Reader 7.0.7	7.0.7	ITE00102806
Adobe Reader 7.0.7	7.0.7	ITE00102806
Adobe Reader 7.0.7	7.0.7	ITE00158667
Adobe Reader 7.0.7	7.0.7	ITE00158664
Adobe Reader 7.0.7	7.0.7	ITE00158665
Adobe Reader 7.0.7	7.0.7	ITE00158668
Adobe Reader 7.0.7	7.0.7	ITE00158662
Adobe Reader 7.0.7	7.0.7	ITE00158669
Adobe Reader 7.0.7	7.0.7	ITE00158666
Adobe Reader 7.0.7	7.0.7	ITE00158663
Adobe Reader 7.0.7	7.0.7	ITE00154728
Adobe Reader 7.0.7	7.0.7	ITE00102374
Adobe Reader 8.1.0	8.1.0	AD783956
Adobe Reader 8.1.2	8.1.2	ITE00114248
Adobe Reader 8.1.2	8.1.2	ITE00113040
Adobe Reader 8.1.2	8.1.2	ITE00114072
Adobe Reader 8.1.2	8.1.2	ITE00155602
Adobe Reader 8.1.2	8.1.2	ITE00155365
Adobe Reader 8.1.2	8.1.2	ITE00155462
Adobe Reader 8.1.2	8.1.2	ITE00155786
Adobe Reader 8.1.2	8.1.2	ITE00155782
Adobe Reader 8.1.2	8.1.2	ITE00157398
Adobe Reader 8.1.2	8.1.2	ITE00112149
Adobe Reader 8.1.2	8.1.2	ITE00112125
Adobe Reader 8.1.2	8.1.2	ITE00156668
Adobe Reader 8.1.2	8.1.2	ITE00113022
Adobe Reader 8.1.2	8.1.2	ITE00155771

Application	Ver	Asset Tag
Adobe Reader 8.1.2	8.1.2	ITE00155770
Adobe Reader 8.1.2	8.1.2	ITE00114959
Adobe Reader 8.1.2	8.1.2	ITE00155248
Adobe Reader 8.1.2	8.1.2	ITE00155275
Adobe Reader 8.1.2	8.1.2	ITE00155272
Adobe Reader 8.1.2	8.1.2	ITE00154840
Adobe Reader 8.1.2	8.1.2	ITE00154838
Adobe Reader 8.1.2	8.1.2	ITE00154837
Adobe Reader 8.1.2	8.1.2	ITE00154841
Adobe Reader 8.1.2	8.1.2	ITE00154835
Adobe Reader 8.1.2	8.1.2	ITE00113995
Adobe Reader 8.1.2	8.1.2	ITE00113996
Adobe Reader 8.1.2	8.1.2	ITE00113993
Adobe Reader 8.1.2	8.1.2	ITE00113994
Adobe Reader 8.1.2	8.1.2	ITE00113972
Adobe Reader 8.1.2	8.1.2	ITE00113971
Adobe Reader 8.1.2	8.1.2	ITE00113970
Adobe Reader 8.1.2	8.1.2	ITE00113969
Adobe Reader 8.1.2	8.1.2	ITE00113973
Adobe Reader 8.1.2	8.1.2	ITE00113974
Adobe Reader 8.1.2	8.1.2	ITE00113965
Adobe Reader 8.1.2	8.1.2	ITE00113966
Adobe Reader 8.1.2	8.1.2	ITE00113962
Adobe Reader 8.1.2	8.1.2	ITE00113968
Adobe Reader 8.1.2	8.1.2	ITE00113967
Adobe Reader 8.1.2	8.1.2	ITE00113992
Adobe Reader 8.1.2	8.1.2	ITE00113983
Adobe Reader 8.1.2	8.1.2	ITE00113976
Adobe Reader 8.1.2	8.1.2	ITE00113975
Adobe Reader 8.1.2	8.1.2	ITE00113981
Adobe Reader 8.1.2	8.1.2	ITE00113980
Adobe Reader 8.1.2	8.1.2	ITE00113979
Adobe Reader 8.1.2	8.1.2	ITE00154493
Adobe Reader 8.1.2	8.1.2	ITE00154726
Adobe Reader 8.1.2	8.1.2	ITE00155639

Application	Ver	Asset Tag
Adobe Reader 8.1.2	8.1.2	ITE00072270
Adobe Reader 8.1.2	8.1.2	ITE00072243
Adobe Reader 8.1.2	8.1.2	ITE00072259
Adobe Reader 8.1.2	8.1.2	ITE00072263
Adobe Reader 8.1.2	8.1.2	ITE00072281
Adobe Reader 8.1.2	8.1.2	ITE00072276
Adobe Reader 8.1.2	8.1.2	ITE00112236
Adobe Reader 8.1.2	8.1.2	ITE00112266
Adobe Reader 8.1.2	8.1.2	ITE00074850
Adobe Reader 8.1.2	8.1.2	ITE00102833
Adobe Reader 8.1.2	8.1.2	ITE00102812
Adobe Reader 8.1.2	8.1.2	ITE00102788
Adobe Reader 8.1.2	8.1.2	ITE00102792
Adobe Reader 8.1.2	8.1.2	ITE00102811
Adobe Reader 8.1.2	8.1.2	ITE00102790
Adobe Reader 8.1.2	8.1.2	ITE00102878
Adobe Reader 8.1.2	8.1.2	ITE00102774
Adobe Reader 8.1.2	8.1.2	ITE00102839
Adobe Reader 8.1.2	8.1.2	ITE00102769
Adobe Reader 8.1.2	8.1.2	ITE00102831
Adobe Reader 8.1.2	8.1.2	ITE00102848
Adobe Reader 8.1.2	8.1.2	ITE00102850
Adobe Reader 8.1.2	8.1.2	ITE00102265
Adobe Reader 8.1.2	8.1.2	ITE00102382
Adobe Reader 8.1.2	8.1.2	ITE00102830
Adobe Reader 8.1.2	8.1.2	ITE00102254
Adobe Reader 8.1.2	8.1.2	ITE00102836
Adobe Reader 8.1.2	8.1.2	ITE00102776
Adobe Reader 8.1.2	8.1.2	ITE00102832
Adobe Reader 8.1.2	8.1.2	ITE00110605
Adobe Reader 8.1.2	8.1.2	ITE00110619
Adobe Reader 8.1.2	8.1.2	ITE00110595
Adobe Reader 8.1.2	8.1.2	ITE00110616
Adobe Reader 8.1.2	8.1.2	ITE00110649
Adobe Reader 8.1.2	8.1.2	ITE00105745

Application	Ver	Asset Tag
Adobe Reader 8.1.2	8.1.2	ITE00105245
Adobe Reader 8.1.2	8.1.2	ITE00105717
Adobe Reader 8.1.2	8.1.2	ITE00112116
Adobe Reader 8.1.2	8.1.2	ITE00112115
Adobe Reader 8.1.2	8.1.2	ITE00112114
Adobe Reader 8.1.2	8.1.2	ITE00112233
Adobe Reader 8.1.4	8.1.4	AD854619
Adobe Reader 9	9.0.0	ITE00072540
Adobe Reader 9	9.0.0	ITE00110554
Adobe Reader 9	9.0.0	ITE00113541
Adobe Reader 9	9.0.0	ITE00113020
Adobe Reader 9	9.0.0	ITE00113196
Adobe Reader 9	9.0.0	ITE00113028
Adobe Reader 9	9.0.0	ITE00113536
Adobe Reader 9	9.0.0	ITE00113203
Adobe Reader 9	9.0.0	ITE00113026
Adobe Reader 9	9.0.0	ITE00114067
Adobe Reader 9	9.0.0	ITE00113545
Adobe Reader 9	9.0.0	ITE00072582
Adobe Reader 9	9.0.0	ITE00074164
Adobe Reader 9	9.0.0	ITE00074417
Adobe Reader 9	9.0.0	ITE00073512
Adobe Reader 9	9.0.0	ITE00110549
Adobe Reader 9	9.0.0	AD783927
Adobe Reader 9	9.0.0	AD783713
Adobe Reader 9	9.0.0	ITE00154724
Adobe Reader 9	9.0.0	ITE00074184
Adobe Reader 9	9.0.0	ITE00105217
Adobe Reader 9	9.0.0	AD783306
Adobe Reader 9.1	9.1.0	ITE00158467
Adobe Reader 9.1	9.1.0	ITE00072987
Adobe Reader 9.1	9.1.0	ITE00158517
Adobe Reader 9.1	9.1.0	ITE00158512
Adobe Reader 9.1	9.1.0	ITE00158357
Adobe Reader 9.1	9.1.0	ITE00158355

Application	Ver	Asset Tag
Adobe Reader 9.1	9.1.0	ITE00158354
Adobe Reader 9.1	9.1.0	ITE00158341
Adobe Reader 9.1	9.1.0	ITE00158338
Adobe Reader 9.1	9.1.0	ITE00158353
Adobe Reader 9.1	9.1.0	ITE00158653
Adobe Reader 9.1	9.1.0	ITE00157991
Adobe Reader 9.1	9.1.0	ITE00158109
Adobe Reader 9.1.2	9.1.2	ITE00158949
Adobe Reader 9.1.2	9.1.2	ITE00114238
Adobe Reader 9.1.2	9.1.2	ITE00113591
Adobe Reader 9.1.2	9.1.2	ITE00113749
Adobe Reader 9.1.2	9.1.2	ITE00113761
Adobe Reader 9.1.2	9.1.2	ITE00114249
Adobe Reader 9.1.2	9.1.2	ITE00114094
Adobe Reader 9.1.2	9.1.2	ITE00114030
Adobe Reader 9.1.2	9.1.2	ITE00155542
Adobe Reader 9.1.2	9.1.2	ITE00155529
Adobe Reader 9.1.2	9.1.2	ITE00155538
Adobe Reader 9.1.2	9.1.2	ITE00155530
Adobe Reader 9.1.2	9.1.2	ITE00155537
Adobe Reader 9.1.2	9.1.2	ITE00155532
Adobe Reader 9.1.2	9.1.2	ITE00155536
Adobe Reader 9.1.2	9.1.2	ITE00155540
Adobe Reader 9.1.2	9.1.2	ITE00155788
Adobe Reader 9.1.2	9.1.2	ITE00155787
Adobe Reader 9.1.2	9.1.2	ITE00155785
Adobe Reader 9.1.2	9.1.2	ITE00155784
Adobe Reader 9.1.2	9.1.2	ITE00155468
Adobe Reader 9.1.2	9.1.2	ITE00155466
Adobe Reader 9.1.2	9.1.2	ITE00155469
Adobe Reader 9.1.2	9.1.2	ITE00155465
Adobe Reader 9.1.2	9.1.2	ITE00155470
Adobe Reader 9.1.2	9.1.2	ITE00155471
Adobe Reader 9.1.2	9.1.2	ITE00155464
Adobe Reader 9.1.2	9.1.2	ITE00155789

Application	Ver	Asset Tag
Adobe Reader 9.1.2	9.1.2	ITE00155783
Adobe Reader 9.1.2	9.1.2	ITE00155521
Adobe Reader 9.1.2	9.1.2	ITE00155522
Adobe Reader 9.1.2	9.1.2	ITE00155524
Adobe Reader 9.1.2	9.1.2	ITE00155525
Adobe Reader 9.1.2	9.1.2	ITE00155366
Adobe Reader 9.1.2	9.1.2	ITE00155294
Adobe Reader 9.1.2	9.1.2	ITE00155367
Adobe Reader 9.1.2	9.1.2	ITE00155364
Adobe Reader 9.1.2	9.1.2	ITE00155370
Adobe Reader 9.1.2	9.1.2	ITE00155369
Adobe Reader 9.1.2	9.1.2	ITE00155359
Adobe Reader 9.1.2	9.1.2	ITE00155358
Adobe Reader 9.1.2	9.1.2	ITE00155356
Adobe Reader 9.1.2	9.1.2	ITE00155545
Adobe Reader 9.1.2	9.1.2	ITE00155360
Adobe Reader 9.1.2	9.1.2	ITE00155357
Adobe Reader 9.1.2	9.1.2	ITE00155604
Adobe Reader 9.1.2	9.1.2	ITE00155601
Adobe Reader 9.1.2	9.1.2	ITE00155599
Adobe Reader 9.1.2	9.1.2	ITE00155603
Adobe Reader 9.1.2	9.1.2	ITE00155605
Adobe Reader 9.1.2	9.1.2	ITE00155610
Adobe Reader 9.1.2	9.1.2	ITE00155609
Adobe Reader 9.1.2	9.1.2	ITE00155608
Adobe Reader 9.1.2	9.1.2	ITE00155607
Adobe Reader 9.1.2	9.1.2	ITE00155606
Adobe Reader 9.1.2	9.1.2	ITE00155600
Adobe Reader 9.1.2	9.1.2	ITE00155592
Adobe Reader 9.1.2	9.1.2	ITE00155594
Adobe Reader 9.1.2	9.1.2	ITE00155595
Adobe Reader 9.1.2	9.1.2	ITE00155598
Adobe Reader 9.1.2	9.1.2	ITE00155596
Adobe Reader 9.1.2	9.1.2	ITE00155597
Adobe Reader 9.1.2	9.1.2	ITE00072712

Application	Ver	Asset Tag
Adobe Reader 9.1.2	9.1.2	ITE00072844
Adobe Reader 9.1.2	9.1.2	ITE00072100
Adobe Reader 9.1.2	9.1.2	ITE00072092
Adobe Reader 9.1.2	9.1.2	ITE00072976
Adobe Reader 9.1.2	9.1.2	ITE00072916
Adobe Reader 9.1.2	9.1.2	ITE00072915
Adobe Reader 9.1.2	9.1.2	ITE00072914
Adobe Reader 9.1.2	9.1.2	ITE00072913
Adobe Reader 9.1.2	9.1.2	ITE00072919
Adobe Reader 9.1.2	9.1.2	ITE00072645
Adobe Reader 9.1.2	9.1.2	ITE00072644
Adobe Reader 9.1.2	9.1.2	ITE00072711
Adobe Reader 9.1.2	9.1.2	ITE00072646
Adobe Reader 9.1.2	9.1.2	ITE00072592
Adobe Reader 9.1.2	9.1.2	ITE00072710
Adobe Reader 9.1.2	9.1.2	ITE00072539
Adobe Reader 9.1.2	9.1.2	ITE00072546
Adobe Reader 9.1.2	9.1.2	ITE00073361
Adobe Reader 9.1.2	9.1.2	ITE00073356
Adobe Reader 9.1.2	9.1.2	ITE00073363
Adobe Reader 9.1.2	9.1.2	ITE00073368
Adobe Reader 9.1.2	9.1.2	ITE00073359
Adobe Reader 9.1.2	9.1.2	ITE00073357
Adobe Reader 9.1.2	9.1.2	ITE00073367
Adobe Reader 9.1.2	9.1.2	ITE00073360
Adobe Reader 9.1.2	9.1.2	ITE00073370
Adobe Reader 9.1.2	9.1.2	ITE00073366
Adobe Reader 9.1.2	9.1.2	ITE00073538
Adobe Reader 9.1.2	9.1.2	ITE00073540
Adobe Reader 9.1.2	9.1.2	ITE00073544
Adobe Reader 9.1.2	9.1.2	ITE00073508
Adobe Reader 9.1.2	9.1.2	ITE00073531
Adobe Reader 9.1.2	9.1.2	ITE00073515
Adobe Reader 9.1.2	9.1.2	ITE00073516
Adobe Reader 9.1.2	9.1.2	ITE00073517

Application	Ver	Asset Tag
Adobe Reader 9.1.2	9.1.2	ITE00073523
Adobe Reader 9.1.2	9.1.2	ITE00073403
Adobe Reader 9.1.2	9.1.2	ITE00073968
Adobe Reader 9.1.2	9.1.2	ITE00073421
Adobe Reader 9.1.2	9.1.2	ITE00073458
Adobe Reader 9.1.2	9.1.2	ITE00073459
Adobe Reader 9.1.2	9.1.2	ITE00073460
Adobe Reader 9.1.2	9.1.2	ITE00073461
Adobe Reader 9.1.2	9.1.2	ITE00073462
Adobe Reader 9.1.2	9.1.2	ITE00073463
Adobe Reader 9.1.2	9.1.2	ITE00073465
Adobe Reader 9.1.2	9.1.2	ITE00074169
Adobe Reader 9.1.2	9.1.2	ITE00073145
Adobe Reader 9.1.2	9.1.2	ITE00074469
Adobe Reader 9.1.2	9.1.2	ITE00074470
Adobe Reader 9.1.2	9.1.2	ITE00074467
Adobe Reader 9.1.2	9.1.2	ITE00073266
Adobe Reader 9.1.2	9.1.2	ITE00073268
Adobe Reader 9.1.2	9.1.2	ITE00074286
Adobe Reader 9.1.2	9.1.2	ITE00074168
Adobe Reader 9.1.2	9.1.2	ITE00074370
Adobe Reader 9.1.2	9.1.2	ITE00074137
Adobe Reader 9.1.2	9.1.2	ITE00074367
Adobe Reader 9.1.2	9.1.2	ITE00074418
Adobe Reader 9.1.2	9.1.2	ITE00074124
Adobe Reader 9.1.2	9.1.2	ITE00074393
Adobe Reader 9.1.2	9.1.2	ITE00074394
Adobe Reader 9.1.2	9.1.2	ITE00074368
Adobe Reader 9.1.2	9.1.2	ITE00074126
Adobe Reader 9.1.2	9.1.2	ITE00073352
Adobe Reader 9.1.2	9.1.2	ITE00073353
Adobe Reader 9.1.2	9.1.2	ITE00074395
Adobe Reader 9.1.2	9.1.2	ITE00074392
Adobe Reader 9.1.2	9.1.2	ITE00074390
Adobe Reader 9.1.2	9.1.2	ITE00074128

Application	Ver	Asset Tag
Adobe Reader 9.1.2	9.1.2	ITE00074388
Adobe Reader 9.1.2	9.1.2	ITE00074127
Adobe Reader 9.1.2	9.1.2	ITE00074389
Adobe Reader 9.1.2	9.1.2	ITE00073348
Adobe Reader 9.1.2	9.1.2	ITE00074167
Adobe Reader 9.1.2	9.1.2	ITE00073325
Adobe Reader 9.1.2	9.1.2	ITE00073326
Adobe Reader 9.1.2	9.1.2	ITE00074166
Adobe Reader 9.1.2	9.1.2	ITE00157896
Adobe Reader 9.1.2	9.1.2	ITE00157893
Adobe Reader 9.1.2	9.1.2	ITE00157791
Adobe Reader 9.1.2	9.1.2	ITE00157790
Adobe Reader 9.1.2	9.1.2	ITE00157789
Adobe Reader 9.1.2	9.1.2	ITE00157399
Adobe Reader 9.1.2	9.1.2	ITE00157397
Adobe Reader 9.1.2	9.1.2	ITE00157396
Adobe Reader 9.1.2	9.1.2	ITE00157436
Adobe Reader 9.1.2	9.1.2	ITE00157433
Adobe Reader 9.1.2	9.1.2	ITE00157432
Adobe Reader 9.1.2	9.1.2	ITE00157437
Adobe Reader 9.1.2	9.1.2	ITE00112205
Adobe Reader 9.1.2	9.1.2	ITE00112204
Adobe Reader 9.1.2	9.1.2	ITE00112203
Adobe Reader 9.1.2	9.1.2	ITE00111368
Adobe Reader 9.1.2	9.1.2	ITE00111400
Adobe Reader 9.1.2	9.1.2	ITE00110892
Adobe Reader 9.1.2	9.1.2	ITE00074698
Adobe Reader 9.1.2	9.1.2	ITE00110126
Adobe Reader 9.1.2	9.1.2	ITE00105883
Adobe Reader 9.1.2	9.1.2	ITE00110308
Adobe Reader 9.1.2	9.1.2	ITE00110738
Adobe Reader 9.1.2	9.1.2	ITE00110550
Adobe Reader 9.1.2	9.1.2	ITE00110556
Adobe Reader 9.1.2	9.1.2	ITE00110557
Adobe Reader 9.1.2	9.1.2	ITE00110558

Application	Ver	Asset Tag
Adobe Reader 9.1.2	9.1.2	ITE00110559
Adobe Reader 9.1.2	9.1.2	ITE00110553
Adobe Reader 9.1.2	9.1.2	AD783058
Adobe Reader 9.1.2	9.1.2	AD783060
Adobe Reader 9.1.2	9.1.2	AD783943
Adobe Reader 9.1.2	9.1.2	AD783944
Adobe Reader 9.1.2	9.1.2	ITE00114448
Adobe Reader 9.1.2	9.1.2	ITE00114503
Adobe Reader 9.1.2	9.1.2	ITE00113011
Adobe Reader 9.1.2	9.1.2	ITE00185110
Adobe Reader 9.1.2	9.1.2	ITE00185079
Adobe Reader 9.1.2	9.1.2	ITE00185080
Adobe Reader 9.1.2	9.1.2	ITE00185108
Adobe Reader 9.1.2	9.1.2	ITE00185081
Adobe Reader 9.1.2	9.1.2	ITE00185107
Adobe Reader 9.1.2	9.1.2	ITE00185109
Adobe Reader 9.1.2	9.1.2	ITE00185113
Adobe Reader 9.1.2	9.1.2	ITE00158339
Adobe Reader 9.1.2	9.1.2	ITE00185112
Adobe Reader 9.1.2	9.1.2	ITE00185111
Adobe Reader 9.1.2	9.1.2	ITE00158948
Adobe Reader 9.1.2	9.1.2	ITE00185083
Adobe Reader 9.1.2	9.1.2	ITE00185084
Adobe Reader 9.1.2	9.1.2	ITE00185085
Adobe Reader 9.1.2	9.1.2	ITE00158950
Adobe Reader 9.1.2	9.1.2	ITE00158951
Adobe Reader 9.1.2	9.1.2	ITE00158952
Adobe Reader 9.1.2	9.1.2	ITE00158953
Adobe Reader 9.1.2	9.1.2	ITE00158954
Adobe Reader 9.1.2	9.1.2	ITE00185082
Adobe Reader 9.1.2	9.1.2	ITE00113543
Adobe Reader 9.1.2	9.1.2	ITE00113534
Adobe Reader 9.1.2	9.1.2	ITE00113542
Adobe Reader 9.1.2	9.1.2	ITE00113538
Adobe Reader 9.1.2	9.1.2	ITE00113540

Application	Ver	Asset Tag
Adobe Reader 9.1.2	9.1.2	ITE00113544
Adobe Reader 9.1.2	9.1.2	ITE00113537
Adobe Reader 9.1.2	9.1.2	ITE00113027
Adobe Reader 9.1.2	9.1.2	ITE00113017
Adobe Reader 9.1.2	9.1.2	ITE00113016
Adobe Reader 9.1.2	9.1.2	ITE00113204
Adobe Reader 9.1.2	9.1.2	ITE00113258
Adobe Reader 9.1.2	9.1.2	ITE00113259
Adobe Reader 9.1.2	9.1.2	ITE00113193
Adobe Reader 9.1.2	9.1.2	ITE00114555
Adobe Reader 9.1.2	9.1.2	ITE00155543
Adobe Reader 9.1.2	9.1.2	ITE00155534
Adobe Reader 9.1.2	9.1.2	ITE00155539
Adobe Reader 9.1.2	9.1.2	ITE00155528
Adobe Reader 9.1.2	9.1.2	ITE00155496
Adobe Reader 9.1.2	9.1.2	ITE00155497
Adobe Reader 9.1.2	9.1.2	ITE00155498
Adobe Reader 9.1.2	9.1.2	ITE00155772
Adobe Reader 9.1.2	9.1.2	ITE00155544
Adobe Reader 9.1.2	9.1.2	ITE00155546
Adobe Reader 9.1.2	9.1.2	ITE00072513
Adobe Reader 9.1.2	9.1.2	ITE00072829
Adobe Reader 9.1.2	9.1.2	ITE00072828
Adobe Reader 9.1.2	9.1.2	ITE00072824
Adobe Reader 9.1.2	9.1.2	ITE00072667
Adobe Reader 9.1.2	9.1.2	ITE00073509
Adobe Reader 9.1.2	9.1.2	ITE00073510
Adobe Reader 9.1.2	9.1.2	ITE00073913
Adobe Reader 9.1.2	9.1.2	ITE00074277
Adobe Reader 9.1.2	9.1.2	ITE00074274
Adobe Reader 9.1.2	9.1.2	ITE00074272
Adobe Reader 9.1.2	9.1.2	ITE00074273
Adobe Reader 9.1.2	9.1.2	ITE00074268
Adobe Reader 9.1.2	9.1.2	ITE00074157
Adobe Reader 9.1.2	9.1.2	ITE00074156

Application	Ver	Asset Tag
Adobe Reader 9.1.2	9.1.2	ITE00074162
Adobe Reader 9.1.2	9.1.2	ITE00074161
Adobe Reader 9.1.2	9.1.2	ITE00156119
Adobe Reader 9.1.2	9.1.2	ITE00156120
Adobe Reader 9.1.2	9.1.2	ITE00156121
Adobe Reader 9.1.2	9.1.2	ITE00156122
Adobe Reader 9.1.2	9.1.2	ITE00157535
Adobe Reader 9.1.2	9.1.2	ITE00110133
Adobe Reader 9.1.2	9.1.2	ITE00110132
Adobe Reader 9.1.2	9.1.2	ITE00110135
Adobe Reader 9.1.2	9.1.2	ITE00110134
Adobe Reader 9.1.2	9.1.2	ITE00110130
Adobe Reader 9.1.2	9.1.2	ITE00110136
Adobe Reader 9.1.2	9.1.2	ITE00110561
Adobe Reader 9.1.2	9.1.2	ITE00110560
Adobe Reader 9.1.2	9.1.2	ITE00110551
Adobe Reader 9.1.2	9.1.2	ITE00105294
Adobe Reader 9.1.2	9.1.2	ITE00110137
Adobe Reader 9.1.2	9.1.2	ITE00110547
Adobe Reader 9.1.2	9.1.2	ITE00110548
Adobe Reader 9.1.2	9.1.2	AD783919
Adobe Reader 9.1.2	9.1.2	AD783926
Adobe Reader 9.1.2	9.1.2	AD783928
Adobe Reader 9.1.2	9.1.2	AD783925
Adobe Reader 9.1.2	9.1.2	AD783914
Adobe Reader 9.1.2	9.1.2	AD783916
Adobe Reader 9.1.2	9.1.2	AD783920
Adobe Reader 9.1.2	9.1.2	AD783921
Adobe Reader 9.1.2	9.1.2	AD783922
Adobe Reader 9.1.2	9.1.2	AD783923
Adobe Reader 9.1.2	9.1.2	AD783924
Adobe Reader 9.1.2	9.1.2	AD783986
Adobe Reader 9.1.2	9.1.2	AD783988
Adobe Reader 9.1.2	9.1.2	AD783987
Adobe Reader 9.1.2	9.1.2	AD783955

Application	Ver	Asset Tag
Adobe Reader 9.1.2	9.1.2	ITE00113820
Adobe Reader 9.1.2	9.1.2	ITE00113963
Adobe Reader 9.1.2	9.1.2	ITE00113982
Adobe Reader 9.1.2	9.1.2	ITE00113990
Adobe Reader 9.1.2	9.1.2	ITE00113977
Adobe Reader 9.1.2	9.1.2	ITE00113998
Adobe Reader 9.1.2	9.1.2	ITE00113988
Adobe Reader 9.1.2	9.1.2	ITE00113989
Adobe Reader 9.1.2	9.1.2	ITE00113997
Adobe Reader 9.1.2	9.1.2	ITE00113987
Adobe Reader 9.1.2	9.1.2	ITE00113999
Adobe Reader 9.1.2	9.1.2	ITE00113991
Adobe Reader 9.1.2	9.1.2	ITE00113978
Adobe Reader 9.1.2	9.1.2	ITE00113984
Adobe Reader 9.1.2	9.1.2	ITE00114000
Adobe Reader 9.1.2	9.1.2	ITE00113985
Adobe Reader 9.1.2	9.1.2	ITE00113986
Adobe Reader 9.1.2	9.1.2	ITE00113959
Adobe Reader 9.1.2	9.1.2	ITE00113961
Adobe Reader 9.1.2	9.1.2	ITE00113960
Adobe Reader 9.1.2	9.1.2	ITE00154727
Adobe Reader 9.1.2	9.1.2	ITE00154718
Adobe Reader 9.1.2	9.1.2	ITE00154720
Adobe Reader 9.1.2	9.1.2	ITE00154725
Adobe Reader 9.1.2	9.1.2	ITE00154753
Adobe Reader 9.1.2	9.1.2	ITE00154750
Adobe Reader 9.1.2	9.1.2	ITE00154752
Adobe Reader 9.1.2	9.1.2	ITE00154492
Adobe Reader 9.1.2	9.1.2	ITE00154489
Adobe Reader 9.1.2	9.1.2	ITE00154634
Adobe Reader 9.1.2	9.1.2	ITE00155655
Adobe Reader 9.1.2	9.1.2	ITE00155665
Adobe Reader 9.1.2	9.1.2	ITE00155664
Adobe Reader 9.1.2	9.1.2	ITE00073615
Adobe Reader 9.1.2	9.1.2	ITE00073568

Application	Ver	Asset Tag
Adobe Reader 9.1.2	9.1.2	ITE00074200
Adobe Reader 9.1.2	9.1.2	ITE00074229
Adobe Reader 9.1.2	9.1.2	ITE00074230
Adobe Reader 9.1.2	9.1.2	ITE00112081
Adobe Reader 9.1.2	9.1.2	ITE00074694
Adobe Reader 9.1.2	9.1.2	ITE00102273
Adobe Reader 9.1.2	9.1.2	ITE00074863
Adobe Reader 9.1.2	9.1.2	ITE00105699
Adobe Reader 9.1.2	9.1.2	ITE00110628
Adobe Reader 9.1.2	9.1.2	AD027249
Adobe Reader 9.1.2	9.1.2	AD783651
Adobe Reader 9.1.2	9.1.2	AD027977
Adobe Reader 9.1.2	9.1.2	ITE00113594
Adobe Reader 9.1.2	9.1.2	ITE00074209
Adobe Reader 9.1.2	9.1.2	ITE00112259
Adobe Reader 9.1.2	9.1.2	ITE00112260
Adobe Reader 9.1.2	9.1.2	ITE00112257
Adobe Reader 9.1.2	9.1.2	ITE00112258
Adobe Reader 9.1.2	9.1.2	ITE00112235
Adobe Reader 9.1.2	9.1.2	ITE00112080
Adobe Reader 9.1.2	9.1.2	ITE00112077
Adobe Reader 9.1.2	9.1.2	ITE00074852
Adobe Reader 9.1.2	9.1.2	ITE00105731
AdobePagemaker_7.0_ENT_EM	7.0	ITE00074169
AdobePagemaker_7.0_ENT_EM	7.0	ITE00156668
AdobePhotoshop_6.0.1_ENT_EM	6.0.1	ITE00155536
AdobePhotoshop_6.0.1_ENT_EM	6.0.1	ITE00156668
AdobePhotoshop_6.0.1_ENT_EM	6.0.1	ITE00158517
AlternaTIFF	1.8.2	ITE00158121
AlternaTIFF	1.8.2	ITE00158467
AlternaTIFF	1.8.2	ITE00113749
AlternaTIFF	1.8.2	ITE00114238
AlternaTIFF	1.8.2	ITE00114249
AlternaTIFF	1.8.2	ITE00114248
AlternaTIFF	1.8.2	ITE00155604

Application	Ver	Asset Tag
AlternaTIFF	1.8.2	ITE00155594
AlternaTIFF	1.8.2	ITE00155600
AlternaTIFF	1.8.2	ITE00155603
AlternaTIFF	1.8.2	ITE00155609
AlternaTIFF	1.8.2	ITE00155542
AlternaTIFF	1.8.2	ITE00155370
AlternaTIFF	1.8.2	ITE00155538
AlternaTIFF	1.8.2	ITE00155365
AlternaTIFF	1.8.2	ITE00155465
AlternaTIFF	1.8.2	ITE00155466
AlternaTIFF	1.8.2	ITE00155787
AlternaTIFF	1.8.2	ITE00155789
AlternaTIFF	1.8.2	ITE00155531
AlternaTIFF	1.8.2	ITE00155530
AlternaTIFF	1.8.2	ITE00155535
AlternaTIFF	1.8.2	ITE00072092
AlternaTIFF	1.8.2	ITE00072100
AlternaTIFF	1.8.2	ITE00072646
AlternaTIFF	1.8.2	ITE00072537
AlternaTIFF	1.8.2	ITE00072919
AlternaTIFF	1.8.2	ITE00072644
AlternaTIFF	1.8.2	ITE00072645
AlternaTIFF	1.8.2	ITE00072586
AlternaTIFF	1.8.2	ITE00072584
AlternaTIFF	1.8.2	ITE00072583
AlternaTIFF	1.8.2	ITE00072540
AlternaTIFF	1.8.2	ITE00072539
AlternaTIFF	1.8.2	ITE00072710
AlternaTIFF	1.8.2	ITE00073531
AlternaTIFF	1.8.2	ITE00074387
AlternaTIFF	1.8.2	ITE00073466
AlternaTIFF	1.8.2	ITE00073465
AlternaTIFF	1.8.2	ITE00074393
AlternaTIFF	1.8.2	ITE00073523
AlternaTIFF	1.8.2	ITE00073353

Application	Ver	Asset Tag
AlternaTIFF	1.8.2	ITE00074168
AlternaTIFF	1.8.2	ITE00073325
AlternaTIFF	1.8.2	ITE00074169
AlternaTIFF	1.8.2	ITE00073345
AlternaTIFF	1.8.2	ITE00073361
AlternaTIFF	1.8.2	ITE00074125
AlternaTIFF	1.8.2	ITE00074124
AlternaTIFF	1.8.2	ITE00073357
AlternaTIFF	1.8.2	ITE00073356
AlternaTIFF	1.8.2	ITE00073348
AlternaTIFF	1.8.2	ITE00073373
AlternaTIFF	1.8.2	ITE00073370
AlternaTIFF	1.8.2	ITE00074467
AlternaTIFF	1.8.2	ITE00073458
AlternaTIFF	1.8.2	ITE00073462
AlternaTIFF	1.8.2	ITE00157432
AlternaTIFF	1.8.2	ITE00157433
AlternaTIFF	1.8.2	ITE00157396
AlternaTIFF	1.8.2	ITE00157397
AlternaTIFF	1.8.2	ITE00157398
AlternaTIFF	1.8.2	ITE00110553
AlternaTIFF	1.8.2	ITE00110555
AlternaTIFF	1.8.2	ITE00110556
AlternaTIFF	1.8.2	AC846113
AlternaTIFF	1.8.2	AD854619
AlternaTIFF	1.8.2	ITE00156668
AlternaTIFF	1.8.2	AC708876
AlternaTIFF	1.8.2	ITE00185110
AlternaTIFF	1.8.2	ITE00185107
AlternaTIFF	1.8.2	ITE00185112
AlternaTIFF	1.8.2	ITE00185113
AlternaTIFF	1.8.2	ITE00158354
AlternaTIFF	1.8.2	ITE00158512
AlternaTIFF	1.8.2	ITE00113027
AlternaTIFF	1.8.2	ITE00113196

Application	Ver	Asset Tag
AlternaTIFF	1.8.2	ITE00113017
AlternaTIFF	1.8.2	ITE00113026
AlternaTIFF	1.8.2	ITE00113020
AlternaTIFF	1.8.2	ITE00113538
AlternaTIFF	1.8.2	ITE00113543
AlternaTIFF	1.8.2	ITE00113537
AlternaTIFF	1.8.2	ITE00155528
AlternaTIFF	1.8.2	ITE00155534
AlternaTIFF	1.8.2	ITE00072667
AlternaTIFF	1.8.2	ITE00072828
AlternaTIFF	1.8.2	ITE00072582
AlternaTIFF	1.8.2	ITE00072824
AlternaTIFF	1.8.2	ITE00072829
AlternaTIFF	1.8.2	ITE00074268
AlternaTIFF	1.8.2	ITE00074273
AlternaTIFF	1.8.2	ITE00074274
AlternaTIFF	1.8.2	ITE00073509
AlternaTIFF	1.8.2	ITE00074156
AlternaTIFF	1.8.2	ITE00074162
AlternaTIFF	1.8.2	ITE00074155
AlternaTIFF	1.8.2	ITE00156120
AlternaTIFF	1.8.2	ITE00110547
AlternaTIFF	1.8.2	ITE00110548
AlternaTIFF	1.8.2	ITE00110560
AlternaTIFF	1.8.2	ITE00110136
AlternaTIFF	1.8.2	ITE00110130
AlternaTIFF	1.8.2	AD783919
AlternaTIFF	1.8.2	AD783918
AlternaTIFF	1.8.2	ITE00155272
AlternaTIFF	1.8.2	ITE00155273
AlternaTIFF	1.8.2	ITE00155274
AlternaTIFF	1.8.2	ITE00154836
AlternaTIFF	1.8.2	ITE00154840
AlternaTIFF	1.8.2	ITE00154841
AlternaTIFF	1.8.2	ITE00073883

Application	Ver	Asset Tag
AlternaTIFF	1.8.2	ITE00074202
AlternaTIFF	1.8.2	ITE00074200
AlternaTIFF	1.8.2	ITE00074199
AlternaTIFF	1.8.2	ITE00074122
AlternaTIFF	1.8.2	ITE00074236
AlternaTIFF	1.8.2	ITE00074850
AlternaTIFF	1.8.2	ITE00074863
AlternaTIFF	1.8.2	ITE00102826
AlternaTIFF	1.8.2	ITE00074184
AlternaTIFF	1.8.2	ITE00112259
AlternaTIFF	1.8.2	ITE00158662
AlternaTIFF	1.8.2	ITE00158669
AlternaTIFF	1.8.2	ITE00154728
AT&T Communication Manager	6.10.0025.0	ITE00158109
AT&T Communication Manager	6.10.0025.0	ITE00157991
AT&T Communication Manager	6.9.0030.0	ITE00113976
AT&T Communication Manager	6.10.0025.0	ITE00113972
AT&T Communication Manager	6.9.0030.0	ITE00113972
AT&T Communication Manager	6.10.0025.0	ITE00113973
AT&T Communication Manager	6.9.0030.0	ITE00113973
AT&T Communication Manager	6.10.0025.0	ITE00113974
AT&T Communication Manager	6.9.0030.0	ITE00113974
AT&T Communication Manager	6.9.0030.0	ITE00113975
AT&T Communication Manager	6.9.0030.0	ITE00113980
AT&T Communication Manager	6.10.0025.0	ITE00113976
AT&T Communication Manager	6.9.0030.0	ITE00113970
AT&T Communication Manager	6.9.0030.0	ITE00113977
AT&T Communication Manager	6.10.0025.0	ITE00113977
AT&T Communication Manager	6.10.0025.0	ITE00113978
AT&T Communication Manager	6.9.0030.0	ITE00113978
AT&T Communication Manager	6.10.0025.0	ITE00113979
AT&T Communication Manager	6.9.0030.0	ITE00113979
AT&T Communication Manager	6.9.0030.0	ITE00113959
AT&T Communication Manager	6.10.0025.0	ITE00113975
AT&T Communication Manager	6.10.0025.0	ITE00113966

Application	Ver	Asset Tag
AT&T Communication Manager	6.10.0025.0	ITE00113959
AT&T Communication Manager	6.9.0030.0	ITE00113960
AT&T Communication Manager	6.10.0025.0	ITE00113961
AT&T Communication Manager	6.9.0030.0	ITE00113961
AT&T Communication Manager	6.10.0025.0	ITE00113962
AT&T Communication Manager	6.9.0030.0	ITE00113962
AT&T Communication Manager	6.10.0025.0	ITE00113963
AT&T Communication Manager	6.9.0030.0	ITE00113971
AT&T Communication Manager	6.9.0030.0	ITE00113965
AT&T Communication Manager	6.10.0025.0	ITE00113971
AT&T Communication Manager	6.9.0030.0	ITE00113966
AT&T Communication Manager	6.10.0025.0	ITE00113967
AT&T Communication Manager	6.9.0030.0	ITE00113968
AT&T Communication Manager	6.10.0025.0	ITE00113968
AT&T Communication Manager	6.9.0030.0	ITE00113969
AT&T Communication Manager	6.10.0025.0	ITE00113969
AT&T Communication Manager	6.10.0025.0	ITE00113970
AT&T Communication Manager	6.9.0030.0	ITE00113981
AT&T Communication Manager	6.9.0030.0	ITE00113990
AT&T Communication Manager	6.10.0025.0	ITE00113996
AT&T Communication Manager	6.9.0030.0	ITE00113992
AT&T Communication Manager	6.10.0025.0	ITE00113992
AT&T Communication Manager	6.9.0030.0	ITE00113993
AT&T Communication Manager	6.10.0025.0	ITE00113993
AT&T Communication Manager	6.9.0030.0	ITE00113994
AT&T Communication Manager	6.10.0025.0	ITE00113994
AT&T Communication Manager	6.10.0025.0	ITE00113995
AT&T Communication Manager	6.10.0025.0	ITE00113980
AT&T Communication Manager	6.9.0030.0	ITE00113996
AT&T Communication Manager	6.10.0025.0	ITE00113990
AT&T Communication Manager	6.9.0030.0	ITE00113997
AT&T Communication Manager	6.10.0025.0	ITE00113998
AT&T Communication Manager	6.9.0030.0	ITE00113998
AT&T Communication Manager	6.10.0025.0	ITE00113999
AT&T Communication Manager	6.9.0030.0	ITE00113999

Application	Ver	Asset Tag
AT&T Communication Manager	6.9.0030.0	ITE00114000
AT&T Communication Manager	6.10.0025.0	ITE00114000
AT&T Communication Manager	6.9.0030.0	ITE00113995
AT&T Communication Manager	6.10.0025.0	ITE00113986
AT&T Communication Manager	6.10.0025.0	ITE00113981
AT&T Communication Manager	6.10.0025.0	ITE00113982
AT&T Communication Manager	6.10.0025.0	ITE00113983
AT&T Communication Manager	6.9.0030.0	ITE00113983
AT&T Communication Manager	6.9.0030.0	ITE00113984
AT&T Communication Manager	6.10.0025.0	ITE00113984
AT&T Communication Manager	6.10.0025.0	ITE00113985
AT&T Communication Manager	6.10.0025.0	ITE00113991
AT&T Communication Manager	6.9.0030.0	ITE00113986
AT&T Communication Manager	6.9.0030.0	ITE00113991
AT&T Communication Manager	6.9.0030.0	ITE00113987
AT&T Communication Manager	6.10.0025.0	ITE00113987
AT&T Communication Manager	6.9.0030.0	ITE00113988
AT&T Communication Manager	6.10.0025.0	ITE00113988
AT&T Communication Manager	6.10.0025.0	ITE00113989
AT&T Communication Manager	6.9.0030.0	ITE00113989
AT&T Communication Manager	6.9.0030.0	ITE00113982
AT&T Communication Manager	6.9.0030.0	ITE00113963
AT&T Communication Manager	6.9.0030.0	ITE00113985
AT&T Communication Manager	6.10.0025.0	ITE00113965
AT&T Communication Manager	6.10.0025.0	ITE00154634
AT&T Communication Manager	6.10.0025.0	ITE00154718
AT&T Communication Manager	6.10.0025.0	ITE00154752
AT&T Communication Manager	6.10.0025.0	ITE00154750
AT&T Communication Manager	6.10.0025.0	ITE00154726
AT&T Communication Manager	6.10.0025.0	ITE00074236
AT&T Communication Manager	6.10.0025.0	ITE00074230
AT&T Communication Manager	6.10.0025.0	ITE00074229
AT&T Communication Manager	6.10.0025.0	ITE00112081
AT&T Communication Manager	6.10.0025.0	ITE00102273
AT&T Communication Manager	6.10.0025.0	ITE00112259

Application	Ver	Asset Tag
AT&T Communication Manager	6.10.0025.0	ITE00112257
AT&T Communication Manager	6.10.0025.0	ITE00112260
AT&T Communication Manager	6.10.0025.0	ITE00112258
AT&T Communication Manager	6.10.0025.0	ITE00112080
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158121
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158467
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158949
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113591
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113247
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00114094
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00114072
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00114030
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00114248
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00114249
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00114238
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113040
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113749
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113761
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155525
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155527
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155529
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155530
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155531
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155532
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155524
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155536
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155520
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155521
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155522
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155523
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155537
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155538
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155540
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155542
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155545

Application	Ver	Asset Tag
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155535
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155789
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155788
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155787
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155786
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155785
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155468
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155469
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155470
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155471
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155784
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155783
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155782
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155592
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155609
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155601
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155594
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155595
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155596
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155597
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155598
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155600
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155610
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155602
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155603
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155604
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155605
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155606
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155607
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155608
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155599
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155356
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155357
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155365
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155358

Application	Ver	Asset Tag
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155359
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155360
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155364
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155366
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155367
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155368
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155369
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155370
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155294
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155466
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155462
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155464
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155465
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072092
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072100
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00072987
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00072976
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072844
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00072913
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00072914
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00072915
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00072916
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00072919
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072583
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072584
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072592
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072586
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072537
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072539
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072546
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072713
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072540
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072711
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072710
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072712

Application	Ver	Asset Tag
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072644
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072645
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072646
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073544
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073145
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073421
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073403
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073268
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073266
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073366
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073345
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073367
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073368
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073369
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073373
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073370
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073353
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073352
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073355
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073356
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073357
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073359
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073348
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073360
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073361
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073363
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073325
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073326
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073508
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073515
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073530
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073531
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073538
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073539
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073540

Application	Ver	Asset Tag
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073523
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073516
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073517
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073521
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073522
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073462
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073458
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073459
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073461
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073463
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073464
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073460
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073466
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073465
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073467
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074393
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074395
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074394
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074124
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074125
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074126
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074127
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074128
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074392
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074418
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074349
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074286
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074168
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074167
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074169
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074166
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074390
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074389
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074137
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074388

Application	Ver	Asset Tag
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074387
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073968
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074370
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074369
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074368
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074367
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074467
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074469
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074470
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00157433
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00157432
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00157399
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00157398
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00157396
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00157397
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00157437
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00157436
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00157893
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00157896
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00157791
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00157790
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00157789
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112203
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112204
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112205
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110892
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112125
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112149
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00111432
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00111400
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00111368
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00102113
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074698
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074961
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00102309

Application	Ver	Asset Tag
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00102232
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110553
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110552
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110313
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110555
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110308
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110550
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110558
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110559
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110557
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110556
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00110126
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00105883
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00110738
Attachmate myEXTRA! Enterprise 7.11	2.0	AD783943
Attachmate myEXTRA! Enterprise 7.11	2.0	AD783944
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783985
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783058
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783060
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AC846113
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD854619
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00114503
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00114448
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00156668
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113011
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110554
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AC708876
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158341
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158339
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158338
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158357
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158353
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158354
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158355
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158512

Application	Ver	Asset Tag
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158517
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00185085
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00185107
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00185108
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00185109
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00185110
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00185111
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00185113
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00185112
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158948
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158950
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158951
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158952
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158954
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158953
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00185080
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00185081
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00185082
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00185083
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00185084
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00185079
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113258
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113259
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113540
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113541
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113542
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113543
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113544
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113545
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113534
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113536
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113537
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113538
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00114067
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113028

Application	Ver	Asset Tag
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113027
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113022
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113020
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113017
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113016
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113026
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113203
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113204
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113196
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113193
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00114555
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155528
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155534
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155771
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155770
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155772
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155539
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155541
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155543
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155544
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155546
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155496
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155497
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155498
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072824
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072828
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072829
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072582
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072513
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00072667
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073509
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073510
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073512
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074417
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073913

Application	Ver	Asset Tag
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074268
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074272
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074273
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074274
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074276
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074277
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074157
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074158
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074160
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074161
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074162
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074163
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074164
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074155
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074156
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00156122
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00156121
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00156120
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00156119
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00157535
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00105294
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110561
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110551
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110549
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110548
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110560
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110547
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110133
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00110134
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110135
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110136
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110137
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110130
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00110132
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783956

Application	Ver	Asset Tag
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783924
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783955
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783927
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783928
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783926
Attachmate myEXTRA! Enterprise 7.11	2.0	AD783925
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783988
Attachmate myEXTRA! Enterprise 7.11	2.0	AD783987
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783986
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783713
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783922
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783921
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783920
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783919
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783918
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783916
Attachmate myEXTRA! Enterprise 7.11	2.0	AD783914
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783923
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00114959
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155274
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155248
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155273
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155272
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155275
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154841
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154840
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154838
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154836
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154837
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154835
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00073883
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00157991
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158109
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158653
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113968

Application	Ver	Asset Tag
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113998
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113988
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113989
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113990
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113991
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113992
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113993
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113994
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113995
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113996
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113986
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113999
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00114000
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113997
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113977
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113969
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113970
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113971
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113973
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113975
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113987
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113976
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113978
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113979
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113980
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113981
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113982
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113983
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113984
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113985
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113972
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113974
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113967
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113959
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113960

Application	Ver	Asset Tag
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113961
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113962
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113963
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113965
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113966
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113820
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154493
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154489
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154492
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154753
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154750
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154752
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154727
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154726
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154725
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154720
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154719
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154718
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154634
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155655
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155664
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155665
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00155639
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00072276
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00072270
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00072281
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00072263
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00072243
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00072259
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073615
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00073568
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074122
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074229
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074230
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074231

Application	Ver	Asset Tag
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074236
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074200
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074202
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00074199
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112081
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112266
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112236
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074694
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102792
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074863
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102790
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102788
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074850
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102811
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102776
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102774
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102769
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102812
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102878
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102831
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102830
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102833
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102826
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102850
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102848
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102832
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102839
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102836
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102382
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102273
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102265
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102254
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00105245
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00105756
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00105745

Application	Ver	Asset Tag
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00105695
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00105696
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00105694
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00105697
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00105698
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00105699
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00105700
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00105717
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00105701
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00110628
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00110609
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00110616
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00110619
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00110649
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00110605
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00110595
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD782754
Attachmate myEXTRA! Enterprise 7.11	2.0	AD027249
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783651
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD027977
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00113594
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154724
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074209
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074184
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112077
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112080
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112114
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112116
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112115
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	ITE00112260
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112258
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112259
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112257
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112235
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00112233

Application	Ver	Asset Tag
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102806
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00074852
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00105217
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00105731
Attachmate myEXTRA! Enterprise 7.11	2002.0.0.0002	AD783306
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158666
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158665
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158669
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158668
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158667
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158663
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158664
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00158662
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00154728
Attachmate myEXTRA! Enterprise 7.11	2.0	ITE00102374
BlackBerry Desktop Software 4.2.1	4.2.1.8	ITE00074200
BlackBerry Desktop Software 4.2.1	4.2.1.8	ITE00074200
BlackBerry Desktop Software 4.2.1	4.2.1.8	ITE00074852
BlackBerry Desktop Software 4.2.1	4.2.1.8	ITE00074852
BlackBerry Desktop Software 4.2.2	4.2.2.14	ITE00073373
BlackBerry Desktop Software 4.2.2	4.2.2.14	ITE00073373
BlackBerry Desktop Software 4.2.2	4.2.2.14	ITE00110133
BlackBerry Desktop Software 4.2.2	4.2.2.14	ITE00110133
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00114030
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00114030
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00155603
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00155603
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00155783
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00155783
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00155525
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00155523
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00155525
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00155521
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00155521
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00155523

Application	Ver	Asset Tag
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00072915
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00072915
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00073462
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00073363
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00073462
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00073465
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00073465
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00073363
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00112149
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00112149
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00111432
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00111432
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00185110
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00185110
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00113538
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00113020
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00113020
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00113538
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00155543
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00155543
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00155539
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00155539
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00072828
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00072828
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00074158
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00074158
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00074162
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00074164
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00074164
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00074162
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00074274
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00074274
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00154634
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00154634
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00154752

Application	Ver	Asset Tag
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00154750
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00154750
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00154752
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00154719
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00154718
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00154718
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00154719
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00155655
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00155655
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00155639
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00155639
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00074236
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00074202
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00074202
BlackBerry Desktop Software 4.3	4.3.0.17	ITE00074236
BlackBerry Desktop Software 4.3	4.3.0.15	AD027977
BlackBerry Desktop Software 4.3	4.3.0.15	AD027977
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00112257
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00112257
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00105731
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00105731
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00154728
BlackBerry Desktop Software 4.3	4.3.0.15	ITE00154728
BlackBerry Desktop Software 4.6	4.6.0.13	ITE00113594
BlackBerry Desktop Software 4.6	4.6.0.13	ITE00113594
BlackBerry Desktop Software 4.7	4.7.0.37	ITE00155524
BlackBerry Desktop Software 4.7	4.7.0.37	ITE00155524
BlackBerry Desktop Software 4.7	4.7.0.37	ITE00072914
BlackBerry Desktop Software 4.7	4.7.0.37	ITE00072914
BlackBerry Desktop Software 4.7	4.7.0.37	ITE00073466
BlackBerry Desktop Software 4.7	4.7.0.37	ITE00073466
BlackBerry Desktop Software 4.7	4.7.0.37	ITE00074128
BlackBerry Desktop Software 4.7	4.7.0.37	ITE00074128
BlackBerry Desktop Software 4.7	4.7.0.37	ITE00155541
BlackBerry Desktop Software 4.7	4.7.0.37	ITE00155541

Application	Ver	Asset Tag
BlackBerry Desktop Software 4.7	4.7.0.32	ITE00158109
BlackBerry Desktop Software 4.7	4.7.0.32	ITE00158109
BlackBerry Device Software Updater	4.7.0.55	ITE00112236
BlackBerry Device Software v4.6.0 for the BlackBerry 9000 smartphone	4.6.0.167 (Platform 4.0.0.217)	ITE00112236
BlackBerry Web Tool for DST 2007 Device Updates	1.1.0.12	ITE00073370
BlackBerry Web Tool for DST 2007 Device Updates	1.1.0.12	ITE00074122
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00073459
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00073370
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00073370
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00073459
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00074166
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00074166
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00074167
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00074167
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00112125
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00112125
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00074122
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00074122
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00105756
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00105756
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	AD782754
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	AD783651
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	AD782754
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	AD783651
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00074209
BlackBerry_DesktopManager_4.2_ENT_EM	4.2.0.10	ITE00074209
BlackBerry_DesktopManager_4.2_ENT_EM 4.2	4.2.0.10	ITE00155537
BlackBerry_DesktopManager_4.2_ENT_EM 4.2	4.2.0.10	ITE00155537
BlackBerry_DesktopManager_4.2_ENT_EM 4.2	4.2.0.10	ITE00074137
BlackBerry_DesktopManager_4.2_ENT_EM 4.2	4.2.0.10	ITE00073463
BlackBerry_DesktopManager_4.2_ENT_EM 4.2	4.2.0.10	ITE00073345
BlackBerry_DesktopManager_4.2_ENT_EM 4.2	4.2.0.10	ITE00073345
BlackBerry_DesktopManager_4.2_ENT_EM 4.2	4.2.0.10	ITE00073463
BlackBerry_DesktopManager_4.2_ENT_EM 4.2	4.2.0.10	ITE00074137

Application	Ver	Asset Tag
BlackBerry_DesktopManager_4.2_ENT_EM 4.2	4.2.0.10	ITE00074163
BlackBerry_DesktopManager_4.2_ENT_EM 4.2	4.2.0.10	ITE00074163
BlackBerry_DesktopManager_4.2_ENT_EM 4.2	4.2.0.10	ITE00074272
BlackBerry_DesktopManager_4.2_ENT_EM 4.2	4.2.0.10	ITE00074272
BlackBerry_DesktopManager_4.2_ENT_EM 4.2	4.2.0.10	ITE00112080
BlackBerry_DesktopManager_4.2_ENT_EM 4.2	4.2.0.10	ITE00112080
BlackBerrySoftware_36SP2.1_ENT_E	0.00	AC708876
BlackBerrySoftware_36SP2.1_ENT_E	0.00	ITE00072582
Canon Utilities PhotoStitch	3.1.18.42	ITE00155468
Canon Utilities ZoomBrowser EX	5.7.0.74	ITE00155468
Crystal Reports 10	10.0.0.5335	ITE00073464
Dragon NaturallySpeaking 10	10.0.200	AD783924
Dragon NaturallySpeaking 8	8.10.000.285	ITE00156119
Dragon NaturallySpeaking 8	8.10.000.285	AD783926
Dragon NaturallySpeaking 9	9.0.100	ITE00158467
Dragon NaturallySpeaking 9	9.0.100	ITE00155358
eCopy Desktop_8.35_ENT_E	8.3.0	ITE00073466
IMAGENET_4.5.20.0_ENT_E	1.00	ITE00073464
IMAGENET_4.5.20.0_ENT_E	1.00	ITE00074167
IMAGENET_4.5.20.0_ENT_E	1.00	ITE00155498
InterVideo WinDVD	5.0-B11.1238	ITE00158121
InterVideo WinDVD	5.0-B11.1238	ITE00158949
InterVideo WinDVD	5.0-B11.1238	ITE00158467
InterVideo WinDVD	5.0-B11.1238	ITE00157790
InterVideo WinDVD	5.0-B11.1238	ITE00157789
InterVideo WinDVD	5.0-B11.1238	ITE00157791
InterVideo WinDVD	5.0-B11.1238	ITE00157896
InterVideo WinDVD	5.0-B11.1238	ITE00157893
InterVideo WinDVD	5.0-B11.1238	ITE00158355
InterVideo WinDVD	5.0-B11.1238	ITE00158338
InterVideo WinDVD	5.0-B11.1238	ITE00158354
InterVideo WinDVD	5.0-B11.1238	ITE00158357
InterVideo WinDVD	5.0-B11.1238	ITE00158339
InterVideo WinDVD	5.0-B11.1238	ITE00158341
InterVideo WinDVD	5.0-B11.1238	ITE00158353

Application	Ver	Asset Tag
InterVideo WinDVD	5.0-B11.1238	ITE00185110
InterVideo WinDVD	5.0-B11.1238	ITE00185113
InterVideo WinDVD	5.0-B11.1238	ITE00185112
InterVideo WinDVD	5.0-B11.1238	ITE00185109
InterVideo WinDVD	5.0-B11.1238	ITE00185108
InterVideo WinDVD	5.0-B11.1238	ITE00185081
InterVideo WinDVD	5.0-B11.1238	ITE00185111
InterVideo WinDVD	5.0-B11.1238	ITE00185107
InterVideo WinDVD	5.0-B11.1238	ITE00185083
InterVideo WinDVD	5.0-B11.1238	ITE00185085
InterVideo WinDVD	5.0-B11.1238	ITE00185084
InterVideo WinDVD	5.0-B11.1238	ITE00185079
InterVideo WinDVD	5.0-B11.1238	ITE00185082
InterVideo WinDVD	5.0-B11.1238	ITE00185080
InterVideo WinDVD	5.0-B11.1238	ITE00158512
InterVideo WinDVD	5.0-B11.1238	ITE00158517
InterVideo WinDVD	5.0-B11.1238	ITE00158948
InterVideo WinDVD	5.0-B11.1238	ITE00158951
InterVideo WinDVD	5.0-B11.1238	ITE00158950
InterVideo WinDVD	5.0-B11.1238	ITE00158954
InterVideo WinDVD	5.0-B11.1238	ITE00158953
InterVideo WinDVD	5.0-B11.1238	ITE00158952
InterVideo WinDVD	5.0-B11.1238	ITE00158109
InterVideo WinDVD	5.0-B11.1238	ITE00157991
InterVideo WinDVD	5.0-B11.1238	ITE00158653
InterVideo WinDVD	5.0-B11.1238	ITE00158669
InterVideo WinDVD	5.0-B11.1238	ITE00158668
InterVideo WinDVD	5.0-B11.1238	ITE00158667
InterVideo WinDVD	5.0-B11.1238	ITE00158666
InterVideo WinDVD	5.0-B11.1238	ITE00158665
InterVideo WinDVD	5.0-B11.1238	ITE00158664
InterVideo WinDVD	5.0-B11.1238	ITE00158663
InterVideo WinDVD	5.0-B11.1238	ITE00158662
JetForm FormFlow_2.22_ENT_EM	2.22	ITE00154836
JetForm FormFlow_2.22_ENT_EM	2.22	ITE00154835

Application	Ver	Asset Tag
JetForm FormFlow_2.22_ENT_EM	2.22	ITE00154838
JetForm FormFlow_2.22_ENT_EM	2.22	ITE00154837
JetForm FormFlow_2.22_ENT_EM	2.22	ITE00155248
JetForm FormFlow_2.22_ENT_EM	2.22	ITE00154840
JetForm FormFlow_2.22_ENT_EM	2.22	ITE00154841
JetForm FormFlow_2.22_ENT_EM	2.22	ITE00073883
JetForm FormFlow_2.22_ENT_EM	2.22	ITE00158662
JetForm FormFlow_2.22_ENT_EM	2.22	ITE00158665
JetForm FormFlow_2.22_ENT_EM	2.22	ITE00158668
JetForm FormFlow_2.22_ENT_EM	2.22	ITE00158669
JetForm FormFlow_2.22_ENT_EM	2.22	ITE00154728
LectoraProPublishingSuite_9.0_ENT_EM	9.0	ITE00158653
Macromedia Flash Player 8	8	ITE00158467
Macromedia Shockwave Player	10.1.0.11	AD783921
Microsoft ActiveSync 4.0	4.1.4841.0	ITE00073462
Microsoft ActiveSync 4.0	4.1.4841.0	ITE00074157
Microsoft ActiveSync 4.0	4.1.4841.0	ITE00074164
Microsoft ActiveSync 4.0	4.2.4876.0	ITE00154718
Microsoft Office Project Professional 2003	11.0.5614.0	ITE00155521
Microsoft Office Project Professional 2003	11.0.7969.0	ITE00072539
Microsoft Office Project Professional 2003	11.0.7969.0	ITE00072645
Microsoft Office Project Professional 2003	11.0.5614.0	ITE00155541
Microsoft Office Project Professional 2003	11.0.5614.0	ITE00155539
Microsoft Office Project Professional 2003	11.0.5614.0	ITE00074236
Microsoft Office Project Professional 2003	11.0.7969.0	ITE00074122
Microsoft Office Project Professional 2003	11.0.5614.0	ITE00112236
Microsoft Office Project Professional 2003	11.0.7969.0	ITE00074209
Microsoft Project 2000	9.00.3821	ITE00155545
Microsoft Project 2000	9.00.3821	ITE00155603
Microsoft Project 2000	9.00.3821	ITE00155522
Microsoft Project 2000	9.00.3821	ITE00155520
Microsoft Project 2000	9.00.3821	ITE00072914
Microsoft Project 2000	9.00.3821	ITE00073373
Microsoft Project 2000	9.00.3821	ITE00073459
Microsoft Project 2000	9.00.3821	ITE00073467

Application	Ver	Asset Tag
Microsoft Project 2000	9.00.3821	ITE00113537
Microsoft Project 2000	9.00.3821	ITE00154718
Microsoft Project 2000	9.00.3821	ITE00074199
Microsoft Project 2000	9.00.3821	ITE00102826
Novaris Clozaril Office Manager_ 6.21_AMH_E	6.21	ITE00114094
Novaris Clozaril Office Manager_ 6.21_AMH_E	6.21	ITE00155606
Novaris Clozaril Office Manager_ 6.21_AMH_E	6.21	ITE00072711
Novaris Clozaril Office Manager_ 6.21_AMH_E	6.21	ITE00072712
OmniPage Pro_10_ENT_EM	10.0	ITE00155530
Palm Desktop	4.1.0300	ITE00156121
PDR Electronic Library	1.00	ITE00113204
PDR Electronic Library	1.00	ITE00113020
PDR Electronic Library	1.00	ITE00113543
PDR Electronic Library	1.00	ITE00113541
PDR Electronic Library	1.00	ITE00113259
PDR Electronic Library	1.00	ITE00113537
PDR Electronic Library	1.00	ITE00113196
PDR Electronic Library	1.00	ITE00113026
PDR Electronic Library	1.00	ITE00113542
PDR Electronic Library	1.00	ITE00113594
PDR Electronic Library	1.00	ITE00154724
PTPInvoice_2.1.2.0_ENT_E	1.00	ITE00073464
PTPInvoice_2.1.2.0_ENT_E	1.00	ITE00074167
PTPInvoice_2.1.2.0_ENT_E	1.00	ITE00155498
QuickTime	7.1.6.200	ITE00158949
QuickTime	7.1.6.200	ITE00113761
QuickTime	7.1.6.200	ITE00155529
QuickTime	7.1.6.200	ITE00155597
QuickTime	7.1.6.200	ITE00155594
QuickTime	7.60.92.0	ITE00155522
QuickTime	7.1.6.200	ITE00155368
QuickTime	7.1.6.200	ITE00155358
QuickTime	7.1.6.200	ITE00072987
QuickTime	7.1.6.200	ITE00074392
QuickTime	7.1.6.200	ITE00074388

Application	Ver	Asset Tag
QuickTime	7.1.6.200	ITE00074418
QuickTime	7.1.6.200	ITE00074167
QuickTime	7.1.6.200	ITE00073353
QuickTime	7.62.14.0	ITE00157433
QuickTime	7.1.6.200	ITE00157432
QuickTime	7.55.90.70	ITE00157399
QuickTime	7.1.6.200	ITE00157398
QuickTime	7.1.6.200	ITE00157396
QuickTime	7.50.61.0	ITE00112149
QuickTime	7.1.6.200	ITE00110738
QuickTime	7.1.6.200	ITE00156668
QuickTime	7.1.6.200	ITE00158339
QuickTime	7.1.6.200	ITE00158338
QuickTime	7.1.6.200	ITE00185112
QuickTime	7.1.6.200	ITE00185111
QuickTime	7.1.6.200	ITE00185113
QuickTime	7.1.6.200	ITE00185109
QuickTime	7.1.6.200	ITE00185110
QuickTime	7.1.6.200	ITE00158353
QuickTime	7.1.6.200	ITE00158354
QuickTime	7.1.6.200	ITE00158355
QuickTime	7.1.6.200	ITE00158341
QuickTime	7.1.6.200	ITE00185079
QuickTime	7.1.6.200	ITE00185084
QuickTime	7.1.6.200	ITE00185085
QuickTime	7.1.6.200	ITE00158357
QuickTime	7.1.6.200	ITE00185081
QuickTime	7.1.6.200	ITE00185082
QuickTime	7.1.6.200	ITE00185083
QuickTime	7.1.6.200	ITE00158953
QuickTime	7.1.6.200	ITE00158952
QuickTime	7.1.6.200	ITE00185108
QuickTime	7.1.6.200	ITE00185107
QuickTime	7.1.6.200	ITE00158954
QuickTime	7.1.6.200	ITE00185080

Application	Ver	Asset Tag
QuickTime	7.1.6.200	ITE00158950
QuickTime	7.1.6.200	ITE00158951
QuickTime	7.1.6.200	ITE00158948
QuickTime	7.1.6.200	ITE00113537
QuickTime	7.1.6.200	ITE00113538
QuickTime	7.1.6.200	ITE00113027
QuickTime	7.1.6.200	ITE00113259
QuickTime	7.1.6.200	ITE00155539
QuickTime	7.1.6.200	ITE00155528
QuickTime	7.1.6.200	ITE00155534
QuickTime	7.1.6.200	ITE00074155
QuickTime	7.1.6.200	ITE00156122
QuickTime	7.60.92.0	ITE00156121
QuickTime	7.1.6.200	ITE00110133
QuickTime	7.1.6.200	ITE00110134
QuickTime	7.1.6.200	ITE00110136
QuickTime	7.1.6.200	ITE00110549
QuickTime	7.1.6.200	AD783916
QuickTime	7.1.6.200	AD783924
QuickTime	7.1.6.200	AD783987
QuickTime	7.1.6.200	ITE00154841
QuickTime	7.1.6.200	ITE00157991
QuickTime	7.1.6.200	ITE00158653
QuickTime	7.50.61.0	ITE00112236
QuickTime	7.1.6.200	ITE00113594
QuickTime	7.1.6.200	ITE00105731
QuickTime	7.1.6.200	ITE00158665
QuickTime	7.1.6.200	ITE00158664
QuickTime	7.1.6.200	ITE00158668
QuickTime	7.1.6.200	ITE00158669
QuickTime	7.1.6.200	ITE00158663
QuickTime	7.1.6.200	ITE00158666
QuickTime	7.1.6.200	ITE00158662
QuickTime	7.1.6.200	ITE00158667
QuickTime	7.1.6.200	ITE00154728

Application	Ver	Asset Tag
RealPlayer_10GOLD_ENT_E	10.0	ITE00155540
RealPlayer_10GOLD_ENT_E	10.0	ITE00158653
RealPlayer_11Gold__ENT_EM	11	ITE00112236
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113983
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113984
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113973
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113997
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113978
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113963
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113962
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113991
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113982
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113985
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00114000
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113986
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113960
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113999
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113998
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113959
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113988
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113989
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113990
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113961
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113969
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113994
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113972
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113992
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113974
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113995
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113975
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113971
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113976
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113970
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113987
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113966

Application	Ver	Asset Tag
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113993
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113996
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113979
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113980
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113981
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113968
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113967
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113965
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00113977
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00154493
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00154489
Roxio Easy Media Creator 7 Basic Edition	7.1.0.183	ITE00154492
SnagIt	6.0	ITE00074392
SnagIt	6.0	ITE00154752
SnagIt	6.0	ITE00074202
SnagIt	6.0	ITE00073615
Snagit_6.0_ENT_EM	6.0	AC708876
Symantec pcAnywhere	10.0	AC708876
WebEx Document Suite	2.6.4917	ITE00154753
WebEx Productivity Tools	1.0.4910	ITE00155545
WebEx Productivity Tools	2.0.800	ITE00155523
WebEx Productivity Tools	1.0.4917	ITE00155527
WebEx Productivity Tools	1.0.4910	ITE00072539
WebEx Productivity Tools	1.0.4910	ITE00073373
WebEx Productivity Tools	2.0.700	ITE00112236
WebEx Productivity Tools	1.0.4915	ITE00105731

ATTACHMENT 3 – TERMS AND CONDITIONS FOR SUPPORT AND MAINTENANCE SERVICES

TERMS AND CONDITIONS FOR PROVISION OF MAINTENANCE AND COUNTY REQUESTED ENHANCEMENTS AND SUPPORT SERVICES
SUPPORT AND MAINTENANCE SERVICES

1.   **Services.** During the Warranty Period and throughout the term of this Exhibit, Contractor shall perform Support Services and Software Maintenance Services in accordance with the terms of this Exhibit, and in consideration for County payment of Charges for such Services as described in Exhibit C. The terms of the Behavioral Health Information Systems Agreement between the parties are incorporated into this Exhibit. All Services delivered by Contractor shall be delivered in a manner consistent with that Agreement.

1.1   **Inquiry Assistance**. Contractor shall be available during Regular Hours within 4 Regular Hours for an emergency inquiry (in County's judgment) or within 24 Regular Hours of any other County inquiry, respond to the inquiry with the following, as applicable:

1.1.1   Responses to questions relating to the Software, including without limitation isolating problems to the Software or Data;

1.1.2   Provide County a plan for correction of Defect or problem associated with Software component in 3 business days;

1.1.3   The development, on a best efforts basis, of a temporary solution to or an emergency bypass of a Defect (other than a Minor Defect);

1.1.4   Corrections and repairs of errors, problems or Defects with the Software, to the extent technically feasible;

1.1.5   Clarification of Documentation;

1.1.6   Coordinate with County all tasks related to correcting problems and Defects connected with the Software; and

1.1.7   Execute on-line diagnostics from a remote Contractor location solely to assist in the identification and isolation of suspected Defects.

1.2   **Major Defects**.

1.2.1   **Onsite Assistance**. Contractor shall dispatch trained and qualified Services Staff to County's applicable Site in the event that: (i) the Software System is non-Operational due to a Defect in the Software; (ii) the Defect cannot be corrected remotely; and (ii) County requests additional assistance. If the System is non-Operational, such Contractor staff shall remain at the Site and work until completion for up to 14 hours per day on a 7-days-a-week basis repairing the applicable parts of the Software until the Software is Operational and the Defect is either repaired or a temporary workaround is instituted.

1.2.2   **Plan of Correction.** Contractor shall provide a plan for correction of Level 4 or Level 5 Defects within 24 hours of receipt of notice from County that such a Defect exists.

1.3   **Database.** Contractor shall maintain and make available online to County on Contractor's website a database of all Software Defects reported by County or known to Contractor. The database shall include, as a minimum, the following:

1.3.1   Date and time Contractor was notified;

1.3.2   Description of Defect;

1.3.3   Description of severity level of Defect, e.g., emergency;

1.3.4   Description of Defect resolution; and

1.3.5   Date of resolution.

1.4   **Bug Reports.** Contractor shall make available to County on Contractor's website, within 15 days of the Effective Date and during the term, a list and description of all potential or actual problems, bugs, errors and Defects known by Contractor to be in any version of the Software used by County, along with a schedule for resolution thereof.

1.5   **Support Services Requests.** County requests for Support Services may be submitted by telephone, electronic mail, letter, fax or other means. County may make an initial request for Emergency Support Services by telephone, but must confirm its request in writing within one business day.

1.6   **Problems That Are Not Defects.**

1.6.1   If Contractor determines that a problem reported by County is not due to a Defect in the Software, Contractor will so notify County. County may request that Contractor investigate the problem further. If County so elects and Contractor determines that the reported problem was not due to a Defect in the Software, or was the result of any modifications to the Software or combination of the Software with other products in a way not agreed upon by Contractor, the services provided by Contractor will be considered a County Support Service.

1.6.2   In the event that the parties disagree about whether a problem with Software constitutes a Defect, the matter will be resolved in accordance with the dispute resolution procedures described in the Agreement.

1.7   **Emergency Support Services.**   Contractor will evaluate a request for Emergency Support Services within four (4) Regular Hours. Contractor will provide Emergency Support Services to County, beginning within four (4) Regular Hours of receipt of the request and continuing during business hours until the work is completed. Contractor will provide Emergency Support Services outside Regular Hours at the request of County. Fees for Services delivered outside Regular Hours will be adjusted as described in Exhibit C.

1.8   **Non-Emergency Support Services.**

1.8.1   Contractor will evaluate Support Services requests and provide requested Services in a timely manner.

1.8.2   County may request Contractor to give priority to a request for Support Services other than Emergency Support Services. Contractor will evaluate County's Support Services Request and begin providing the requested Services within twelve (12) business hours of receipt of the request. Work to correct Defects will continue during business hours until completed, unless otherwise agreed in writing by County and Contractor. Contractor will not give priority to requests for Non-Application Technical Support Services, Consulting, Development of Enhancements, or Training.

1.8.3   Contractor will evaluate a request by County for onsite County Support Services other than those Services described in Section 1.3 of this Exhibit, within ten (10) business days of receipt of the Support Services Request. Within that time, Contractor will provide County with an estimate of the time and resources required to fulfill the request. If County and Contractor agree to the estimate, Contractor will provide the requested Services in accordance with the estimate, and County will pay Contractor fees and reimburse expenses in accordance with Exhibit C.

1.9   Development of Enhancements at Request of County.

1.9.1   Contractor will develop Enhancements of Software as requested by County.

1.9.2   County may request development of an Enhancement of Software by submission of a Change Order. Contractor will respond to County's request for an Enhancement within thirty (30) Days of receipt of County's request. During this period, Contractor may request that County clarify its request.

1.9.3   Contractor and County will follow the procedures for development of a County requested Enhancement, and adhere to the financial terms for Contractor's provision of those Services to County as described in Exhibit C.

1.9.4   Contractor will have the sole right of ownership of all intellectual property rights to any Enhancements developed at the request of County or any other party. No such Enhancement will considered to be "work for hire", even if County pays Contractor fees or charges for development of the Enhancement.

1.9.5   All Enhancements developed for County will be made available to all other licensees of Contractor Software.

1.10   Enhancements to Correct Defects and Corrupted Data. Enhancements to correct any Defect shall be provided to County at no cost and without the need for a Change Order. Contractor agrees to correct, at no cost to County, corrupted Data that may result from any Software Defect introduced by an Enhancement.

2.   Maintenance Services.

2.1   User Group. County will be a member of the User Group during the Term.

2.2   Availability of Enhancements. All Enhancements developed by Contractor for any User Group or customer will be provided to County during the Term as part of the Maintenance Services.

2.3   Funding of Development of Enhancements and New Versions of Contractor Software. Contractor knows that the business and clinical environment in which County operates changes constantly. Mission critical software such as that provided by Contractor must be updated periodically to ensure that it continues to include the functionality required to support County's operations and continues to take advantage of new developments in technology. For this reason, Contractor has promised to develop New Versions of the Software and Enhancements of existing versions of the Software.

2.4   Software at the request of its User Group or County. Contractor knows that County has ongoing requirements for change in its business practices that must be supported by ongoing Enhancements and is committing to provision of these Enhancements. Contractor therefore represents and warrants to County that:

2.4.1   Fifty-nine percent (59%) of Software Maintenance fees received from County and other Contractor California County customers will be used to fund development of Enhancements of Software requested by the User Group.

2.4.2   Thirty-four percent (34%) of Software Maintenance fees received from County and other Contractor California county customers will be used to fund part of the cost of development of New Versions of Software. The balance of the cost of development will be paid by Contractor.

2.5   Development of Enhancements at Request of User Group.

2.5.1   Contractor shall work closely with its User Group to identify priorities for development of Enhancements of its Software. As described in Section 2.3 of this Exhibit, a portion of all Software Maintenance Fees received by Contractor is applied towards development of Enhancements requested by the User Group.

2.5.2   The User Group, acting in accordance with its Bylaws, will identify Enhancements it would like Contractor to develop, and set priorities for developing Enhancements. The User Group will deliver its requests and priorities for Enhancements to Contractor.

2.5.3   Contractor will evaluate each Enhancement request and estimate the time required and cost of developing the requested Enhancement. Contractor will discuss outstanding Enhancement requests and suggested priorities with the User Group to (i) clarify requests and User Group priorities, and (ii) inform the User Group about the estimated time and cost of development of requested Enhancements. Taking into consideration the resources available for development of User Group Enhancements and identified priorities, Contractor will then determine which of the Enhancements requested by the User Group will be developed and the timetable for development and release of the requested Enhancements.

2.5.4   Contractor will provide monthly reports to the User Group about the status of development of Enhancements. The reports will include, among other things: (i) the actual monies devoted by Contractor to development of Enhancements requested by the User Group, and (ii) updates on the status of development of Enhancements.

2.5.5   Software Maintenance Fees reserved for development of User Group Enhancements will be used to compensate Contractor for its work evaluating Enhancement requests, designing Enhancements, estimating the time and cost of development, preparing a development plan, and creating and testing an Enhancement. Contractor will be credited for its work in accordance with the Rate Schedule in Exhibit A.

2.6   **Delivery of Enhancements.** Contractor will post Promotions containing Enhancements to its Software on its website or deliver Promotions through other means, and provide updates to the Documentation describing the functionality of the Enhancement and Documentation as to the operations required to apply the Promotion, to allow customers that have the right to the Enhancements to download and automatically install the Promotion on Hosting Equipment.

3.   **New Version Rights.**

3.1   **Development of New Versions of Software.**

3.1.1   Contractor represents and warrants to County that it will develop a New Version of each of the Software in a release cycle of approximately three to four years.

3.1.2   Contractor will establish priorities for development of New Versions, in consultation with the User Group.

3.1.3   New Versions of Software include Enhancements developed since the previous version of the Software was released. Contractor may not negatively change Functions or features of Software, nor remove Functions without County's prior written consent.

3.2   **Right to New Versions.** During the Term, Contractor shall provide New Versions of the Software at no additional charge other than the New Version Fees.

3.3   **Status of Development; Delivery of New Versions.**

3.3.1   Contractor will provide reports at the request of the User Group about the status of development of New Versions. The reports will include, among other things: (i) the actual monies devoted by Contractor to development of New Versions, and (ii) updates on the status of development of New Versions.

3.3.2   If County exercises its right to New Versions, and if, in the sole opinion of Contractor, a New Version of a Software may be delivered to County in a form that allows automatic installation, configuration of Software, and access to County Data without assistance from Contractor Staff, Contractor will post the New Version on its website or deliver the New Version through other means, and provide required Documentation to allow County the right to the New Version to download and automatically install the New

Version on Hosting Equipment. If a New Version cannot be so delivered, Contractor will provide County Support Services, such as installation and configuration of the Software and electronic conversion of County Data, as required to assist County. In either event, Contractor will, at the request of County, provide Training and any other County Support Service requested to assist in conversion to the New Version.

4.   Term and Termination.

4.1   Term; Extension of Term.

4.1.1   The Term for this <u>Exhibit A, Attachment 6</u> shall commence on the Support and Maintenance Effective Date and be effective for the Initial Support Term.

4.1.2   The Term of this <u>Exhibit</u> will be extended automatically on each Anniversary Date for an additional term of one year unless the Agreement is terminated as permitted in accordance with the terms of the Agreement.

4.2   Termination Without Cause.

4.2.1   County shall have the right to terminate this <u>Exhibit</u> without cause by providing a thirty (30) day written notice delivered to Contractor.

4.2.2   The parties may terminate this <u>Exhibit</u> by mutual written consent at any time.

4.2.3   This <u>Exhibit</u> will terminate immediately and automatically if the Agreement between the parties is terminated.

4.3   Obligations upon Termination.

4.3.1   Upon termination of this <u>Exhibit</u>, all amounts payable or accrued to Contractor under this <u>Exhibit and Exhibit C</u> shall become due and payable in accordance with Article 16 of this Agreement.

4.3.2   If this <u>Exhibit</u> is terminated, Contractor will refund to County the pro-rata portion of any prepaid fees for County Support Services, Software Maintenance, and New Version Rights allocable to the time period after the termination date, minus accrued fees for Services and expenses due Contractor.

**ATTACHMENT 3 – TERMS AND CONDITIONS FOR
SUPPORT AND MAINTENANCE SERVICES (CONTINUED)**

**SEE FOLLOWING PAGES FOR
NORTHROP GRUMMAN SERVICE AGREEMENT**

INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS
SERVICE AGREEMENT

Between

COUNTY OF SAN DIEGO

AND

NORTHROP GRUMMAN INFORMATION TECHNOLOGY, INC.

JANUARY 24, 2006

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December 2009

INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS SERVICE AGREEMENT

This Information Technology and Telecommunications Service Agreement, dated as of [24 - JAN - 2006] (the "Signing Date"), is a contract between the County of San Diego (the "County"), acting through its Chief Administrative Officer and Purchasing Agent, having offices at 5555 Overland Avenue, Building 11, San Diego, California 92123, and Northrup Grumman Information Technology, Inc. ("Contractor"), a Delaware corporation having offices at 3030 Colshire Drive, McLean, Virginia 22180, under which Contractor shall provide the County with certain information technology ("IT") and telecommunications services, on the terms and conditions set forth below. Capitalized terms used herein, if not defined, shall have the meanings assigned to them in Schedule A.

For and in consideration of the mutual promises and covenants contained herein, the receipt, sufficiency, and adequacy of which are hereby acknowledged, the Parties, intending to be legally bound, hereby contract and agree as follows:

PART I – PURPOSE AND SCOPE

1.   PURPOSE AND SCOPE

1.1.   Background and Purpose

The County has undertaken a comprehensive outsourcing initiative the primary goal of which is to improve the County's use of IT and telecommunications and the manner in which the County obtains its IT and telecommunications services. The Services provided by Contractor under this Agreement will allow the citizens of the County to benefit from the enormous potential of IT and telecommunications, as applied to the business of government. In addition, the County's IT and telecommunications resources will be utilized in a more efficient manner that also creates economic opportunities for the citizens of the County.

Another primary purpose of this Agreement is for the County to maintain state-of-the-art security systems and methods that will ensure the privacy and protection of the County's Confidential Information and data. These Services, and Contractor's obligations related thereto, are described in more detail in Sections 12, 15, and Schedule 4.3. In addition to being bound by this Agreement to perform these specific tasks within the timelines contained herein, Contractor will at all times be fully subject to and bound to comply with all applicable County, State, and federal laws, rules, and regulations relating to the subject matter hereof, including those regarding privacy and the protection of the County's data.

This Agreement becomes effective upon the later of: (i) the written approval of the Board of Supervisors, and (ii) the County's receipt of all applicable federal and State approvals (the "Effective Date").

Concurrently with these review periods, Contractor is expected to work with the County and the Legacy Provider to complete all tasks necessary to prepare for a smooth cutover of operational responsibility for the IT and telecommunications services described herein. As of the Cutover Date for each Service Framework, Contractor will assume such operational responsibility by becoming the employer of all transitioned IT employees under such Service Framework.

1.2.   Requirements; Engagement

The County has described its requirements for IT and telecommunications services in various requests for information and other communications with Contractor (collectively, the "Requests"), including the County's Request for Proposals dated May 19, 2005 (the "RFP"), the County's Request for Best and Final Offers dated October 28, 2005 (the "BAFO") and other requests and communications described in Schedule 1.2. In response to such Requests, Contractor has delivered to the County various documents and other communications (collectively, the "Responses"), as described in Schedule 1.2, in which Contractor represented, among other things, that it could provide IT and telecommunications services satisfying the Requests. Accordingly, in reliance upon the Responses and in furtherance of the purposes for which the Responses were solicited, the County, under the authority of the Board of Supervisors, hereby engages Contractor to perform all of the obligations imposed on it, including the Services, pursuant to this Agreement, and Contractor hereby accepts such engagement and promises to perform according to this Agreement. Contractor shall be the prime contractor and hereby assumes full and total responsibility for providing all of the Services and for obtaining all software, hardware, documentation, services, and other resources that it will need in order for it to be able to provide the Services.

1.3.   Improvement of Government

The general goal of the County under this Agreement is to continue to improve the County's use of IT and telecommunications and the manner in which the County obtains its IT and telecommunications services. This Agreement shall improve the County's basic capabilities to serve its citizens, reduce operating costs and facilitate citizens' access to the services their government furnishes, among other benefits. The Services shall allow the citizens of the County to continue to benefit from the enormous potential of IT and telecommunications, as applied to the business of government. The objectives of the County under this Agreement include the following:

(a)   Providing the most efficient processing of and access to information, which will reduce wait times at County facilities;

(b)   Eliminating the need to visit multiple County offices through the use of integrated systems and business processes that promote "one-stop shopping";

(c)   Improving delivery of public services and the County's central system and information infrastructure;

       (d)   Promoting private enterprise through electronic commerce, enabling businesses to submit plans and other documents for County approval without the labor and expense of paper submittals;

       (e)   Reducing the number of trips that residents must take to transact business with divisions of County government;

       (f)   Improving Internet access to County resources;

       (g)   Helping ensure that tax dollars are used efficiently and not wasted on obsolete, inefficient systems and business processes;

       (h)   Providing the highest levels of customer service;

       (i)   Increasing public access to County services by providing reliable communications and an information infrastructure with multiple points;

       (j)   Saving the customer time by providing service alternatives to visiting County facilities;

       (k)   Increasing responsiveness to commercial requests for information and services;

       (l)   Providing the foundation and tools for electronic commerce;

       (m)   Allowing managers to focus on improved business processes that reduce the cost of government and permit the County's Board of Supervisors to allocate savings for reinvestment in new or existing programs;

       (n)   Allowing the County to focus on its core competencies and business priorities;

       (o)   Providing timely information for executive decision-making through maintaining state-of-the-art enterprise-wide systems for financial accounting, payroll, procurement, and human resources;

       (p)   Augmenting the County's capabilities in financial planning and monitoring;

       (q)   Increasing the County's pool of technology resources and capabilities;

       (r)   Providing reliable, efficient computing systems and voice telecommunications to support job functions;

       (s)   Minimizing labor-intensive tasks that do not add commensurate value;

       (t)   Providing decision-support tools to workers; and

(u)   Providing state-of-the-art computing tools and training to enhance career development.

PART II – TRANSITION OBLIGATIONS

2.   TRANSITION

2.1.   Transition Services

Contractor shall accomplish the transparent, seamless, orderly, and uninterrupted transition from the manner in which the County currently receives all Current Services to the provision of all of such services, and all other Services, to the County by Contractor (the "Transition"). Such Transition shall include the complete and timely performance by Contractor of all requirements set forth in the Transition Plan, attached as Schedule 2.1 and as further modified from time to time upon written agreement of the Parties, in accordance with the due dates specified therein and shall be accomplished by Contractor in such a manner as to have no adverse effect upon any the County, any agency, subdivision or department thereof, nor upon the quality or continuity of the IT and telecommunications services being provided to such entities. From and after the opening of business on the Cutover Date of the first Service Framework transitioned to Contractor, Contractor shall ensure that there is no material adverse effect on the quality of the IT and telecommunications-related services provided to the County and to the End-Users, that would not have otherwise occurred had the Transition contemplated by this Agreement not taken place.

2.2.   Critical Milestones for Transition

The Parties recognize and agree that time is of the essence for a successful Transition and they have designated certain actions and projects in the Transition Plan as Critical Milestones (such Critical Milestones are referred to herein as "Transition Critical Milestones"). Contractor shall achieve all such Transition Critical Milestone by the date corresponding thereto in Schedule 16.1. Furthermore, without limiting any other rights or remedies available to Contractor at law, in equity or under contract, the County may terminate this Agreement for cause without requirement of notice or opportunity for cure if Contractor fails to complete the Transition of all Services to Contractor by December 31, 2006, other than by reason of a delay or default by the Legacy Provider; provided, however Contractor shall be relieved of such timely completion solely to the extent (i) the delay or default by the Legacy Provider directly causes a material delay in Contractor's performance hereunder, (ii) Contractor notifies the County in writing of such delay or default as soon as practicable after the occurrence thereof, and (iii) Contractor is unable to complete such Transition by the date above despite using its best efforts to mitigate the effects of such delay or default.

2.3.   Progress Reports

Contractor shall provide to the CIO a written update as to progress of the Transition Plan at least weekly until such plan and each of Contractor's responsibilities thereunder have been met.

2.4.   Early Access by Contractor

During the period between the Signing Date and the final Cutover Date for the last Service Framework transitioned to Contractor, the County shall (and shall use reasonable efforts to cause the Legacy Provider to) provide Contractor with reasonable access to the Retained Assets, the Purchased Assets, and the Designated Employees, but solely for the purpose of reasonably assisting and cooperating with Contractor in the accomplishment of the Transition in accordance with the Transition Plan, and only to the extent that Contractor is required to have access to such resources (as distinct from other resources that Contractor may then have or could procure) in order to accomplish the Transition in accordance with the Transition Plan.

2.5.   Cutover

In the event that the County determines, in its sole discretion, at any time during the Transition, that the County, the End Users, any agency, department or subdivision of the County or the quality or continuity of the Services has been materially and adversely affected in any way, or that any such material and adverse effect seems reasonably likely to occur, then the County shall direct Contractor to stop and proceed no further with such transition or portion thereof until such time as Contractor shall have: (i) analyzed the cause of such effect; (ii) developed a reasonable plan for resuming such transition in such a manner as to eliminate or avoid such effect (and any other negative or adverse consequences of such transition; and (iii) received the County's approval to proceed with such transition, which approval shall not be unreasonably withheld. Following any resumption any of the transition of the services to Contractor, if the County again determines that a material and adverse effect has occurred, then the process described above in the Section 2.5 shall be repeated. Nothing in this Section 2.5, nor the County's exercise of its rights, as described above, pursuant to this Section 2.5, shall in any way reduce, limit, or obviate any obligation of Contractor to meet a Transition Critical Milestone or any other schedule, target, completion schedule, or other commitment specified in the Transition Plan or this Agreement. In addition, the County's exercise of its rights as set forth in this Section 2.5 shall not trigger any additional charges or fees from the Contractor.

3.   TRANSITION OF ASSETS, LEASES, CONTRACTS AND PERSONNEL

3.1.   Transition of Responsibilities for Retained Assets

On each Cutover Date, and from and after each such date, Contractor shall assume responsibility for the administration and management of the Retained Assets pertaining to the applicable Service Framework in accordance with Section 7.5 and Schedule 4.3.

3.2. Transition of Purchased Assets

3.2.1. Asset Purchase

As of each Cutover Date, the County or its Legacy Provider (as applicable) shall sell at net book value to Contractor, and Contractor shall buy from the County or its Legacy Provider (as applicable), "AS IS, WHERE IS" and without any express or implied warranties of any kind, all of the County's (or the Legacy Provider's) right, title, and interest in and to the Purchased Assets. For Purchased Assets sold by the County directly, the Parties will enter into Bills of Sale relating to Contractor's purchase of the Purchased Assets in the form attached hereto as Schedule 3.2 and dated as of each Cutover Date.

3.2.2. Interim Assets

The Parties acknowledge that during the period between the Signing Date and each Cutover Date pertaining to a Service Framework, the County (and Legacy Provider) will acquire additional assets that may be useful for Contractor's use in performing the Services under an applicable Service Framework ("Interim Assets") and during such period the County (and Legacy Provider) will advise Contractor of all pertinent information with respect to all Interim Assets. For a ninety (90) day period commencing on each Cutover Date, Contractor shall have the right to use and the option to purchase whichever of the Interim Assets applicable to the Service Framework cut over on such Cutover Date that it may elect to use or purchase. If Contractor elects to use an Interim Asset during such ninety (90) day period to provide the Services, such Interim Asset shall be deemed to be a Retained Asset until the earliest of: (i) ninety (90) days after the applicable Cutover Date; (ii) the date that Contractor specifies to the County (or Legacy Provider) as the date on which it will no longer use such Interim Asset; and (iii) the date on which Contractor purchases such Interim Asset as provided herein. Contractor will have the option, exercisable from time to time within ninety (90) days of such Cutover Date, to purchase at its then net book value any Interim Asset that it is using to provide the Services, as mutually agreed by Contractor and the County (or the Legacy Provider, as applicable). An Interim Asset purchased by Contractor pursuant to this Section 3.2.2 will thereafter be deemed to be a Purchased Asset and will be subject to all of the provisions of Section 3.2 hereof.

3.3. Assignment of Leases and Contracts

Subject to Contractor's obtaining any Required Consents, the Parties (and/or Legacy Provider) shall enter into Assignment and Assumption Agreements pursuant to which the County (and/or Legacy Provider), as of the applicable Cutover Date, shall assign to Contractor all of the County's (or Legacy Provider's, as applicable) rights under the Assigned Leases and the Assigned Contracts pertaining to the Service Framework corresponding to such Cutover Date. The form of the Assignment and Assumption Agreement to be entered into between the County and Contractor shall be in the form attached hereto as Schedule 3.3. Contractor shall assume responsibility for, and shall perform, all obligations of the County (and Legacy Provider) under the Assigned Leases and Assigned Contracts, including payment of all related expenses (including maintenance fees),

to be performed with respect to periods on or after each such Cutover Date, and shall indemnify the Legacy Provider (if required by the Legacy Provider) and the County with respect to all such obligations. Contractor shall be responsible for paying all relicensing or transfer fees associated with the Assigned Leases and Assigned Contracts except for those relicensing or transfer fees that are the responsibility of the Legacy Provider and are paid by the Legacy Provider. Contractor shall reimburse the County for any prepayments in respect thereof (provided that, all "prepayments", as such term is used in this Agreement, shall be for goods or services of which Contractor receives the benefit after the applicable Cutover Date and that will be utilized on or after the applicable Cutover Date in connection with the performance of Services by Contractor hereunder, including, for example, prepaid support and maintenance service fees), and Contractor shall indemnify the Legacy Provider (if required by the Legacy Provider) and the County with respect to all such obligations in respect of such periods. The County or its Legacy Provider (as applicable) shall be responsible for the performance of all obligations of the County under the Assigned Leases and Assigned Contracts, including payment of all related expenses, to be performed with respect to periods prior to the applicable Cutover Date, and shall indemnify Contractor with respect to all such obligations in respect of such periods. From time to time, to the extent permitted by the applicable agreement, Contractor may request that the County cooperate in the termination of any Assigned Leases or Assigned Contracts (which cooperation shall not be unreasonably withheld by the County), and Contractor shall reimburse the County for any termination charges or penalties, if any.

3.4.   Required Consents

With the County's cooperation, Contractor shall obtain all Required Consents. In the event that Contractor is not able to obtain any Required Consent despite the use of its best efforts, then, unless and until such Required Consent is otherwise obtained, the Parties shall cooperate with each other and the Legacy Provider in achieving a reasonable alternative arrangement under which Contractor may perform the Services without causing a breach or violation of any agreement for which a Required Consent is to be obtained. Such reasonable alternative arrangements may include: (i) Contractor obtaining such consent to Contractor's use of the relevant assets as the relevant party will agree to provide; or (ii) Contractor procuring a suitable replacement for the assets for which it is unable to obtain the Required Consent. Contractor shall be responsible for paying all termination fees associated with any agreement for which Contractor is unable to obtain a Required Consent. All obligations under this Section 3.4 shall be the responsibility of Contractor, at its cost and expense, except in the following regards: (A) each Party shall take such actions, at its own cost and expense, as are required of it by applicable laws or regulations with respect to the Government Approvals; and (B) the County shall obtain, at its cost and expense, all Required Consents for contracts for Retained Assets entered into by the County after the Cutover Date applicable to the Service Framework for which the County entered into such contracts. The County reserves the right to reasonably request and review any or all such Required Consents prior to the commencement of any Services hereunder.

3.5.   Human Resources

Contractor shall offer employment with Contractor, or shall cause one of its Subcontractors to offer employment with such Subcontractor, effective on the applicable Cutover Date, to all Designated Employees. In addition, prior to the applicable Cutover Date, Contractor shall make such offers of employment as are necessary in order for Contractor to provide all applicable Services on and after the applicable Cutover Date.

PART III – SCOPE OF SERVICES

4.   SERVICES

4.1.   Scope

In accordance with this Agreement, Contractor shall fulfill all of the IT and telecommunications services requirements of the County at all times during the Term (subject to the provisions of Section 4.10). The scope of the County's IT and telecommunications requirements consists of the performance of the Services. Although the Parties have attempted in this Section 4 and the associated Schedules to delineate the specific Services to be provided by Contractor, the Parties acknowledge that some items may not have been specifically identified herein. The specific enumeration in any particular Section of this Agreement of certain of Contractor's duties or obligations is not an implied limitation on, or alteration of, other duties or obligations imposed on Contractor elsewhere in this Agreement. In the event of any dispute between the Parties as to whether a particular service or function falls within the scope of the services to be provided by the County's third party service providers, or by the County itself, or within the scope of those to be provided by Contractor, such particular service or function shall be considered to be a part of the Services hereunder if it is consistent with, and reasonably inferable to be within, the scope of the Services hereunder and it more reasonably would be associated with the Services than with the scope of the services to be provided by such other service providers.

4.2.   General Description of Services

Subject at all times to the County's exercise of its management and oversight functions and prerogatives, as identified in Section 9 or otherwise, and subject to the provisions of Section 4.10 hereof, Contractor shall perform all of the Services, and shall operate in the capacity of the County's IT and telecommunications department, and shall do everything that is required to provide (i) the entire IT and telecommunications function to the County, and (ii) Voice Services functions to the Superior Court of California, County of San Diego. In all cases, Contractor shall deliver high-quality, value-added services that assist the County in effectively utilizing IT and telecommunications to enhance the quality and value of the County's services to its citizens. If not otherwise provided in this Agreement, with respect to any tasks, functions, and services that are within the scope of Services but with regard to which there is no set or fixed timetable or schedule for performance and which are therefore to be provided upon the County's request, Contractor shall promptly perform such Services. Contractor shall at all times use all commercially reasonable efforts (which, at a

minimum, shall be consistent with best industry standards and practices) to avoid, prevent, and mitigate any material adverse effect on the continuity and quality of the Services being provided to the County. Except as expressly set forth in this Agreement, Contractor shall furnish all labor, materials, equipment, products, tools, transportation, and supplies required to perform the Services.

4.3.   Operational Services

4.3.1.   Performance of Services

Commencing at 12:01 a.m., local time, on each Cutover Date, and at all times thereafter during the Term, except as otherwise expressly stated herein, and subject to the qualifications, limitations, and exclusions expressed elsewhere in this Agreement (including any exceptions expressed in the Transition Plan or in Schedule 4.3), Contractor shall perform, at all Locations, any Current Services for the applicable Service Framework and all of the Services described in Schedule 4.3 for the applicable Service Framework.

4.3.2.   Procurement

Contractor shall procure, for its use in providing the Services, all hardware, software, and network facilities needed in order for Contractor to provide the Services in accordance with Schedule 4.3; except as otherwise expressly set forth herein, all assets so procured shall be the property of Contractor. Contractor's procurement responsibilities shall include: procurement of additional assets; evaluation of vendor qualifications and independence; negotiation of prices; obtaining the most favorable rates and discounts available; distribution and installation of all procured items; and software license compliance. All procurement activities necessary for Contractor to provide the Services, and all purchase prices, license fees, lease payments, and support and maintenance fees for all procured assets, shall be paid for by Contractor. With regard to the procurement obligations in this Section, the advance written consent of the CIO shall be required for any procurement, or series of related procurements, that involves an anticipated or actual expenditure of five hundred thousand dollars ($500,000.00) or more. The consent described in the preceding sentence shall not be required for the Contractor's performance of its refresh obligations as described elsewhere in this Agreement.

4.3.3.   OIPC Procurement of Additional Resources

In accordance with Section 4.8 of Schedule 4.3, Contractor shall also make procurements of additional resources as the Contracting Officer might direct it to make, at the lowest available prices. Contractor and the County shall coordinate procurements in order to obtain benefits from volume purchases and to promote compatibility of IT and telecommunications resources throughout the County. All procurements shall be from the County's lists of approved manufacturers of hardware and software and shall be owned (or for "COTS" Software, licensed) by the County free and clear, without any liens or encumbrances, unless otherwise agreed in writing by the County in its sole discretion.

4.4. Asset Management

Contractor shall provide the asset management and upgrade services described in Schedules 4.3 and 4.4 throughout the Term. Unless otherwise directed by the County, such Services shall include procurement, installation, implementation, and maintenance of upgraded and replacement assets for all Purchased Assets and all other assets, excluding Retained Assets, used in the provision of Services, in accordance with such Schedule. Contractor shall be the sole owner of all such upgrades and replacements. In fulfilling its obligation to perform all upgrades and replacements hereunder, Contractor shall provide the County with assets that meet the then-current standards and specifications for such asset in the Standards and Procedures Manual or as otherwise agreed by the Parties. Contractor shall also provide such upgrades and replacements at no additional cost to the County and shall schedule such upgrades and replacements in advance and in such a way as to prevent any interruption or disruption of Services to the County. Contractor shall be required to obtain the prior written consent of the County before acquiring, maintaining, upgrading, or replacing any asset that is used or to be used by the County, Contractor, or third parties in connection with the provision of the Services if such acquisition, maintenance, upgrade, or replacement could result in any additional cost to the County hereunder or any diminution in the nature or level of any portion of the Services. For standard personal computers, laptop computers, tablets and associated peripheral assets owned or leased by the Contractor or any Subcontractor that were used by the County, Contractor, or third parties in connection with the provision of the Services, but subsequently permanently retired, decommissioned, or otherwise removed from service in accordance with Schedule 4.3, Contractor shall (and shall cause the Subcontractors to), at no additional charge and to the extent such assets still have a remaining useful life, transfer such assets to charitable organizations of the County's choosing.

4.5. Current Projects

Contractor shall provide the continuing and uninterrupted development and implementation of all Current Projects and shall conduct such development and implementation in accordance with the then-current written plans for such Current Projects, if such plans exist, or if no such written plans exist, as such Current Projects are being performed as of the Cutover Date applicable to the Service Framework for which such Current Projects are being performed.

4.6. Service Compatibility

Contractor shall ensure that all Services, equipment, networks, software, enhancements, upgrades, modifications, and other resources (collectively, the "Resources") utilized by Contractor or approved by Contractor for utilization by the County in connection with the Services, shall be successfully integrated and interfaced, and shall be compatible, with the services, systems, items, and other resources (collectively, the "Third-Party Resources") that are being provided to, recommended to, or approved for use by, the County by third-party service providers or the County itself. Further, Contractor shall ensure that none of the Services or other items provided to the County by Contractor shall be adversely affected by, or shall adversely affect, those of any such third-party providers or the County,

whether as to functionality, speed, service levels, interconnectivity, reliability, availability, performance, response times, or similar measures. To the extent that any interfaces need to be developed or modified in order for the Resources to integrate successfully, and be compatible, with the Third-Party Resources, Contractor shall develop or modify such interfaces as part of the Services, pursuant to a Work Request in accordance with the process set forth in Section 11. In the event of any dispute as to whether a particular defect, malfunction, or other difficulty was caused by products or services furnished by Contractor or by products or services furnished by any provider of the Third-Party Resources, Contractor shall be responsible for correcting at its cost, such defect, malfunction, or difficulty, except to the extent that Contractor can demonstrate, to the County's satisfaction, by means of a Root-Cause Analysis, that the cause was not a product or service furnished by Contractor. In addition, Contractor agrees that at all times during the Term it shall cooperate with third-party service providers of the County to coordinate its provision of the Services with the services and systems of such third-party service providers. Such cooperation and access shall include: (i) facilitating with such other relevant service-providers the timely resolution of all problems that may arise and impact the Services or the respective use, operation, support, maintenance, or provision thereof, regardless of the actual or suspected root cause of such problems, and using all commercially reasonable efforts to obtain and maintain the active participation, cooperation, and involvement of such other service-providers as is required for such problem-resolution; (ii) providing applicable written information concerning any or all of the systems, data, computing environment, and technology direction used in providing the Services; (iii) working with the County's other service-providers in the integration of the Services with the resources in the County's environment and, as reasonably requested, the integration and interfacing of the services of such other service-providers with the Services as well as providing reasonable assistance and support services to such third-party providers; (iv) providing access to Contractor and County systems and architecture configurations to the extent reasonably required for the activities of such third-party providers; and (v) providing access to and use of the Resources. If any of the foregoing require the disclosure of any Contractor Confidential Information to any third party, such third party shall enter into a confidentiality agreement, with terms at least as restrictive as those in this Agreement with the County.

4.7.   Services Not Included in the Baseline Volumes

The Baseline Volumes set forth in Exhibit 16.1-1 to Schedule 16.1 do not include those Services for the District Attorney's Office, the Department of Child Support Services, Sheriff's Department, and Superior Court of California, to the extent set forth on Schedule 4.7. Notwithstanding the foregoing, upon the CIO's request to Contractor, Contractor shall provide such Services to the District Attorney's Office, the Department of Child Support Services, Sheriff's Department, and Superior Court of California, as applicable, and the County shall pay for additional volumes of Resource Units incurred in connection with such Services in accordance with Schedule 16.1.

4.8. MASLs

4.8.1. Commitment to MASLs

Except as otherwise specified in this Agreement, Contractor shall perform all Services at least in accordance with the MASLs. The MASLs are set forth in Schedule 4.3. Certain terms and definitions applicable to the MASLs of Schedule 4.3 are specified in Schedule A. Any Applications, resources or Machines provided or developed by Contractor pursuant to the terms hereof shall incorporate methods permitting measurement of performance-related MASLs.

4.8.2. MASL Measurement and Reporting

Contractor shall at its own expense measure and report its performance against the MASLs, including measurement and reporting for each agency, subdivision or department of the County, if applicable, during each month by the fifteenth (15th) day (or following business day if such fifteenth (15th) day is a weekend or holiday) of the following month. For continuing Failures that occur in consecutive measurement periods, Contractor shall report such Failures in the month such Failure commences and for each following month during which such Failure continues. The County shall give Contractor reasonable advance notice of anticipated changes in numbers of End-Users or processing volumes. Contractor's report shall be delivered in accordance with Section 5 hereof. Contractor shall meet with the CIO at least quarterly, or more frequently if requested by the CIO, to review Contractor's actual performance against the MASLs and shall recommend remedial actions to resolve any performance deficiencies.

4.8.3. Improvements in Performance

The Parties shall review and discuss the MASLs from time to time, but not less frequently than once each Contract Year. In addition, the Parties shall, at the County's discretion, at no additional cost to the County, adjust the MASLs on an annual basis to reflect the County's requirement for continuous improvement. Upon mutual agreement, after any such review, the MASLs may be adjusted (including by adding new MASLs or replacing obsolete MASLs), for the benefit of the County, to reflect (i) improved performance requirements based upon advances in available technology and methods that are suitable for use in performing the Services, (ii) the increased capabilities of any hardware or software acquired for use by the County, (iii) changes in the operations and environment of the County, and (iv) other changes in circumstances. Contractor shall continuously evaluate ways to improve its performance and shall make these improvements available to the County as soon as possible. Notwithstanding the foregoing, the County may use the Critical Milestone process established in Schedule 16.8 to adjust existing MASLs or add new MASLs.

4.9. Root-Cause Analysis and Resolution

Promptly, and in no event later than five (5) days after Contractor's discovery of, or, if earlier, Contractor's receipt of a notice from the County regarding, (i) as specified in

the Standards and Procedures Manual or otherwise as requested by the County, Contractor's failure to provide any of the Services, (ii) Contractor's failure to meet a Critical Milestone or (iii) any other failure requiring a root-cause analysis as specified in this Agreement, Contractor shall: (A) perform a root cause analysis to identify the cause of such failure; (B) correct such failure (if possible, regardless of whether caused by Contractor); (C) provide the County with a written report detailing the cause of, and procedure for correcting, such failure; and (D) provide the County with satisfactory evidence that such failure will not recur. The correction of any such failure shall be performed entirely at Contractor's expense unless it has been determined, by mutual agreement of the Parties or through any dispute-resolution procedures established by the Parties in writing, that the County (or its subcontractors, agents, or third parties provided by the County and not managed by Contractor) was the predominant contributing cause of the failure and Contractor could not have worked around the failure without expending a material amount of additional time or cost. In such an event Contractor shall be entitled to temporary relief from its obligation to timely comply with the affected MASL or Critical Milestone, but only to the extent and for the duration so affected. For purposes hereof, the preexisting condition of the County's properties and systems shall not be deemed a contributing cause of any failure.

4.10. Non-Exclusivity

4.10.1. Non-Exclusivity

Nothing herein shall prevent the County from obtaining any type of Services, including any discrete component, deliverable, feature, function, capability, task, activities, or portion of the Services, or any other services, from itself or any other provider during the Term. In this regard, the County may terminate any discrete component, deliverable, features, functions, capabilities, tasks, activities, or portion of the Services in accordance with the provisions of Section 17.2.1. In the event the County elects to terminate any such discrete component, deliverable, features, functions, capabilities, tasks, activities, or portion of the Services pursuant to the terms hereof, Contractor shall perform its Disentanglement obligations (as described in Section 6) to the extent applicable to the Terminated Services. For clarity, the County shall not be required to terminate any Services pursuant to the provisions of Section 17.2.1 in order to exercise the rights set forth in this Section 4.10.

4.10.2. Cooperation and Coordination

With respect to each Terminated Service, or any other type of Service, including any discrete component, deliverable, feature, function, capability, task, activities, or portion of the Services, or any other services, that the County obtains from itself or any other provider (collectively, "Retained Services"), Contractor shall at all times cooperate and coordinate with the County and the selected provider in every respect to facilitate the successful accomplishment of the Retained Service, provided that such third-party provider complies in all material respects with Contractor's reasonable technical and confidentiality requirements and to the extent that the personnel otherwise assigned to perform the delivery of Services under this Agreement can reasonably do so without materially and adversely affecting the MASLs or other aspects of the Services delivered.

Such cooperation shall include: (i) providing information concerning any or all of the systems, data, computing environment, and technology direction used in providing the Services; (ii) cooperating with such third party in the implementation and integration of the Retained Services in the County's environment; (iii) providing access to and use of Contractor resources; and (iv) performing tasks assigned to Contractor in connection with the Retained Services. Contractor acknowledges that the County has the right to solicit or accept proposals on any services within or outside of the scope of the Services from any other provider and may award any service to any such provider for any reason. In no event shall Contractor restrict or otherwise hinder or limit any Subcontractors' ability to perform any services of any kind directly for the County (including the Services described in this Agreement) Contractor acknowledges and agrees that all Subcontractors may communicate directly and without limitation with the County regarding this Agreement, the Services or any other services that may be provided by such Subcontractors directly or pursuant to this Agreement. The obligations described herein shall be in addition to Contractor's Disentanglement obligations as described in Section 6. To the extent needed, the County will cooperate in the coordination of the addition of any new third party and will request a similar level of cooperation from that third party; provided further that, (i) to the extent that the third party utilizes services or resources of Contractor in addition to those then-currently deployed or provided by the Contractor, then Contractor shall be free to negotiate additional compensation from such third party for such additional Contractor services or resources, and (ii) the Contractor shall have no responsibility for the performance of such third party.

4.11. Location of Performance

Except where Contractor obtains the County's prior written approval, Contractor shall perform all of the Services only from or at locations within the geographic boundaries of the continental United States. Any County approval for the performance of Services outside of the continental United States shall be limited to the specific instance and scope of such written approval, including the types of Services and locations involved. Notwithstanding the foregoing, this Section 4.11 shall not restrict the country or countries of origin of any assets purchased to provide the Services hereunder; provided, that when such assets are used to provide the Services, such assets shall be used only from or at locations within the geographic boundaries of the continental United States.

4.12. Critical Milestones

From time to time during the Term, the County may designate as Critical Milestones certain actions and projects to be completed by the Contractor that are of material importance to the County or the agency, subdivision or department of the County receiving the Services. If Contractor fails to meet any such Critical Milestone by the date set forth by the County for such Critical Milestone, Contractor shall not be entitled to the applicable percentage of the Six-Month Milestone Fund for such Critical Milestone pursuant to Section 16.8 hereof. In addition, if Contractor fails, or if the County reasonably determines that Contractor is likely to fail, to meet a Critical Milestone by the date set forth by the County, then, in addition to any other rights and remedies that may be available to the County in accordance with this Agreement, Contractor shall, at the County's option and at no

additional cost to the County, provide such additional personnel as may be required or necessary to accomplish all activities, tasks, and Services that were associated with such Critical Milestone either: (i) as soon as commercially practicable through Contractor's exercise of all commercially reasonable efforts, if Contractor has already failed to meet such Critical Milestone; or (ii) by the date corresponding thereto, as set forth by the County at the assignment of Critical Milestone status to a project or action, if such date has not yet passed.

4.13. Value Added Services

During each year of the Term, Contractor shall provide to the San Diego Futures Foundation contributions of cash and/or labor valued at $500,000.

5.   REPORTING

5.1.   General

Contractor shall furnish the County at no additional charge with reports described in this Agreement in the form, and covering the information, set forth in Schedule 5 and with the frequency that the County may request from time to time. In addition, from time to time, County may identify additional reports related to the Services to be generated by Contractor (in the format requested by the County) and delivered to County on an ad hoc or periodic basis and request that such reports shall be provided to County as part of the Services and at no additional charge to County. In addition, Contractor shall furnish the County such billing information, in such form as the County may request in order for the County to be able to administer its chargeback program, as further described in Schedule 5.   In connection with meeting this obligation, Contractor shall continually maintain (and deliver to County upon request) an up-to-date, accurate list of all assets associated with the Services in such format as may be requested by County in order for it to be able to align the list with the County's chargeback program. Contractor's reports shall also include information regarding: Contractor's performance of the Services; cost-management; Subcontractor relationships; End-User satisfaction; and human resources. Contractor shall promptly (but not later than two (2) days after gaining knowledge thereof) inform the County of any deficiencies, omissions, or irregularities in the County's requirements or in Contractor's performance of the Services that come to Contractor's attention. Contractor shall, to the extent permitted by any applicable third parties, furnish the County with existing and future research and development resources, such as published materials, and industry studies conducted for or by Contractor, that come to its attention and pertain to the Services and that the Contractor reasonably believes or the County indicates might assist the County in setting its IT and telecommunications policies or requirements. Contractor's Contract Manager shall also advise the County of all other matters of a material nature, that he or she believes would be helpful to the County in setting or revising its IT and telecommunications policies or requirements.

5.2. Media

Contractor shall furnish the County with all reports in both hard copy and electronic form per the County's specifications as reasonably requested by the County from time to time during the Term.

6. DISENTANGLEMENT

6.1. General Obligations

Contractor shall take all necessary and appropriate actions to accomplish a complete, timely, and seamless transition of any Terminated Services from Contractor and the Subcontractors to the County, or to any replacement provider designated by the County, without material interruption of or material adverse impact on the Terminated Services or any other services provided by third-parties or Services (and their respective MASLs) that Contractor shall continue to provide (each transition, a "Disentanglement"). Contractor shall cooperate with the County and any new service provider and otherwise promptly take all steps required or reasonably requested to assist the County in effecting a complete and timely Disentanglement of any Terminated Services. Contractor shall provide all information regarding the Terminated Services or as otherwise needed for Disentanglement, including data conversion, interface specifications, and related professional services. Contractor shall provide for the prompt and orderly conclusion of all Terminated Services, as the County may direct, including completion or partial completion of projects, documentation of work in process, and other measures to assure an orderly transition to the County or the County's designee. Contractor's obligation to provide the Services shall not cease until a Disentanglement satisfactory to the County, including the performance by Contractor of all asset-transfers and other obligations of Contractor provided in this Section 6, has been completed in accordance with mutually agreed to completion or acceptance criteria or if no agreed acceptance criteria exist, then to the County's reasonable satisfaction.

6.2. Disentanglement Process

The Disentanglement process shall begin (and the Contractor shall begin the performance of its Disentanglement Services (as defined below) on any of the following dates: (i) the date the County notifies Contractor that no funds or insufficient funds have been appropriated so that the Term shall be terminated pursuant to Section 17.1.5; (ii) the date designated by the County prior to the end of any initial or extended term that the County has not elected to extend pursuant to Section 17.1; or (iii) the date any Termination Notice is delivered, if the County elects to terminate any or all of the Services pursuant to Sections 4.10, 17.2, 17.3, 17.4, or 17.5. Contractor's obligation to perform the Terminated Services, and the County's obligation to pay for the Terminated Services, shall expire: (A) when funds appropriated for payment under this Agreement are exhausted, as provided in Section 17.1.5; (B) at the end of the initial or extended term set forth in Section 17.1; or (C) on the Termination Date, pursuant to Sections 4.10, 17.2, 17.3, 17.4, or 17.5 (with the applicable date on which Contractor's obligation to perform the Terminated Services expires being referred to herein as the "Expiration Date"); provided, however, that Contractor shall remain obligated to provide Disentanglement Services (as defined below) until a

Disentanglement satisfactory to the County has been completed in accordance with mutually agreed to completion or acceptance criteria or if no agreed acceptance criteria exist, then to the County's reasonable satisfaction, a period that may last up to twelve (12) months after any such Expiration Date. The County shall not pay any additional fees for Disentanglement Services (as defined below) performed by Contractor. In the event the County elects hereunder to terminate a Service Framework, or a component, task, feature, portion, capability, or sub-element of the Services (but not all Services in the aggregate), Contractor shall perform the Disentanglement Services hereunder to the extent applicable to the Terminated Services in such case. Contractor shall be required to perform the Disentanglement Services on an expedited basis, as determined by the County, if the County terminates the Term pursuant to Sections 17.3, 17.4, or 17.5.

6.3.   Specific Obligations

The Disentanglement shall include the performance of the following specific obligations (the "Disentanglement Services"):

6.3.1.   Disentanglement Plan

Upon Disentanglement, Contractor, the County, and, if applicable, County's designated replacement provider(s) shall discuss in good faith a plan for determining the nature and extent of Contractor's Disentanglement obligations and for the transfer of the Terminated Services in process. Contractor shall within ten (10) days after the commencement of Disentanglement develop, document in detail, and provide the County with a copy of, such Disentanglement plan, including proposed completion and acceptance criteria applicable thereto, for County's approval. Upon receipt of County's approval, Contractor shall promptly implement the Disentanglement plan in accordance with its terms. Contractor's obligation under this Agreement to provide all Services necessary for Disentanglement shall not be lessened in any respect by the Disentanglement plan.

6.3.2.   Full Cooperation and Information

The Parties shall cooperate fully with one another and the County's designated replacement provider to facilitate a smooth transition of the Terminated Services being transferred from Contractor to the County or the County's designated replacement provider. Such cooperation shall include the provision (both before and after the cessation of Contractor's providing all or any part of the Terminated Services under this Agreement) by Contractor to the County of full, complete, detailed, and sufficient information (including all information then being utilized by Contractor) to enable the County's personnel (or that of any reasonably competent third parties) to fully assume and continue without interruption or adverse impact the provision of the Terminated Services.

6.3.3.   No Interruption or Adverse Impact

Contractor shall cooperate with the County and all of the County's other service providers to achieve a smooth transition at the time of Disentanglement, with no material interruption of the Terminated Services, no material adverse impact on the

provision of the Terminated Services or the County's activities, no material interruption of any services provided by third parties, and no material adverse impact on the provision of services provided by third parties.

6.3.4. Third-Party Authorizations

Without limiting the obligations of Contractor pursuant to Section 15.4, Contractor shall, subject to the terms of any third-party contracts, procure at no charge to the County any third-party authorizations necessary to grant the County the use and benefit of any third-party contracts between Contractor and third-party contractors used to provide the Terminated Services, pending their assignment to the County pursuant to Section 6.3.7.

6.3.5. Licenses to Software

Contractor acknowledges and agrees that the licenses granted to the County pursuant to Section 15 provide for all Contractor Works and Third Party Works that would be needed in order to allow the County to continue to perform for itself, or obtain from other providers, the Terminated Services as the same might exist at the time of Disentanglement; provided, however, the County acknowledges and agrees that its continued use of Third Party Software identified and agreed to by the parties in writing from time to time and set forth in the Standards and Procedures Manual as "COTS" or as a Shared Resource may be subject to the standard commercial terms for such Third Party Software following Disentanglement. In addition, the County acknowledges and agrees that it shall have no right to continue to use Third Party Software identified as a Shared Resource on Schedule 7.6 following Disentanglement solely to the extent it is specified on such Schedule 7.6; provided, however, the Contractor shall use commercially reasonable efforts to obtain a license for the County and its third party providers to such Third Party Software, if requested. Except as otherwise expressly set forth above in this Section 6.3.5, Contractor shall also provide the County with a copy of each such program, in such media as requested by the County, together with object code, source code, and appropriate documentation. Contractor shall also offer to the County, or cause to be offered to the County, the right to receive maintenance (including all updates, upgrades, enhancements, and improvements thereto) and support with respect to such Contractor Works and any and all derivatives thereof for so long as the County requires, at the best rates offered to other major customers for services of a similar nature and scope.

6.3.6. Transfer of Assets

Contractor shall convey to the County (or its designee), from among those non-Software assets then held by Contractor for the provision of the Terminated Services to the County, other than those non-Software assets expressly identified by the Parties from time to time as Shared Resources, such assets as the County may select, at a price consisting of the net book value, calculated in accordance with the guidelines set forth in Schedule 16.1 and Exhibits 16.1-1 and 16.1-5. Notwithstanding anything to the contrary contained in this Agreement, upon conveyance of any Machines to the County or its designee, Contractor, at its expense, shall convey or assign to the County or its designee, or

cause the conveyance or assignment, any and all licenses to Software used by the County with such Machines. Contractor shall promptly remove from the County's premises any Contractor assets associated with the Terminated Services that the County, or its designee, chooses not to purchase.

6.3.7.   Transfer of Leases, Licenses, and Contracts

Contractor, at its expense, shall convey or assign to the County or its designee such leases, licenses, and other contracts used by Contractor, the County, or any other Person in connection with the Terminated Services, as the County may select. Contractor's obligation under this Section 6.3.7 shall include Contractor's performance of all obligations under such leases, licenses, and other contracts to be performed by it with respect to periods prior to the date of conveyance or assignment and Contractor shall reimburse the County for any Losses resulting from any claim that Contractor did not perform any such obligations.

6.3.8.   Delivery of Documentation

Promptly upon the commencement of Disentanglement as set forth in Section 6.2, Contractor shall deliver to the County and as applicable, the County's designated replacement provider, all information and documentation as described in Section 6.4.1.

6.3.9.   Hiring of Employees

Contractor shall cooperate with and assist (and shall cause its Subcontractors to cooperate with and assist) the County (or the County's designee) in offering employment, at the discretion of the County and the County's designee, to any or all Contractor employees (and to any or all employees of Contractor's Subcontractors) that are substantially involved in the provision of the Terminated Services whether such offers are made before, at the time of, after, or in anticipation of expiration or termination of the Term. Such cooperation and assistance shall include allowing the County (or its designee) to meet with such employees at Contractor's or its Subcontractor's facilities and providing the County (or its designee) with all relevant and pertinent details, consistent with Contractor's standard HR policies and procedures or as authorized by individual employees, regarding the salary and benefits then being received by each Contractor or Subcontractor employee then occupying any such positions or performing any such functions, so as to enable the County (or its designee) to make a reasonable and comparable offer. Contractor shall be solely responsible for, and shall pay, all severance and related payments, if any are payable pursuant to Contractor's standard policies, to any such employees of Contractor hired by the County or its designee, and shall cause the relevant Subcontractor of Contractor to pay severance and related payments, if any are payable pursuant to such Subcontractor's standard policies, to any such employee of a Subcontractor hired by the County or its designee.

6.3.10.   County WARN Notice

If, in the opinion of Contractor, the Disentanglement plan results in a need for a WARN Notice, then Contractor shall so advise the County, and Contractor shall take such action as Contractor deems necessary to provide such WARN Notice. If, pursuant to the Disentanglement plan, the County informs Contractor in writing that Contractor should not timely provide a WARN Notice to employees, Contractor will refrain from doing so, in which event the County shall be responsible for severance and related costs and expenses arising from the failure to timely provide any required WARN Notice.

6.3.11.   Additional Tasks

Upon Disentanglement, Contractor shall perform such additional tasks as may be related to the transfer of the Terminated Services back to the County (or its designee), which shall include, but not be limited to, the performance of the following tasks prior to the Expiration Date:

(i)   Contractor shall, within thirty (30) calendar days of County's request, develop and deliver to the County a detailed, accurate and comprehensive list of all assets used by Contractor or any Subcontractor in connection with the performance of the Terminated Services, which list shall include the location of all such assets;

(ii)   Contractor shall, within thirty (30) calendar days of County's request, prepare and pack up any assets located in Contractor or Subcontractor facilities that are associated with the Terminated Services, and that are selected by the County for conveyance to County or its designee; and, Contractor shall remove all such assets to the dock for shipment to the County or its designee;

(iii)   Contractor shall, within thirty (30) calendar days of County's request, prepare, pack up and deliver to the dock for shipment to the County or its designee, all documentation relating to the Terminated Services;

(iv)   Contractor shall, within thirty (30) calendar days of County's request, develop and deliver to County or its designee, a detailed, accurate, current and comprehensive list of all Contractor and Subcontractor personnel supporting the Terminated Services as of and following the commencement of Disentanglement, which list shall include accurate and current contact information for each such person; and

(v)   Contractor shall require such of its personnel and personnel of its Subcontractors, as may be selected by the County, to attend any and all meetings scheduled by the County in connection with Disentanglement and relating to the transfer of the Terminated Services back to the County or its designee.

6.4.   Preparation for Disentanglement

6.4.1.   Complete Documentation

Periodically throughout the Term, and at any time upon the County's request, Contractor shall provide to the County (and as part of a Disentanglement, the County's designee) such documentation and other information regarding the performance of Services, or the use, operation, support and maintenance of the Software, Machines and systems provided via the Services (including any applications developed as part of the Services), hardware, networks and equipment, as is collectively sufficient to enable the County, or any reasonably competent third party service provider, to fully assume and continue without interruption or adverse impact the provision of any terminated Services and the use, operation, support, and maintenance use of the Software, Machines and systems provided via the Services; provided, however, any documentation for Third Party Software identified and agreed to by the parties in writing from time to time and set forth in the Standards and Procedures Manual as "COTS" or as a Shared Resource shall be provided as commercially available. Contractor shall also provide sufficient documentation for all upgraded or replacement Software, hardware, and network components concurrently with the installation thereof.

6.4.2.   Maintenance of Assets

Contractor shall maintain all of the hardware, software, systems, networks, technologies, and other assets utilized in providing Services to the County (including leased and licensed assets) in good condition and in such locations and configurations as to be readily identifiable and transferable back to the County or its designees in accordance with the provisions of this Agreement; in addition, Contractor shall insure such assets in accordance with the requirements of Section 19. The County acknowledges and agrees that Machines identified in Schedule 7.6 or in the Standards and Procedures Manual as Shared Resources will not be transferable back to the County.

6.4.3.   Advance Written Consents; Maintenance

Contractor shall obtain, at its own expense, advance written consents from all licensors and lessors to the conveyance or assignment of licenses and leases to the County or its designee in a timely and expedient manner so as to permit Disentanglement in accordance with this Section 6. Contractor shall also obtain for the County the right, upon Disentanglement, to obtain maintenance (including all enhancements and upgrades) and support with respect to the assets that are the subject of such leases and licenses at the price at which, and for so long as, such maintenance and support is made commercially available to other customers of such third parties whose consent is being procured hereunder. If such advance consents have not been obtained or cannot be obtained during Disentanglement, Contractor shall (i) promptly notify the CIO of which third party authorizations or consents it is unable to obtain; (ii) use all commercially reasonable efforts to identify reasonable, alternative sources of goods, services, or Software comparable to those being provided under each such licenses or leases, at a comparable or lower price; and (iii) consult with the County regarding such identified alternatives and, to the extent the

County approves of such alternatives in writing, proceed to procure and implement such alternatives on behalf of the County, at no cost to the County, provided that the County shall have the option to enter into the applicable license or lease in its own name.

6.4.4. All Necessary Cooperation and Actions

Contractor shall provide all cooperation, take such additional actions, and perform such additional tasks, as may be necessary, appropriate or reasonably requested by the County, whether during the Term or during Disentanglement, to ensure a timely and seamless Disentanglement in compliance with the provisions of this Section 6, including full performance, on or before the Expiration Date, of Contractor's obligations under this Section.

PART IV - CONTRACT ADMINISTRATION

7. ADMINISTRATIVE OBLIGATIONS

7.1. Viruses and Disabling Devices

Contractor shall use industry best practices at all times during the Term to identify, screen, and prevent, and shall not itself install, any Disabling Device in resources utilized by Contractor, the County, or any third party, in connection with the Services. A "Disabling Device" is any virus, timer, clock, counter, time lock, time bomb, or other limiting design, instruction, or routine that could, if triggered, erase data or programming or cause the resources to become inoperable or otherwise incapable of being used in the full manner for which such resources were intended to be used. Contractor shall assist the County in reducing the effects of any Disabling Device discovered in such resources, especially if causing a loss of operating efficiency or data.

7.2. End-User Satisfaction and Communication

Contractor shall conduct End-User satisfaction surveys during the Term in accordance with Schedule 7.2. The surveys shall cover a representative sample of the End-Users and, as a separate sample category, senior County management. The County shall provide reasonable assistance to Contractor to: (i) identify the appropriate sample of End-Users; (ii) distribute the surveys; and (iii) encourage participation by such End-Users in order to obtain meaningful results. Results of the survey shall be made available to County at no cost to the County, and shall be reviewed with the County by the Contractor's Contract Manager. Additionally, Contractor shall maintain during the Term an End-User communication plan for the County. Such plan shall include, at a minimum, monthly updates to the End-Users regarding the results of the satisfaction surveys. The communication plan shall be reviewed and modified by the Parties, as appropriate, not less frequently than once annually.

7.3.   Standards and Procedures Manual

7.3.1.   Development of Manual

As specified in the Transition Plan, Contractor shall deliver a reasonable and appropriate draft Standards and Procedures Manual to the County for its review, comment, and approval. At a minimum, the Standards and Procedures Manual should address the topics listed in Schedule 7.3.1. Provided the County furnishes the Contractor comments and suggestions in accordance with the timetables set forth in the Transition Plan, Contractor shall incorporate all comments or suggestions of the County and shall finalize the Standards and Procedures Manual by the dates specified in the Transition Plan. Contractor shall periodically (but not less than quarterly) update the Standards and Procedures Manual to reflect changes in the operations or procedures described therein. Updates of the Standards and Procedures Manual shall be provided and delivered at no cost to the County for review and approval.

7.3.2.   Content of Manual; Compliance

The Standards and Procedures Manual shall describe how Contractor shall perform the Services under this Agreement, the equipment and Software being and to be used, and the documentation (including, e.g., operations manuals, user guides, specifications) that provide further details of such activities. The Standards and Procedures Manual shall describe the activities Contractor shall undertake in order to provide the Services including, where appropriate, direction, supervision, monitoring, staffing, quality assurance, reporting, planning, and oversight activities. The Standards and Procedures Manual is intended to describe to the County how the Services shall be performed and shall in no event be interpreted so as to relieve Contractor of any of its performance obligations under this Agreement. Contractor shall perform the Services in accordance with the County's then current policies and procedures until the Standards and Procedures Manual is finalized and approved by the County in writing. Thereafter, Contractor shall perform the Services in accordance with the Standards and Procedures Manual.

7.4.   Contractor Responsibilities for Assets

Contractor shall have sole responsibility for, and shall provide, all care and management, and shall ensure the maintenance, of the Purchased Assets. Contractor shall be fully liable for all loss of or damage to the Purchased Assets, or any other assets used by Contractor or its Subcontractors in the performance of this Agreement, except for loss or damage to the Purchased Assets solely and intentionally caused by the County. Contractor shall ensure that the assets used in providing the Services shall be properly maintained and protected, normal wear and tear excepted, throughout the Term and shall be insured in accordance with the requirements of Section 19.

7.5. Retained Assets Managed by Contractor

7.5.1. General Obligations Regarding Retained Assets

As of each Cutover Date Contractor shall be responsible for, and perform all management, administrative, and other obligations set forth in Schedule 4.3 for the Retained Assets under the applicable Service Framework to be performed on or after such Cutover Date. Such obligations shall include responsibility for: (i) the support, maintenance, and management of each Retained Asset (including management performance of the third-party contractor with regard to compliance with service levels and other performance metrics); (ii) the compliance with and performance of any operational or contractual obligations imposed on the County or the Contractor with respect to such Retained Assets; (iii) the administration and exercise, as appropriate, of all rights available with respect to such Retained Assets, provided, that Contractor shall not terminate, amend or renew any contract for a Retained Asset without the prior written consent and participation of the County; and (iv) the payment of any fees, penalties, interest or other expenses due and owning with respect to such Retained Assets that are incurred, caused by or result from Contractor's failure to comply with or perform its obligations under this Section 7.5. In performing its obligations set forth in Schedule 4.3, Contractor will not take any action that would cause the County to be in breach of any contract for a Retained Asset.

7.5.2. Particular Obligations for Software Retained Assets

Except with regard to the transfer of Purchased Assets back to the County in a Disentanglement, Contractor shall remove or erase all copies of all Software that is a Retained Asset from each Purchased Asset on which such Software is installed prior to: (i) selling or disposing of, in whatever manner, such Purchased Asset; or (ii) using such Purchased Asset for any purpose other than the provision of Services to the County hereunder. Contractor shall in no event transfer any copy of any such Software to any other Machines, nor shall Contractor be able to copy or reproduce such Software. Contractor shall promptly provide the County with a certified and detailed report (including specific identification of Software items removed or erased, and serial numbers of Machines from which so removed or erased) when Contractor removes or erases copies of Software that are Retained Assets in preparation for selling or disposing of, or using for purposes other than the provision of Services to the County, any Purchased Assets on which any such Software is installed. In addition, Contractor shall supply a report to the County during the first month of each quarter setting forth the number of copies of the Software that are Retained Assets that were in use by Contractor during the previous quarter. At least thirty (30) days prior to each date on which any such license fees, or maintenance and support fees, become due and payable by the County to the respective licensors or third party service providers, the County shall provide a written invoice to Contractor setting forth the license fees, or maintenance and support fees, applicable to the copies of the Software that are Retained Assets, that were installed on the Purchased Assets when they were acquired from the County (or Legacy Provider) and, with respect to the applicable time period, the County has not been notified by Contractor that such copies have been removed or erased, which license fees, or maintenance and support fees, shall be determined on a proportionate basis in comparison to the total

number of copies for which the County is licensed. Contractor shall pay the County, the total amount of license fees, or maintenance or support fees, set forth on each such invoice within thirty (30) days after receipt thereof, or, in the County's sole discretion, Contractor shall grant the County a credit in the amount of such license fees toward the Fees set forth on the next invoice submitted by Contractor to the County for the performance of Services hereunder. Further, Contractor shall execute and deliver any and all additional documents and instruments, and take all other actions, that may be necessary to give effect to this Section 7.5.2, including executing and delivering such forms and documents as may be requested, at any time and from time to time, with respect to the Retained Assets, whether requested by the County or the respective licensors of the Software that is a Retained Asset.

7.6.   Dedicated Resources and Shared Resources

All Retained Assets, Purchased Assets, Machines, Software, and any other assets procured or utilized by Contractor or Subcontractors in connection with the Services, shall be accessed and used only by Contractor and by the Subcontractors identified in Schedule 14.1, and exclusively for the provision of Services to the County and not for Contractor's (or its Subcontractors') internal use or use for the benefit of other customers, unless any such assets will be used by Contractor to provide services to customers in addition to the County (the "Shared Resources"), as designated on Schedule 7.6, or the County otherwise consents in writing to non-dedicated use. Prior to making any change to Schedule 7.6 or identifying additional Shared Resources in the Standards and Procedures Manual, Contractor shall provide to the County, for the County's approval, a proposal for the use of such Shared Resources, including benefits, savings, or risks to the County during the Term and upon the expiration or termination of this Agreement. As part of the Disentanglement process, upon the expiration of this Agreement or termination of this Agreement for any reason, the Contractor shall identify, and assist the County in procuring, a suitable, functionally-equivalent replacement for any shared Machines or Software then used by Contractor to provide the Services that are not otherwise transferred to the County in a Disentanglement in accordance with Section 6. In the event that the Contractor shall provide services to any third party using Shared Resources with which Contractor provides Services to the County hereunder, such use with such third party shall be subject to all appropriate confidentiality and security-related provisions, which shall ensure that none of the County Confidential Information is shared with any third party, except as permitted hereunder.

8.   PROVISION OF RESOURCES BY THE COUNTY

8.1.   Office Space and Furnishings

The County shall make reasonably necessary office space, furnishings, and storage space (the "County Facilities") available to Contractor's on-site personnel performing Services at all Sites throughout the Term and shall maintain the County Facilities in areas and at a level similar to that which it maintained for the employees and subcontractors of the Legacy Provider prior to the applicable Cutover Date; provided that any Contractor personnel shall only perform Services on-site to the extent requested and approved by the County. Office space, furnishings, storage space, and assets installed or operated on County premises, and supplies allocated, are provided "AS IS, WHERE IS,"

and are to be used exclusively for performance of Services for the County. The County will provide such reasonably unencumbered access to such County Facilities as is reasonably required for Contractor to provide the Services. Any furnishings (other than basic office furnishings) and office supplies for the use of Contractor's (and its Subcontractors') personnel are the exclusive responsibility of Contractor. Contractor shall be entitled to remodel, change or otherwise make improvements to any space where Contractor's personnel are performing Services on-site at a Site, provided that: (i) such work shall have been previously approved in writing by the County (which approval may be withheld in the County's sole discretion) and coordinated through the County's Department of General Services (which may, in its discretion, assign a project manager or point of contact to such work); (ii) such work shall be performed at no cost to the County; (iii) such work shall be performed in accordance with all applicable laws (including any applicable building codes and regulations); (iv) any Subcontractors used by Contractor to perform such work shall have been identified on Schedule 14.1 or otherwise approved in writing by the County; and (v) the County shall be granted, without further consideration, all rights of ownership in such work.

8.2.   Specific Hardware and Carrier Charges

Contractor shall provide and be responsible for all such telephone and modem lines, telephones, computers and peripheral devices, computer connections, and network access, as may be necessary for Contractor to provide the Services. Contractor shall be responsible for all usage-based carrier charges incurred by Contractor personnel and all usage-based carrier charges incurred to provide a telecommunications link between Contractor and the Locations.

8.3.   Access to Personnel and Information

The Parties shall cooperate with each other in all matters relating to Contractor's performance of the Services. With respect to the County, such cooperation shall be limited to providing, as reasonably required by Contractor for the performance of the Services, access to the County's administrative and technical personnel, other similar personnel, access to the Legacy Provider during Transition, and network management records and information.

8.4.   Other Facility and Location Related Obligations

(a)   Except as expressly provided in this Agreement, Contractor shall use the Locations for the sole and exclusive purpose of providing the Services. Use of Locations by Contractor does not constitute a leasehold interest in favor of Contractor.

(b)   Contractor shall use the Locations in a reasonably efficient manner.

(c)   Contractor, and its Subcontractors, employees, and agents, shall keep the Locations in good order, shall not commit or permit waste or damage to such facilities, and shall not use such facilities for any unlawful purpose or act. Contractor shall comply with all applicable laws and regulations, including all of the County's standard policies and

procedures that are provided to Contractor in writing regarding access to and use of the Locations, including procedures for the physical security of the Locations.

(d)   Provided that the County adheres to any mutually agreed upon security procedures implemented by Contractor at the Locations, Contractor shall permit the County and its agents and representatives to enter into those portions of Locations occupied by Contractor staff at any time to perform facilities-related services.

(e)   Contractor shall not make any improvements or changes involving structural, mechanical, or electrical alterations to the Locations (including, without limitation, any work affecting any alarm systems at a Location) without the County's prior written approval and adhering to the process set forth in parts (i) through (v) of Section 8.1.

(f)   When the County Facilities are no longer required for performance of the Services, Contractor shall return such facilities to the County in substantially the same condition as when Contractor began use of such facilities, subject to reasonable wear and tear.

(g)   Contractor shall not cause the breach of any lease agreements governing use of the Locations provided Contractor is informed of any relevant terms and conditions of the leases that would cause such a breach to occur.

(h)   The County shall provide and maintain, for all County Facilities, adequate heating, ventilation, and air conditioning, electrical connections (to the wall plate), safety and security equipment, and connections to any facility-wide uninterruptible power supply. The County shall provide Contractor with reasonable notice of proposed changes to any of the foregoing that may adversely affect Contractor's hardware located at any such facility and, in such cases, Contractor must relocate such hardware and the County shall reimburse Contractor for its actual costs incurred directly in connection therewith. To the extent provided by the County, the County shall maintain any site-wide uninterruptible power supply that is dedicated to support any County Facility. Contractor shall provide and maintain any uninterruptible power supply dedicated to Contractor's hardware and shall provide and maintain all connections from the wall plate to the hardware used to provide the Services.

(i)   Contractor shall notify the County's Department of General Services prior to adding or removing any hardware that will require modification of any Locations and shall provide the Department of General Services, for its review and approval, detailed plans and specifications conforming to the hardware manufacturer's requirements. Contractor shall review and approve all of such Department's changes to the plans and specifications, shall monitor the installation of all approved changes, and shall promptly notify the CIO and the Director of the Department of General Services of any nonconformity with the approved plans and specifications. In addition, whenever the Contractor installs, modifies or removes any wiring or cabling at any County Facility, the Contractor shall annotate the blueprints corresponding to such County Facility and provide the Department of General Services with a set of "as built" blueprints in both electronic and hard copies.

(j)   For any Locations added by the County after a Cutover Date, Contractor shall provide the Department of General Services, for its review and approval, detailed plans and specifications conforming to the hardware manufacturer's requirements that are necessary for Contractor to provide the Services to such Locations. Contractor shall review and approve all of the Department of General Services' changes, shall cooperate during all phases of the construction or modification of such Locations, and shall promptly notify the CIO and the Director of the Department of General Services of any nonconformity with the approved plans and specifications.

(k)   Contractor shall not be responsible for identification or abatement of asbestos-containing material in County-owned or -controlled Locations. Upon Contractor's, request the County shall provide Contractor with a list of Locations known by the County to contain asbestos. Contractor shall cooperate with the Department of General Services and the County's Department of Environmental Health Services to establish procedures and protocols when performing activities that may disturb or cause the disturbance of asbestos-containing material, including pulling cable, establishing cable runs, or removing floor coverings. Contractor shall provide asbestos-awareness training to all Contractor and Subcontractor employees that perform activities at any Location that could disturb or cause the disturbance of asbestos-containing material.

9.   COUNTY-RETAINED AUTHORITY

The County shall retain the exclusive right and authority to set the County's IT and telecommunications strategy and to determine, alter, and define any or all of the County's requirements or business processes. The County shall also have the right to approve or reject any and all proposed decisions regarding infrastructure design, technical platform, architecture, and standards and, subject to the change management procedure described in Section 11, will have the right and authority to cause Contractor at any time to change any or all of the foregoing. Contractor shall actively participate in any of the foregoing as the County requests. The County shall consult with Contractor to inform Contractor of significant changes in the County's IT and telecommunications strategy and changes in its requirements and business processes relating to the Services. Contractor shall also provide the County with advice, information, and assistance in identifying and defining IT and telecommunications projects and future IT and telecommunications requirements to meet the County's objectives. Without limiting the generality of the foregoing, the County shall retain exclusive authority, discretion, and rights of approval for the following IT and telecommunications activities:

9.1.   Strategic and Operational Planning

Strategic and operational planning, which includes the following:

(a)   Developing and implementing policies and architecture pertaining to IT and telecommunication systems for the County, considering alternatives provided by Contractor;

(b)   Developing a series of comprehensive standards and planning guidelines pertaining to the development, acquisition, implementation, and oversight and management of IT and telecommunication systems for the County;

(c)   Identifying and implementing: (i) optimal IT and telecommunication systems to efficiently service the needs of the County; and (ii) opportunities for reducing costs for such systems considering alternatives provided by Contractor;

(d)   Approving or disapproving, in accordance with guidelines established by the CIO, each proposed County acquisition of hardware or software for an IT or telecommunication system;

(e)   Approving or disapproving, in accordance with guidelines established by the CIO, all County requests or proposed contracts for consultants for IT and telecommunication systems;

(f)   Assessing opportunities for cost savings and greater sharing of IT resources that could result if the District Attorney's Office or the Sheriff's Department acquire IT and telecommunication systems similar to those of the County;

(g)   Defining and evaluating IT and telecommunications services including: service availability and minimum acceptable service levels; service specifications, standards, and benchmarking; selection of suppliers; security requirements; scheduling, prioritization, and service conflict resolution among End-Users; help desk rules; and general operational management guidelines; and

(h)   Service-provider strategy including: selection of providers; specialized provider relationships (e.g., telecommunications); and quality assurance standards.

9.2.   Service Design and Delivery

Service design and delivery, which includes the following:

(a)   Selecting designs of specific technologies and services from alternatives provided by Contractor;

(b)   Selecting specific technologies, hardware, and software, from alternatives provided by Contractor, for implementation of such designs;

(c)   Selecting providers of specific technologies, hardware, and software from alternatives provided by Contractor; and

(d)   Selecting implementation schedules and activities from alternatives provided by Contractor.

9.3.   Installations, Moves, Adds, and Removes

Ordering Installations, Moves, Adds or Removes with respect to resources used in connection with the Services.

9.4.   Applications Development

Designating the County's requirements for applications development and enhancement.

9.5.   Business Process Reengineering

Approving Contractor's business process reengineering efforts at the County, coordinating and resolving labor-related issues, and approving performance metrics related to business process reengineering developed by Contractor.

9.6.   Contract Management

Managing this Agreement and the County's relationship with Contractor.

9.7.   Budget Management

Managing the County's annual budget for all County operations, utilizing Contractor's estimates for services included in the scope of this Agreement and for additional services planned or anticipated throughout the Term.

9.8.   Validation and Verification

Performing validation and verification activities in relation to key projects and operational processes.

9.9.   Other Retained Authority

Contractor must obtain the prior written authorization of the County before undertaking any activity that is within the exclusive authority of the County pursuant to the terms hereof.

9.10.   Review and Acceptance

The CIO, or his designee, on behalf of the County, shall have the right to review and accept or reject all components, deliverables, and systems to be provided by Contractor to the County under this Agreement, pursuant to the methodology set forth in this Section 9.10. Within thirty (30) days after the Effective Date, Contractor shall develop a methodology for the implementation of the process described in this Section 9.10 by the delivery of control documents, the preparation of deliverable acceptance documents, the tracking of accepted deliverables, the maintenance of all deliverables and deliverable acceptance documents, and the development of other documents and processes.

9.10.1.   Acceptance Process

Upon Contractor's notification to the County that Contractor has completed any component or deliverable identified in this Agreement or in any Work Request or that is developed by Contractor under this Agreement or any Work Request, the County shall begin reviewing the component or deliverable using the review procedures and standards set forth in the Work Request or such other standards as the CIO and Contractor's Contract Manager mutually agree in writing ("Acceptance Review Procedures"), to determine whether such component or deliverable meets, in all material respects, the specifications or acceptance criteria set forth in such applicable Work Request or such other criteria as the CIO and Contract Manager mutually agree in writing (the "Acceptance Criteria"). After the County has completed such review or upon expiration of the agreed-upon review period specified in the applicable Work Request or such other review period upon which the CIO and Contract Manager mutually agree in writing (the "Acceptance Review Period"), the County shall notify Contractor in writing either that: (i) the component or deliverable so meets the Acceptance Criteria and that acceptance of such component or deliverable has occurred ("Acceptance"); or (ii) the Acceptance Criteria have not been met. If the component or deliverable is identified in this Agreement, the applicable Work Request, or in the written specifications developed and mutually agreed upon by the Parties therefor, as being part of a larger, integrated system being developed thereunder, then such Acceptance shall be understood as being conditional acceptance ("Conditional Acceptance"), and such component or deliverable shall be subject to Final Acceptance in accordance with Section 9.10.3.

9.10.2.   Remediation

If the County determines that a component or deliverable does not conform with, in all material respects, the applicable Acceptance Criteria, the County shall promptly deliver to Contractor an exception report describing the nonconformity (the "Exception Report"). Contractor shall promptly investigate the alleged nonconformity and shall correct such nonconformity in all material respects within thirty (30) days of receipt of the Exception Report or, if the nonconformity is incapable of remediation within such thirty (30) day period, Contractor shall present the County, within such 30-day period, a mutually agreeable plan to remediate such nonconformity within a reasonable amount of time. Upon Contractor's notice to the County that Contractor has so remediated such nonconformity, the County shall re-review the defective component or deliverable in accordance with the applicable Acceptance Review Procedures and Acceptance Criteria for an additional review period of up to thirty (30) days or such other period as the CIO and Contractor's Contract Manager mutually agree in writing, at the end of which period the process described above in Section 9.10.1 shall be repeated. Contractor shall maintain a "punch list" of Exception Reports submitted by County pursuant to this Section 9.10.2 and shall provide the County with regular reports on its progress on remediating nonconformities identified therein. If the County fails to deliver an Exception Report within thirty (30) days after the expiration of the applicable Acceptance Review Period, the County shall not have the right to withhold any payment that, under this Agreement or a Work Request, is

conditioned on Acceptance or Conditional Acceptance, as a result of a claim by the County that the component or deliverable does not conform with the Acceptance Criteria therefor.

9.10.3.   Final Acceptance

9.10.3.1.   *Scope and Intent*

Upon completion of (i) all of the Services to be provided under a Work Request, (ii) all components or deliverables that are identified in a Work Request, or (iii) all Services that are performed by Contractor and are subject to Conditional Acceptance, the County shall begin reviewing same, using the review procedures and standards set forth in the applicable Work Request (if any) or such other standards as the CIO and the Contractor's Contract Manager mutually agree upon in writing (the "Final Acceptance Review Procedures"). County's review is intended to determine whether such service, component, deliverable, or system, as applicable, performs as an integrated whole and meets, in all material respects, the specifications or Acceptance Criteria set forth in such applicable Work Request or other standards developed by the Parties and mutually agreed upon in writing by the CIO and Contract Manager (the "Final Acceptance Criteria").

9.10.3.2.   *Acceptance Notification*

After the County has completed such review or upon expiration of the review period specified in the applicable Work Request or such other review period as the CIO and Contract Manager mutually agree in writing (the "Final Acceptance Review Period"), the County shall notify Contractor in writing that: (1) the system, and all components and deliverables that are a part thereof, meet the Final Acceptance Criteria and that final acceptance of the system and such components and deliverables has occurred ("Final Acceptance"); or (2) that the Final Acceptance Criteria have not been met. If the County determines that the Final Acceptance Criteria have not been so met, the process described in Section 9.10.2 shall be initiated, with all references to "Acceptance Criteria" being references to "Final Acceptance Criteria," all references to "component or deliverable" being references to the "system," all references to "Acceptance Review Procedures" being references to "Final Acceptance Review Procedures," and all references to the "Acceptance Review Period" being references to the "Final Acceptance Review Period." Neither Conditional Acceptance, Acceptance, nor Final Acceptance by the County shall constitute a waiver by the County of any right to assert claims based upon defects not discernable through conduct of the applicable review procedures and subsequently discovered in a component or deliverable or the system within one (1) year of the County's Final Acceptance thereof.

9.10.3.3.   *No Specified Acceptance Criteria*

Upon completion of all of the Services to be provided under a Work Request, to the extent that the Services provided do not result in the development of a system subject to review as stated above, the Final Acceptance Review Procedures shall consist of the County's verification that all of the Services to be provided by

Contractor under such Work Request have been provided in all material respects in accordance with the Work Request or such other Acceptance Criteria thereafter developed by the Parties and mutually agreed upon in writing by the CIO and the Contract Manager. Contractor shall notify the County when Contractor believes it has so completed the Services under a Work Request. After the County has completed its review of such Services or upon expiration of the agreed-upon review period specified in the applicable Work Request or such other period as the CIO and Contract Manager mutually agree in writing, the County shall advise Contractor whether or not the County believes Contractor has so completed such Services. If the County determines that the Services have not been so completed, the County shall promptly deliver to Contractor a written statement describing the reasons therefor. Contractor shall correct such deficiencies in all material respects within thirty (30) days after receipt of such statement or, if the deficiencies are not correctable within such thirty (30) day period, Contractor shall present the County with a mutually agreeable plan to fix such defects within a reasonable amount of time. Upon Contractor's notification to the County that Contractor has so corrected such deficiencies, the County shall once again determine whether the Services have been so completed within an additional period as agreed in writing by the CIO and the Contract Manager, at the end of which the process described in the second and first preceding sentences shall be repeated.

10.   RELATIONSHIP MANAGEMENT

10.1.   Personnel

10.1.1.   Contractor Key Personnel and Key Positions

Each of the Contractor Key Personnel shall have the functions assigned to him or her as set forth in Schedule 10.1.1, as such Schedule may be modified from time to time in accordance with this Agreement. The County shall have the right to interview, as the County deems necessary, and participate in the selection of, the Contractor Key Personnel and Contract Manager, and Contractor shall not (i) designate any Contractor Key Personnel or its Contract Manager or (ii) change any Key Positions without the County's prior written consent. The Parties acknowledge that certain Transitioned Employees will be designated as Contractor Key Personnel by mutual agreement of the Parties before or concurrently with the applicable Cutover Date. Contractor shall obtain the County's prior written consent at least thirty (30) days in advance of any assignment given to any Contractor Key Personnel resulting in the alteration or reduction of time expended by such Contractor Key Personnel in performance of Contractor's duties under this Agreement. If any one of the Contractor Key Personnel is reassigned, becomes incapacitated, or ceases to be employed by Contractor and therefore becomes unable to perform the functions or responsibilities assigned to him or her, Contractor shall, within five (5) business days, replace such person with another person approved by the County and that is at least as well qualified as the person who initially performed that person's functions. For purposes of this Section 10.1.1, the movement of Contractor Key Personnel from the employ of Contractor to an Affiliate of Contractor shall be considered a reassignment requiring the County's consent and not a cessation of employment.

Upon receipt of a reasonable request from the County, Contractor shall promptly provide resumes to the County for any Contractor Key Personnel or Key Position performing Services under the Agreement. In addition, upon receipt of a reasonable request from the County, Contractor shall provide the County with resumes for any Contractor personnel providing subject matter expertise in connection with the performance of "complex projects" for the County, which "complex projects" shall be defined as: (i) projects that are estimated to require more than two thousand hours of effort; (ii) projects that introduce new technologies to the County, or (iii) projects that require a high degree of additional integration.

10.1.2.   Contract Manager

Contractor represents and warrants that its Contract Manager is an experienced manager who is knowledgeable as to the County's activities and the Services. Notwithstanding anything else herein to the contrary, Contractor shall not replace its Contract Manager during the Term without the County's prior written consent. The Contract Manager shall act as the primary liaison between Contractor and the CIO, shall have overall responsibility for directing all of Contractor's activities hereunder, and shall be vested by Contractor with all necessary authority to fulfill that responsibility.

10.1.3.   CIO

The CIO shall act as the primary liaison between the County and the Contractor's Contract Manager and shall have overall responsibility for day-to-day oversight of Contractor's performance under this Agreement and coordination of the County's retained authorities. Notwithstanding the foregoing, the CIO may, in his or her sole discretion, delegate in writing any right or authority hereunder to other employees of the County or, with respect to the Services provided to the Superior Court of California, County of San Diego, any employees of the Superior Court of California, County of San Diego.

10.1.4.   Additional Personnel Requirements

In addition to the Contractor Key Personnel, Contractor shall make available such additional personnel in sufficient numbers and types to properly perform all of Contractor's obligations under this Agreement.

10.1.5.   Minimum Proficiency Levels

Contractor's Key Personnel, and all other personnel assigned by Contractor or its Subcontractors to perform Contractor's obligations under this Agreement, shall have experience, training, and expertise at the highest commercial standards applicable to such personnel for their responsibilities in the business of providing IT and telecommunications services. Such personnel shall also have sufficient knowledge of the relevant aspects of the Services and of the County's practices and areas of expertise to enable them to properly perform the duties and responsibilities assigned to them in connection with this Agreement. In addition, the Services shall conform to the highest commercial standards applicable to such Services in the IT and telecommunications services marketplace.

10.1.6. Specialized Personnel

Contractor agrees that as part of its provision of Services, it shall ensure that all Contractor personnel (and the personnel of any Subcontractors) are trained, qualified, and available to perform all Services required in work areas requiring specific health, security, or safety precautions.

10.1.7. Training

Contractor shall provide, and cause its Subcontractors to provide, all such training to the employees of Contractor and its Subcontractors (including the Transitioned Employees) as may be necessary for them to perform, on behalf of Contractor, the Contractor's duties under this Agreement to which they are assigned, and, in any event, levels of training equal to or greater than the average levels of training given to all Contractor employees holding corresponding positions.

10.2. Replacement of Personnel

Notwithstanding Section 10.1.1, if the County believes that the performance or conduct of any Person employed or retained by Contractor to perform Contractor's obligations under this Agreement is unsatisfactory for any reason or is not in compliance with the provisions of this Agreement, the County shall communicate its concerns to Contractor and Contractor shall promptly address the performance or conduct of such person, and, after such efforts have failed, at the County's request, immediately replace (consistent with applicable law) such Person with another Person acceptable to the County and with sufficient knowledge and expertise to perform the Services in accordance with this Agreement.

10.3. Parties' Relationship

From time to time during the Term, at the County's request, Contractor shall discuss with the County (and provide reports on) its current operational plans related to this Agreement, and Contractor shall make available its senior management personnel to answer questions from the County's senior management personnel regarding such plans.

10.4. Extraordinary Events or Circumstances

The County may, at any time, in a writing signed by the Contracting Officer or his designee, and as a result of an extraordinary event or circumstance, including a Force Majeure Event: (i) direct Contractor, in accordance with Section 11, to perform Services in an extraordinary manner (e.g., perform services at service levels above or below the MASLs for a limited duration); or (ii) direct Contractor to temporarily cease the performance of certain Services; or (iii) obtain a third party to perform certain Services for the duration of the extraordinary event or circumstance. If any such County request causes an increase or decrease in Contractor's cost or expense of performance of the affected Services, the County shall pay Contractor an amount equal to any such increase or Contractor shall credit to the County the amount of any such decrease. Any request by Contractor for such an adjustment

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must be asserted in writing to the County's Contracting Officer within thirty (30) days after the date of receipt by Contractor of the County's writing with respect to the extraordinary circumstance or event, or within such additional period of time as the County's Contracting Officer may agree in writing, and shall include factual information and support for all purported increases and decreases in cost or expense. Pending the determination of any such adjustment, Contractor will diligently proceed with the requested Services. The County may require the submission of supporting cost and expense documentation and inspection of Contractor's pertinent books and records for the purpose of verifying Contractor's request and determining the basis for the adjustment.

10.5. Executive Meetings; Status Meetings

Contractor's President of the responsible Business Unit shall meet from time to time upon the County's written request, with the County's Chief Administrative Officer to review Contractor's performance of the Services and to discuss the status of the relationship between the Parties. During the Term, representatives of the Parties shall meet periodically pursuant to a mutually agreed upon schedule and as otherwise requested by the County to discuss matters arising under this Agreement. Each Party shall bear its own costs in connection with the attendance and participation of such Party's representatives in such meetings. The place and time, and whether to meet via teleconference or in person, shall be as determined by the County (or as otherwise mutually agreed upon by the Parties).

10.6. Limitation of Future Contracts

The Parties acknowledge and agree that Contractor will be restricted in its future contracting with the County as described in this Section; except as specifically provided herein, Contractor shall be free to compete for future business with the County on an equal basis with other Persons. If Contractor, under the terms of this Agreement, or through the performance of tasks pursuant hereto, develops specifications or statements of work, and such specifications or statements of work are to be incorporated into a solicitation, Contractor shall be ineligible to perform the work described within that solicitation as a prime contractor or subcontractor under a future County contract.

10.7. Notice of Adverse Impact

Contractor shall promptly inform the County in writing of any failures by Contractor to comply with its obligations under this Agreement, or any other situation, that Contractor is aware of that have resulted, or could reasonably result, in a material adverse impact on the (i) Services or the County's operations or the operations of any agency, department or subdivision of the County, (ii) integrity of the County's financial and other internal controls, or (iii) quality, accuracy, integrity, security or confidentiality of County Data. The County may assume that no such circumstances exist unless Contractor so notifies the County.

11. WORK REQUEST PROCEDURES; CHANGE MANAGEMENT PROCEDURE

The County shall deliver to the Contract Manager a Work Request, in the form, and pursuant to and in accordance with the procedures, set forth in the Standards and Procedures Manual; provided that any such procedures contained in the Standards and Procedures Manual shall be consistent with the terms of this Agreement. The Parties understand and agree that all services requested in such Work Requests shall be presumed to be within the scope of the Services and within the Services (and therefore subject to the Maximum Annual Fee). All Work Requests shall be governed by the terms and conditions of this Agreement. A Work Request may alter a MASL if and to the extent Contractor's ability to perform at such MASL is materially affected by the Work Request, and the County's Contracting Officer has expressly agreed to such alteration in writing. Work Requests must be requested by an authorized representative of the County to be valid. The Parties shall also maintain a mutually agreed-upon change management procedure, which shall be included in the Standards and Procedures Manual.

12. SECURITY AND PROTECTION OF INFORMATION

12.1. Security

12.1.1. Security and Policies

At all times during the Term, Contractor shall provide all Services, and use all resources related thereto, in a secure manner and in accordance with the County's security requirements, including the prevention and detection of fraud, abuse, or other inappropriate use or access of systems and networks by all appropriate means, including network management and maintenance applications and tools, and the use of appropriate encryption technologies. In addition, all Contractor personnel (including personnel of any Subcontractors) shall be subject to and shall at all times conform to the County's laws, rules, and requirements for the protection of premises, materials, equipment, and personnel, as they have been previously disclosed to Contractor in writing, including those set forth on Schedule 12.1.1. Any violations or disregard of these rules shall be cause for denial of access by such personnel to the County's property. Contractor shall exercise due care and diligence to prevent any injury to person or damage to property while on the County's premises. The operation of Contractor vehicles or private vehicles of Contractor personnel on the County's property shall conform to posted and other regulations and safe driving practices. Vehicular accidents on the County's property and involving Contractor personnel shall be reported promptly to the appropriate County security personnel. In addition, the Federal Bureau of Investigation Criminal Justice Information Services Security Addendum ("Security Addendum"), referenced in 28 CFR 20.33 (a)(7), is hereby incorporated by this reference into this Agreement. Contractor acknowledges and agrees that it is bound by all applicable provisions of the Security Addendum. Contractor and the County further agree that, in accordance with Section 5.05 of the Security Addendum, the County does not anticipate and will not authorize any requests to Contractor for the criminal history record information covered by the Security Addendum, because Contractor is performing an IT support function.

The following California Law Enforcement Telecommunications System ("CLETS") documents are hereby incorporated by reference into this Agreement.

(i)   California Law Enforcement Telecommunications Systems (CLETS) Policies Practices, Procedures and Statutes, Rev 11/99, and further revisions as necessary.

(ii)   CLETS Computer Interface Rules and Requirements, Rev 09/95, and further revisions as necessary.

Contractor will also comply with the applicable provisions of the CLETS documents and the FBI Criminal Justice Information Services Security Addendum included in Exhibit 12.1.1-1, CLETS System Security Requirements.

Contractor shall ensure that all persons having access to the CLETS system as defined by the CLETS documents shall have first obtained the required background investigation and clearance, as conducted and approved by the Sheriff. Contractor acknowledges and agrees that the operation, policy, planning, and training for the CLETS system shall be subject to the oversight and authority of the Sheriff. In cases of alleged violation of CLETS policy and procedures, appropriate corrective actions, if any, will be coordinated with the Sheriff and the County Technology Office to ensure appropriate disciplinary action is taken, as mutually agreed.

Any amendments to the terms and conditions of the Agreement relating to the CLETS system shall be coordinated with the Sheriff and the County Technology Office, and shall not be effective without the approval and signature of the Sheriff.

12.1.2. Information Access

Prior to performing any Services, Contractor personnel who will access County computer data and software, including the County Data, shall execute the Parties' agreements and forms concerning access protection and data/software security consistent with the terms and conditions of this Agreement. Contractor promises that at all times during the Term, it, and its employees, agents, and Subcontractors, shall comply with all County policies and procedures regarding data access and security, including those prohibiting or restricting remote access to County systems and data. The County shall authorize and Contractor shall issue any necessary information-access mechanisms, including access IDs and passwords, and Contractor promises that the same shall be used only by the personnel to whom they are issued. Contractor shall provide to such personnel only such level of access as is required to perform the tasks and functions for which such personnel are responsible. Contractor shall from time to time, upon request from the County but at least quarterly, provide the County at no additional charge with an updated list of those Contractor and Subcontractor personnel having access to the County's systems, software, and data. Computer data and software, including the County Data, provided by the County or accessed by Contractor or Subcontractor personnel, shall be used by Contractor or Subcontractor personnel only in connection with Contractor's obligations hereunder, and

shall not be commercially exploited by Contractor or any Subcontractor in any manner whatsoever. In addition, failure of Contractor or any Subcontractor to comply with the provisions of this Section 12 may result in the County restricting offending personnel from access to County computer systems or County Data, or immediate termination of this Agreement pursuant to Section 17.3. Contractor and each Subcontractor shall at all times maintain and ensure the confidentiality and security of the County Data.

12.1.3. Background Checks

If Contractor assigns Persons (whether employees, independent contractors, or agents) to perform Services at any Location, Contractor shall conduct a background check, as permitted by law, on all such Persons before the County will grant access to such Location or such Person will be escorted by Contractor personnel who have passed the background check conducted by the Contractor. Such background check shall be in the form generally used by Contractor in its initial hiring of employees or contracting for independent contractors, as applicable, during the employment-screening process but must, at a minimum, have been performed within the preceding twelve (12) month period and detail the individual's arrest record and employment history. Contractor shall obtain all releases, waivers, or permissions required for the release of such information to the County. On an annual basis, Contractor's human resources manager for this Agreement shall certify that the background check required by this Section 12.1.3 has been conducted in respect of all Persons assigned by Contractor to perform work at any Location. Notwithstanding the above, Contractor shall not allow any person to have access to CLETS without having a background check conducted and approved by the Sheriff.

12.1.4. Other Policies

Contractor shall, and shall cause its Subcontractors and employees to, abide by all County policies that may be established by the County from time to time, and which are either provided to Contractor in writing or made available to the Contractor via the County's website. The County shall have no obligation to notify the Contractor of changes and updates to County policies and Contractor shall be responsible to review the County's website for such updates or changes posted by the County from time to time.

12.1.5. Minimum Security Standards and Audit

In no event shall Contractor's actions or inaction result in any situation that is less secure than either: (i) the security the County and the Legacy Provider provided with respect to the applicable Service Framework as of the Cutover Date for such Service Framework; or (ii) the security Contractor then provides for its own systems and data. At any time and from time to time, upon reasonable notice, the County may engage any organization as it may deem suitable to conduct an audit of the IT and telecommunications environment used to provide the Services, including security, policies, and operational matters. Any such audit shall be scheduled so as to minimize the disruption to Contractor's business operation.

12.2. Protection of Confidential Information

12.2.1. Nondisclosure; Contractor Policies and Procedures

(i)   All County Confidential Information shall be deemed the sole property of the County furnishing the same, shall be deemed confidential and proprietary to the County, shall be used solely by Contractor or any of its Subcontractors for the purpose of performing its obligations under this Agreement, and shall not be published, transmitted, released, or disclosed by Contractor or its Subcontractors to any other Person without the prior written consent of the County, which consent the County may withhold in its sole discretion.

(ii)   Contractor shall implement and maintain appropriate policies and procedures to safeguard the confidentiality of the County Confidential Information in accordance with subsection (i) above, including the policies and procedures described in Sections 12.1.1 and 12.1.2 hereof. Further, Contractor shall comply, and require its employees to comply, with the provisions of Section 10850 of the California Welfare and Institutions Code. Contractor shall require as a condition of any subcontract that the Subcontractor expressly acknowledges and agrees to be bound by the same confidentiality requirements (including any applicable laws pertaining to confidentiality) by which Contractor is bound under this Agreement.

12.2.2. Disclosure Requests

Any and all requests, from whatever source, for copies of or access to, or other disclosure of, any County Confidential Information shall be promptly submitted to the County for disposition.

12.2.3. Permitted Disclosure

Notwithstanding the above provisions of this Section 12.2, Contractor may disclose County Confidential Information to its employees, agents, and Subcontractors who have: (i) a need to know such County Confidential Information in order to perform their duties under this Agreement, as determined by an appropriate County official; and (ii) a legal duty to protect the County Confidential Information. Contractor shall be fully liable for the acts or omissions of its Subcontractors and employees with respect to such County Confidential Information.

12.2.4. Publicity

Contractor shall not release any information concerning this Agreement, the Services or any part thereof to any member of the public or the press or any representative of any business entity or official body, unless prior written consent is obtained from the County.

12.3. Protection of Public Record Data

12.3.1. No Ownership by Contractor

Neither Contractor, nor its Subcontractors, employees, or agents, shall have any ownership rights or interest in any Public Record Data that they possess, modify, or create pursuant to this Agreement, or any modifications thereto or derivatives thereof, all of which shall, at all times and for all purposes, remain the property of the County.

12.3.2. No Impairment by Contractor

Neither Contractor, nor its Subcontractors, employees, or agents, shall impair the integrity of any Public Record Data that they possess or create.

12.3.3. California Public Records Act

Any Public Record Data that is provided to Contractor, or its Subcontractors, employees, or agents, shall remain a public record for purposes of the California Public Records Act (Governmental Code §6250, et. seq.) (the "California Public Records Act"). Contractor shall, and shall require its Subcontractors, employees, and agents, to, comply with the obligations of the County under the California Public Records Act as amended, with regard to the Public Record Data and the management, handling, retention, destruction, transfer, and disposal thereof. The determination of whether or not to disclose any such data shall be made solely by the County.

12.3.4. Limitations on Disclosure

Neither Contractor nor its Subcontractors, employees, or agents, shall disclose to the public any Public Record Data that they possess, modify, or create pursuant to this Agreement and which the County: (i) is prohibited in all cases from disclosing pursuant to federal, State, or County law or regulation; (ii) may disclose pursuant to federal, State, or County law or regulation only to certain Persons or under certain conditions; or (iii) may withhold from disclosure pursuant to federal, State, or County law or regulation. No provisions of this subsection shall be construed to prohibit Contractor from disclosing such Public Record Data to any Subcontractor if necessary to carry out the purposes of this Agreement. In no event shall Contractor, or its Subcontractors, employees, or agents, sell, market, or otherwise profit in any manner from the disclosure or use of any Public Record Data.

12.3.5. Notification

If Contractor learns of any violations of this Section 12.3, it shall promptly (and in no event later than seven (7) days after learning of such violation) notify the CIO of such violation.

12.4. Legally Required Disclosure

Either Party may disclose Confidential Information of the other Party to the extent disclosure is based on the good faith written opinion of such Party's legal counsel that disclosure is required by law or by order of a court or governmental agency; provided, however, that such Party shall give prompt notice of such requirement and use its best efforts to assist the owner of such Confidential Information if the owner wishes to obtain a protective order or otherwise protect the confidentiality of such Confidential Information. The owner of such Confidential Information reserves the right to obtain a protective order or otherwise protect the confidentiality of such Confidential Information. For purposes of this Section 12.4, the County's Office of the County Counsel shall act as the County's legal counsel.

12.5. Notification

In the event of any disclosure, loss, or destruction of Confidential Information, the receiving Party shall immediately notify the disclosing Party.

12.6. Injunctive Relief

If either Party publishes, transmits, releases, or discloses any Confidential Information in violation of this Section 12, or if the either Party anticipates that the other Party shall violate or continue to violate any restriction set forth in this Section 12, then that Party shall have the right to seek injunctive relief or otherwise to have the provisions of this Section 12 specifically enforced by any court having equity jurisdiction, without being required to post bond or other security and without having to prove the inadequacy of available remedies at law, it being acknowledged and agreed that any such violation shall cause irreparable injury to the owning and disclosing Party and that monetary damages shall not provide an adequate remedy to it. In addition, the either Party and any individuals that were the subject of such Party's Confidential Information may take all such other actions and shall have such other remedies available to it or them at law or in equity and shall be entitled to such damages as it or they can show have been sustained by reason of such violation.

12.7. Return of County Confidential Information

Promptly upon the expiration or termination of the Term, and at any other time upon written request by the County to Contractor, Contractor shall promptly return to the sole custody of the County, all County Confidential Information then in its possession or control, in whatever form, or, in the case of written request by the County, such County Confidential Information specified in such request as then in its possession or control, in whatever form. In addition, unless the County otherwise consents in writing, the Contractor shall also deliver to the County or, if requested by the County, shall delete or destroy, any copies, duplicates, summaries, abstracts, or other representations of any such County Confidential Information or any part thereof, in whatever form, then in the possession or control of the other Party. Contractor shall at all times comply in all respects with the California Public Records Act with regard to its return or destruction of any Public Record Data.

12.8. Confidentiality Agreements

Contractor shall require each of its employees, agents, and Subcontractors providing Services hereunder or otherwise having access, in whatever form or function, to the data and information collected, received, stored, or transmitted pursuant to this Agreement, including the County Data, to execute, prior to any activity or access, an agreement in form and substance acceptable to the County under which such employees, agents, and Subcontractors agree to protect all County Confidential Information.

12.9. Statutory Requirements Prevail

In the event of a conflict between the provisions of the California Public Records Act, or any other law, and this Agreement, the provisions of such law shall prevail.

12.10. Contractor Confidential Information

The County shall use the same care to prevent disclosure of the records, data, and other information that is obtained by the County in confidence from Contractor or its Subcontractors in connection with its performance of this Agreement, whether oral, written, recorded on electronic media, or otherwise, and including all financial information, personnel information, reports, documents, correspondence, plans, and specifications, and other records, data, or information collected, received, stored, or transmitted in any manner, and that are exempt from disclosure under the California Public Records Act (collectively, the "Contractor Confidential Information"), as it uses to prevent disclosure of its own information of a similar nature, but in no event less than a reasonable degree of care. Contractor Confidential Information shall not include information that the County can demonstrate was: (i) at the time of disclosure to the County, in the public domain; (ii) after disclosure to the County, published or otherwise made a part of the public domain through no fault of the County; (iii) in the possession of the County at the time of disclosure to it, if the County was not then under an obligation of confidentiality with respect thereto; (iv) received after disclosure by Contractor to the County from a third party who had a lawful right to disclose such information to the County; or (v) independently developed by the County without reference to Contractor Confidential Information. For purposes of this provision, information is in the public domain if it is generally known (through no fault of the County) to third parties who are not subject to nondisclosure restrictions similar to those in this Agreement.

12.11. Obligations Pertaining to Protected Health Information

In addition to Contractor's obligations as otherwise set forth in this Section 12, Contractor shall comply with the obligations of Schedule 12.11 as they pertain to "Protected Health Information" (as defined in Schedule 12.11). In the event of any conflict between the provisions in Schedule 12.11 and the provisions set forth in Article 12, the provision or provisions that are more protective of Protected Health Information shall control.

13.   RECORDKEEPING AND AUDIT RIGHTS

13.1.   Recordkeeping

Contractor shall maintain complete and accurate records and books of account with respect to this Agreement utilizing generally accepted accounting principles ("GAAP"), consistently applied and complying in all respects with all applicable County, State, or federal laws or regulations. Such records and books, and the accounting controls related thereto shall be sufficient to provide reasonable assurance that:

(a)   transactions are recorded so as to permit the preparation of Contractor's financial statements in accordance with GAAP and to maintain accountability for its assets; and

(b)   the recorded accountability for assets is compared with the existing assets at reasonable intervals and appropriate action is taken with respect to any differences.

Such records and books of account of Contractor's business shall be maintained by Contractor at its primary business office with access to such records and books of account to be provided from Contractor's business office in San Diego, California and the County may examine and make extracts of information and copy any part thereof at any reasonable time during normal business hours. Contractor shall retain and maintain accurate records and documents relating to performance of Services under this Agreement until the latest of: (i) six (6) years after the final payment by the County to Contractor hereunder; (ii) one (1) year following the final resolution of all audits or the conclusion of any litigation with respect to this Agreement; or (iii) such longer time period as may be required by applicable law or regulation.

13.2.   Operational Audit Rights

The County, or its authorized representatives shall have the right, at any time and with reasonable notice, to perform an operational or security audit with respect to Contractor's performance hereunder. Contractor shall grant County, or its authorized representative the right to conduct an audit of Contractor's and its Subcontractors' practices, the facilities used by Contractor or its Subcontractors to provide the Services, and related operational matters (including audits of Contractor's legal compliance and Contractor's security policies and practices with regard to IT and data access and control) in order to verify compliance with the terms of this Agreement. Any such audit shall be conducted in a reasonable manner and after reasonable advance notice (except that no notice shall be required with respect to a security audit).

For purposes of such audit, Contractor shall, and shall cause its Subcontractors to provide the County and its representatives such information and assistance as requested in order to perform such audits, including full and complete access to personnel, and to all books, records, documents, data, or information as may be required in order for the County to ascertain any facts relevant to Contractor's and its Subcontractor's operational and security obligations hereunder. If any such audit reveals an inadequacy or deficiency in

Contractor's performance as set forth in this Agreement, including performance in connection with any security obligations of Contractor as set forth in this Agreement, Contractor shall promptly develop and provide to the County a reasonable and detailed corrective action plan, for the County's approval, and promptly thereafter implement such plan in accordance with its terms. In addition, the cost of such audit, should inadequacies or deficiencies be revealed, shall be borne by Contractor. In all circumstances, the Contractor and its Subcontractors shall be responsible for each of their costs and expenses incurred in connection with any audit performed under this Agreement. At the County's request, Contractor shall provide the County with copies of all documents, data, or information in the possession or control of Contractor that pertain to the Services. Contractor shall provide such documents, data, or information on such media as the County might request, including hard copy, optical or magnetic disk, or tape. Contractor shall incorporate this paragraph verbatim with appropriate language substitution to reflect the correct identity of the parties into any Agreement into which it enters with any Subcontractor providing Services under this Agreement.

14.   USE OF AFFILIATES AND SUBCONTRACTORS

14.1.   Approval; Key Subcontractors

Contractor shall not perform the Services through its Affiliates or through the use of Contractor-selected subcontractors, including providers of hardware and software, without the advance written consent of the CIO as to the selection of the subcontractor, which consent may be withheld in the CIO's sole discretion, and the execution by such subcontractor of a confidentiality agreement in accordance with Section 12.8 hereof; provided, however, that Contractor may subcontract, without the CIO's advance written consent, for goods and services that are incidental to the performance of the Services and do not involve the anticipated expenditure under this Agreement of more than five hundred thousand dollars ($500,000.00) within any ninety (90) day period. The CIO hereby consents to the Subcontractors identified in Schedule 14.1; provided, that each such Subcontractor shall execute a confidentiality agreement in accordance with Section 12.8 hereof. Additionally, each Subcontractor shall be properly licensed in the State to perform the Services for which such Subcontractor is responsible. Contractor agrees that it shall continue throughout the Term to retain the Subcontractors identified as "Key Subcontractors" in Schedule 14.1, and that such Persons shall continue to provide the Services initially provided, unless Contractor has obtained the County's prior written consent, which may be withheld in the County's sole discretion. In the event that the Contractor desires to subcontract a particular Service in accordance with this Section, the County may require that a such Service be provided by a certain Subcontractor. In no event shall Contractor be entitled to perform the Services through the use of any subcontractor who has been disbarred (or who employs a Persons or Persons that have been disbarred) from performing services for the United States government.

14.2.   Subcontractor Agreements

Contractor will provide to the County copies of all agreements between Contractor and its Subcontractors related to the performance of this Agreement that are in

excess of five hundred thousand dollars ($500,000.00) within thirty (30) days after such contracts are executed by Contractor and its Subcontractors. Such subcontracts will contain materially the same terms and conditions as this Agreement. Contractor represents and warrants that the agreements provided to the County will be true and complete copies thereof, excluding only relevant pricing information between Contractor and its Subcontractors.

14.3. Liability, Performance of Particular Services, and Replacement

In no event shall Contractor be relieved of its obligations under this Agreement as a result of its use of any Subcontractors. Contractor shall supervise the activities and performance of each Subcontractor and shall be responsible for any performance or failure to perform by such Subcontractor. The County may, in its sole discretion and upon reasonable advance notice (not to exceed thirty (30) days), require either the Contractor itself or particular Subcontractor(s) to perform particular Services. Without limiting the generality of the foregoing, if the County determines that the performance or conduct of any Subcontractor is unsatisfactory, the County may notify Contractor of its determination in writing, indicating the reasons therefor, in which event Contractor shall promptly take all necessary actions to remedy the performance or conduct of such Subcontractor or to replace such Subcontractor by another third party or by Contractor personnel.

14.4. Joint Commitment to Resolution of Problems

Contractor's Vice President of the state and local markets, along with the Vice Presidents in charge of the state and local markets (or equivalent) from (i) EDS, (ii) Bearing Point, and (iii) SBC (such Subcontractors, the "Material Subcontractors") shall participate in periodic quarterly governance reviews with the County (at County's offices, if requested by the County) to discuss and resolve performance issues pertaining to the Contractor or any such Material Subcontractor. To the extent that any issues discussed during these reviews cannot be resolved at such review meeting, then the issue shall be escalated to the next highest level in accordance with the dispute resolution procedure outlined in Section 23.1 until the issue is resolved, provided that appropriate representatives of the involved Material Subcontractors also participate (along with Contractor and the County) in the escalation procedure in Section 23.1. Contractor shall include appropriate provisions in each subcontract with each Material Subcontractor implementing the obligations of this Section 14.4. Notwithstanding the foregoing, either party shall be permitted to institute legal action under this Agreement on account of any such dispute without resorting to any or all of the dispute resolution procedure set forth herein.

14.5. Direct Agreements

Upon expiration or termination of the Term for any reason, or under any other circumstances in which the County may be contemplating the direct engagement of any Subcontractor to perform any Services then being performed by Contractor, the County shall have the right to negotiate with, and enter into direct agreements with, any Subcontractors. Contractor represents, warrants, and agrees that its arrangements with such Subcontractors

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will not prohibit or restrict such Subcontractors from negotiating with the County or entering into direct agreements with the County. The County hereby agrees that it will promptly notify Contractor in the event that it exercises its right under this Section 14.5 to negotiate with any of the Subcontractors.

15.   PROPRIETARY RIGHTS

15.1. County Works

15.1.1.   Ownership by the County

All County Works, including all Intellectual Property Rights in or pertaining to the same, shall be owned solely and exclusively by the County or its third party licensors, as applicable. Nothing in this Agreement transfers any ownership or title in or to any County Works to Contractor or any other Person.

15.1.2.   License Grant to Contractor

As of the Cutover Date for each Service Framework, the County hereby grants to the Contractor a limited, non-exclusive, non-transferable, royalty-free right and license to use solely those County Works provided to Contractor pertaining to such applicable Service Framework during the Term and any period of Disentanglement, to the extent necessary and appropriate for the sole purpose of Contractor's performing the Services, subject to, and as provided for by, the terms and conditions of this Agreement. Contractor acknowledges that the County Works represent the valuable, intellectual property of the County (or its licensors). To the extent necessary for Contractor to provide the Services, such license grant extends to Subcontractors designated by Contractor that sign a written agreement to be bound by all of the terms contained herein applicable to the County Works. To the extent any County Works are comprised of Third Party Works, such license grant shall be subject to Contractor having obtained any Required Consents. Contractor and its Subcontractors shall not (i) use any of the County Works for the benefit of any Person other than the County, or (ii) reverse assemble, reverse engineer, translate, disassemble, decompile any of the County Works without the prior written approval of the County, which may be withheld in the County's sole discretion.

15.2. Contractor Works

15.2.1.   Ownership by Contractor

All Contractor Works, including all Intellectual Property Rights in or pertaining to the same, shall be owned solely and exclusively by Contractor. Nothing in this Agreement transfers any ownership or title in or to any Contractor Works to County or any other Person.

15.2.2.   License Grant to the County

Contractor hereby grants to the County (and any third-party providers of services to the County) a perpetual, irrevocable, non-exclusive, worldwide, fully paid, non-transferable, royalty-free license to access, use, modify, copy, adapt, display, perform and create derivative works of, the Contractor Works provided or made available to the County or otherwise used by Contractor or its Subcontractors in connection with the Services (including, but not limited to, all updates, upgrades, enhancements and improvements thereto), as necessary and appropriate for the conduct of the County's business, administration and operations or for the County to receive the full benefit of the Services during the Term and any period of Disentanglement, and thereafter solely for the conduct of the County's business, administration and operations, and not for commercial exploitation or resale.   Contractor's obligations with respect to the provision of updates, upgrades, enhancements and improvements upon and following Disentanglement shall be as set forth in Section 6.3.5.   The County agrees that upon its permanent retirement of a particular Contractor Software application from the County's active Software portfolio at any time following Disentanglement, the Contractor may request in writing that the County terminate its license to such Contractor Software.   No termination of such a license shall be effective unless and until expressly approved in writing by the CIO.

15.3.   Work Product

15.3.1.   County Sole Owner

All Work Product, including all Intellectual Property Rights in or pertaining to the same, shall be owned solely and exclusively by the County.   Nothing in this Agreement transfers any ownership or title in or to any Work Product to Contractor or any other Person.   Ownership of Work Product shall inure to the benefit of the County from the date of conception, creation, or fixation in a tangible medium of expression (whichever occurs first), of such Work Product.   Contractor (1) agrees that all copyrightable aspects of such Work Product shall be considered "work made for hire" within the meaning of the Copyright Act of 1976, as amended, (2) hereby assigns to the County exclusively all right, title, and interest in and to such Work Product, and all copies thereof, and the Intellectual Property Rights therein, that it may have or obtain, without further consideration, free from any claim, lien for balance due, or rights of retention thereto on the part of Contractor or any other Person, and (3) acknowledges that the Parties do not intend Contractor to be a joint author of such Work Product within the meaning of the Copyright Act of 1976, as amended, and that in no event shall Contractor be deemed a joint author of such Work Product. Contractor shall obtain similar written undertakings from all Subcontractors, employees and consultants who will perform any Services, so as to ensure the County's ownership of the Work Product as provided herein, and shall not commence the deployment of any such Subcontractor, employee or consultant until Contractor has obtained such a written undertaking.

15.3.2.   Embedded Contractor Works

To the extent that any Contractor Works are incorporated into, embedded or used in or made part of the Work Product, notwithstanding Section 15.3.1 to the contrary, Contractor hereby grants to the County (and any third-party providers of services to the County) a perpetual, irrevocable, non-exclusive, worldwide, fully paid, royalty-free license to access, use, modify, copy, adapt, display, perform and create derivative works of, such Contractor Works all to the extent necessary to give the County unrestricted use and enjoyment of such Work Product and all Intellectual Property Rights therein.

15.3.3.   License Grant to Contractor

The County hereby grants to Contractor a limited, non-exclusive, non-transferable, royalty-free right and license to use the Work Product during the Term and any period of Disentanglement, to the extent necessary and appropriate for the sole purpose of Contractor's performing the Services, subject to, and as provided for by, the terms and conditions of this Agreement. To the extent necessary for Contractor to provide the Services, such license grant extends to Subcontractors designated by Contractor that sign a written agreement to be bound by all of the terms contained herein applicable to the Work Product. Contractor and its Subcontractors shall not (i) use any of the Work Product for the benefit of any Person other than the County, or (ii) reverse assemble, reverse engineer, translate, disassemble, decompile any of the Work Product without the prior approval of the County, which may be withheld in the County's sole discretion.

15.3.4.   Intellectual Property Protection

Contractor shall promptly and fully disclose and deliver all Work Product to the County, in writing and, with respect to computer programs, in both source code and object code form, and with all available user manuals and other documentation, as requested by the County, and shall execute and deliver any and all patent, copyright, or other applications, assignments, and other documents that the County requests for protecting the Work Product, whether in the United States or any other country. The County shall have the full and sole power to prosecute such applications and to take all other action concerning the Work Product, and Contractor shall cooperate, as part of the Services, in the preparation and prosecution of all such applications and in any legal actions and proceedings concerning the Work Product. Contractor shall provide to the County, on a quarterly basis, and at no additional charge, a written report summarizing all of the Work Product developed by Contractor to date, with appropriate information to enable the County to pursue all intellectual property registrations or other protections for the County's interests in the Work Product. The County shall have reasonable access to all Contractor materials, premises and computer files containing the Work Product.

15.4.   Third Party Works

Unless otherwise provided in this Agreement or expressly and mutually agreed to by the Parties in writing, Contractor shall not implement or utilize any Third-Party

Works in the provision of any Services unless Contractor shall have secured for the County (and any third-party providers of services to the County) a perpetual, irrevocable, non-exclusive, royalty-free, fully paid-up, worldwide license to access, use, modify, copy, adapt, display, perform and create derivative works of, and otherwise receive the benefit of, such Third-Party Works as necessary and appropriate for the conduct of the County's business, administration and operations or for the County to receive the full benefit of the Services. The County acknowledges and agrees that Third Party Software identified and agreed to by the parties in writing from time to time and set forth in the Standards and Procedures Manual as "COTS" or as a Shared Resource may be subject to the standard commercial terms for such Third Party Software. However, in all cases, Contractor shall obtain all rights and licenses as may be necessary in order for the County, and its authorized representatives, to use, or receive the benefit of the use by Contractor of, any Third Party Works in connection with the Services. Further, Contractor shall not embed any Third-Party Works in any Work Product, or create a derivative work of any Third-Party Work as Work Product, without the express, prior written consent of the County. Contractor's obligations with respect to the provision of updates, upgrades, enhancements and improvements upon Disentanglement shall be as set forth in Section 6.3.5.

15.5. Residuals

Notwithstanding anything to the contrary provided in this Agreement, Contractor shall not be precluded from using its Residuals, provided that Contractor's right hereunder to use any of its Residuals that are components of Work Product shall not affect, alter, limit, or interfere with any provisions of this Section 15 that provide for ownership of the Work Product itself, or the Intellectual Property Rights in or pertaining thereto, by the County.

15.6. No Limitation of Governmental Rights

Certain federal or state agencies or other governmental entities that provide funds to the County or in connection with the County's activities and undertakings may have certain rights in the Work Product that arise under federal or state law. Therefore, Contractor hereby grants each such governmental agency or entity such rights in and to the Work Product as such agency or entity is entitled to by applicable law. To the extent the County is aware that such rights apply to Work Product, the County shall notify Contractor of the existence of such circumstances. Each Party expressly acknowledges and agrees that all rights granted, retained, or otherwise allocated pursuant to this Section 15.6 are expressly subject and subordinate to such rights as may be reserved or granted to such federal or state agencies or other governmental entities by law and that nothing in this Agreement shall or shall be construed to in any way limit such governmental rights, which rights shall take precedence over this Agreement in the event of any conflict.

15.7. Rights and Licenses

Contractor shall obtain from third parties all rights and licenses required to perform the Services, and the terms and conditions of all such rights and licenses shall be subject to the review and approval of the CIO prior to their implementation by Contractor.

With respect to all technology used and to be used by Contractor to perform the Services hereunder, whether proprietary to Contractor or to any other Person, Contractor hereby grants and agrees to grant to the County, or shall cause to be granted by the licensor thereof, as the case may be, without additional charge, such licenses and sublicenses as may be necessary in order for the County, and its authorized representatives (including third-party service providers), to use, or receive the benefit of the use by Contractor of, such technology in connection with the Services.

15.8. County Data

The County shall permit Contractor to have access to the County Data solely to the extent Contractor requires such access to such data to provide the Services and maintain the MASLs. Contractor may only access and process the County Data in connection herewith or as directed by the County in writing and may not otherwise modify the County Data, merge it with other data, commercially exploit it, or do any other thing that may in any manner adversely affect the integrity, security, or confidentiality of such data, other than as specified herein or as directed by the County in writing. Contractor understands and agrees that the County owns all right, title, and interest in the County Data, and also owns all copyright, trademark, trade secrets, and other proprietary rights in the County Data. Contractor agrees that all copyrightable aspects of such County Data shall be considered "work made for hire" within the meaning of the Copyright Act of 1976, as amended. Contractor hereby assigns to the County exclusively all right, title, and interest in and to the County Data and to all copyright or other proprietary rights therein that it may obtain, without further consideration, free from any claim, lien for balance due, or rights of retention thereto on the part of Contractor. Contractor also acknowledges that the Parties do not intend Contractor to be a joint author of the County Data within the meaning of the Copyright Act of 1976, as amended, and that in no event shall Contractor be deemed a joint author thereof. Furthermore, Contractor and all Subcontractors will not publish or disclose in any manner privacy and security safeguards related to any federal, State, or County data or any other data of which Contractor or any Subcontractor has custody. In no event shall Contractor withhold County Data from, or deny access thereto by, the County in connection with any dispute between the Parties.

15.9. Cooperation

If at any time either Party brings, or investigates the possibility of bringing, any claim against any third party for infringement of any Intellectual Property Right of such Party, including misappropriation of trade secrets and improper use or disclosure of Confidential Information, then the other Party, upon the request and at the expense of the requesting Party, shall cooperate with and assist such requesting Party in the investigation or pursuit of such claim and provide such requesting Party with any information in its possession that may be of use to such requesting Party in the investigation or pursuit of such claim. Notwithstanding the foregoing, if an Affiliate, client, customer, or other business associate of a Party becomes the subject of such an investigation by the requesting Party, such Party will provide reasonable cooperation to the requesting Party, to the extent not

inconsistent with such Party's legal and contractual obligations to such Affiliate, client, customer, or business associate.

PART V – PRICING

16.   FINANCIAL TERMS

As the sole and entire financial consideration for all of the Services to be performed by Contractor and for all of the other tasks, services, and obligations of Contractor under this Agreement, the County shall pay to Contractor the amounts set forth in this Section 16. Except as specifically provided in Section 16.1.3, below, at no time and under no circumstance shall the County pay Fees in any Contract Year that exceed, in the aggregate, the Maximum Annual Fee, as determined in accordance with such Section, for such Contract Year. No work performed by Contractor for the County between the Signing Date and the date on which Contractor formally commences performance of Transition Services in order for Contractor to be prepared for a smooth cutover of operational responsibility for the Services, including work in preparation for accomplishment of the Transition, shall obligate the County to make any payments to Contractor.

16.1.   Fees

16.1.1.   Transition Milestone Payments

The County shall pay the Fees associated with the Transition of a particular Service Framework as set forth in Section 4 of Schedule 16.1.

16.1.2.   Monthly Services Charge

The County shall pay the Monthly Services Charge in arrears in accordance with the terms and conditions of this Agreement and as set forth in Schedule 16.1.

16.1.3.   Maximum Annual Fee

(i)   Within thirty (30) days prior to the end of each Contract Year, the County shall determine, in its sole discretion, the Maximum Annual Fee for the forthcoming Contract Year, and shall notify Contractor of such amount. Such amount shall be based, in part, upon the County and Contractor's projection of the County's requirements for Services for such Contract Year and shall be subject to annual appropriations by the County of sufficient funds. Each Contract Year, the Maximum Annual Fee shall be memorialized in writing in a revised Exhibit 16.1-3 to Schedule 16.1.

(ii)   On a monthly basis, Contractor shall report to the County the Fees incurred to-date during each Contract Year and the amount of Fees projected to be incurred in the remaining months of the Contract Year. If either Contractor or the County reasonably determine, based upon such monthly report, that the Fees that would be payable

are likely to exceed the Maximum Annual Fee prior to the end of the relevant Contract Year, the Parties shall cooperate to make adjustments to the Services, or to the County's requirements in respect of the Services, so that the Fees do not exceed the Maximum Annual Fee. Alternatively, the County may, in its sole discretion, increase the Maximum Annual Fee so that the Maximum Annual Fee is not exceeded; provided, however, that in no event shall the Maximum Annual Fee be increased except by the express written consent of the County's Contracting Officer. The County shall not be obligated to pay Contractor fees in respect of Services in excess of the Maximum Annual Fee.

16.2. Invoices

16.2.1. General

Contractor shall furnish the County Technology Office with the following invoices:

(i)   A single invoice for ninety percent (90%) of the Monthly Services Charge, calculated in arrears, issued by the fifteenth (15th) day of each month, and payable in accordance with the terms of Schedule 16.1. Invoices for any portion of the Six-Month Milestone Fund shall be issued in accordance with Schedule 16.8. Each such invoice shall include an itemized accounting of Resource Units incurred during the immediately preceding month.

(ii)   Invoices shall be accompanied by information and data that support the invoiced Fees. Unless otherwise provided in Schedule 16.1, invoices are payable within forty-five (45) days after receipt of invoice correct as to the form agreed by the Parties. The County may dispute any invoice in accordance with the provisions of Section 16.11.

16.2.2. Retroactive Billing

Billing for any Services not reported by Contractor within three (3) monthly reporting periods from the date such Service was required to be billed to the County will not be billable to the County except as otherwise agreed in writing by the County Contracting Officer.

16.3. Pricing Audit

Contractor shall, at the County's request, allow auditors designated by the County that are subject to reasonable confidentiality requirements to fully audit Contractor's books and records to the extent necessary to verify any amounts paid or payable by the County hereunder. Contractor shall provide such auditors with full access to such information relating to this Agreement and Contractor's books and records as may be necessary to confirm the accuracy of Contractor's invoices, documents, and other information supporting such invoices, and any pricing adjustment computations. All such audits shall be conducted during business hours, with reasonable advance notice, and shall include access to proprietary and confidential information to the extent necessary to comply

with the provisions of this Section 16.3. If any such audit reveals that Contractor has overcharged the County during the period to which the audit relates, then Contractor shall promptly refund such overcharges to the County and the cost of such audit shall be borne by Contractor.

16.4. Adjustment of Payments

If the County terminates as to any of the Service Frameworks described in Schedule 4.3 hereof or terminates any discrete components, deliverables, features, functions, capabilities, tasks, activities, or portions of the Services, pursuant to the terms of Section 4.10 or Section 17.2.1 hereof, then adjustments to the fees for such Services shall go into effect upon the Termination Date for such Terminated Services. No fees pertaining to Terminated Services performed after the Termination Date shall be invoiced to or payable by the County.

16.5. Taxes

(a)   All fees payable by the County to Contractor hereunder shall be inclusive of all taxes imposed as of the Effective Date by any domestic or foreign taxing authority in respect of the provision of the Services hereunder, including any sales, use, excise, value-added, services, consumption, or other tax (collectively, "Sales Tax(es)"); provided, however, that the County shall not be responsible for, and such fees shall not include, any personal property taxes on property Contractor owns or leases, for franchise and privilege taxes on Contractor's business, gross receipts taxes to which Contractor is subject, and for income taxes based on Contractor's net income. In the event that a Sales Tax becomes effective after the Effective Date and is assessed on the provision of Services by Contractor that are within scope as of the Effective Date or on Contractor's charges to the County under this Agreement related thereto, however levied or assessed, the County shall be responsible for and pay any such Sales Tax.

(b)   The Parties agree to cooperate with each other to enable each to more accurately determine its own tax liability and to minimize such liability to the extent legally permissible. Contractor's invoices shall separately state the amounts of any taxes Contractor is properly collecting from the County pursuant to the terms hereof.

16.6. Creation of Possessory Interest

Pursuant to the provisions of Revenue and Taxation Code Section 107.6, Contractor acknowledges that the terms of this Agreement may result in the creation of a possessory interest. If such a possessory interest is vested in Contractor, Contractor may be subjected to the payment of real property taxes levied on such interest. Contractor shall be solely responsible for the payment of any such real property taxes. Contractor shall pay all such taxes when due, and shall not allow any such taxes, assessments, or fees to become a lien against any Location or any improvement thereon; provided, however, that nothing herein shall be deemed to prevent or prohibit Contractor from contesting the validity of any such tax, assessment, or fee in a manner authorized by law.

16.7. Benchmarking

With the County's direction and cooperation, and as part of the Services, Contractor, upon the County's request, shall conduct benchmarking that shall enable the County to compare pricing and performance set forth in this Agreement with, and to ensure that said pricing and performance are among, the industry's best rates and practices. The County may request a benchmarking for any component of the Services at any time during the Term, and may request a benchmarking for all Services, in the aggregate, not more than once during any period of twelve (12) consecutive months during the Term. Contractor shall work with any benchmarking firm that the County selects and shall reimburse the County for fifty percent (50%) of all fees and charges paid to such benchmarking firm. Each Party shall have the opportunity to advise the benchmarking firm of any information or factors that it deems relevant to the conduct of the benchmarking, so long as such information is disclosed to the other Party. The benchmarking firm shall provide reports on the benchmarking to both the County and Contractor. If, as a result of any such benchmarking, the benchmarking firm determines that the pricing or performance are not consistent with the adjustment methodologies set forth in Schedule 16.7, then the Parties shall promptly make appropriate adjustments to the relevant prices or performance standards in accordance with the methodology set forth in Schedule 16.7.

16.8. Fee Reductions and Six-Month Milestone Fund

Schedule 16.8 specifies (i) certain "Fee Reductions" that may be imposed in the event of any Failure in respect of Contractor's actual performance of Services as measured against the MASLs, (ii) certain "Six-Month Milestone Fund" payments that may be earned by Contractor in the event it successfully achieves Critical Milestones. The Parties acknowledge and agree that the Fee Reductions and any failure to earn the Six-Month Milestone Fund payments are intended to reflect, to some extent, the diminished value of the Services as a result of any such Failure; such Fee Reductions and failure to earn the Six-Month Milestone Fund payments are not intended to compensate the County for any breach or Default by Contractor under this Agreement, nor to constitute penalties, damages, liquidated damages, or other compensation for any such breach or Default. In no event shall Fee Reductions or failure to earn Six-Month Milestone Fund payments be the County's sole and exclusive remedy with respect to any Failure of Contractor. In the event the County recovers damages from Contractor for any breach or Default with respect to any Failure, such damages shall be reduced to the extent of any Fee Reductions previously collected by the County or Six-Month Milestone Fund payments previously failed to be earned by Contractor (as applicable) in respect of such Failure.

16.9. Only Payments

The Fees set forth in this Section 16 are the only payments to be made by the County to Contractor under this Agreement. The County shall not pay Contractor any additional fees, assessments, or reimbursements, and Contractor shall be solely responsible for, and shall indemnify the County against, all costs and expenses incurred by Contractor in meeting Contractor's obligations under this Agreement, including labor expenses, hardware

and software costs, and general business expenses (including travel, meals, and overhead expenses).

16.10. Set-Off

The County may set off against any and all amounts otherwise payable to Contractor pursuant to any of the provisions of this Agreement: (i) any and all amounts owed by Contractor to the County under the provisions of Section 22; and (ii) other amounts claimed to be owed to the County by Contractor in respect of this Agreement or any other agreement between the Parties. Within twenty (20) days of any set-off by the County, the County shall provide to Contractor a written accounting of such set-off and a written statement of the reasons therefor.

16.11. Disputed Amounts

Subject to and in accordance with the provisions of this Section 16.11, the County may withhold payment of any Contractor invoice (or part thereof) that it in good faith disputes are due or owing. In such case, the County shall, by the applicable due date, pay any amounts then due that are not disputed and provide to Contractor a written explanation of the basis for the dispute as to the disputed amounts. The failure of the County to pay a disputed invoice, or to pay the disputed part of an invoice, shall not constitute a breach or default by the County, so long as the County complies with the provisions of this Section 16.11. In any such event, the Parties shall diligently pursue an expedited resolution of the dispute.

16.12. Most-Favored Customer

If Contractor provides to any new or existing customer any service similar to any of the Services described in this Agreement under like circumstances including volumes, terms and conditions at a price lower or a discount greater than the price charged or the discounts offered to the County hereunder, or provides additional or a more comprehensive service at the same or a lower price (or greater discount) under like circumstances including volume, terms and conditions, then, on a retroactive basis to the date such other sales were made, Contractor shall grant such lower price or greater discount to the County in lieu of the price therefor (or discount related thereto) that is reflected in the price set forth in this Agreement or shall deliver to the County such additional or more comprehensive service at such same or lower price (or greater discount). If the price has already been paid to Contractor by the County, then Contractor shall refund to the County an amount equal to the difference between the price already paid and the lower price, plus interest at the rate of one percent (1%) per month from the date the overcharge was paid to Contractor until the date the refund is made. The County may offset any such overcharged amount against any amounts due to be paid to Contractor under this Agreement or any other contract with the County. Contractor shall notify the County of the occurrence of the lower price or greater discount (or provision of additional or more comprehensive service) as described in this Section 16.12 upon discovery and in no event later than thirty (30) days after its implementation of such lower price or greater discount (or provision of additional or more comprehensive service). As of each anniversary of the Cutover Date for the first Service

Framework transitioned to Contractor, the Chief Financial Officer of Contractor's business unit performing the Services shall certify to the County in writing that Contractor is in compliance with this Section 16.12.

16.13. Capital Infusion and Depreciation

During each Contract Year, Contractor shall, at its cost and expense, acquire equipment and other items (which include the Purchased Assets in Contract Year 1) for dedicated use in providing the Services. Except for Shared Resources, all such acquisitions shall, for purposes of the County's rights upon Disentanglement pursuant to Section 6.3.6 be capitalized, accounted for, and depreciated by Contractor in accordance with the guidelines set forth in Schedule 16.1, without regard to the actual method of acquisition (i.e., whether by purchase, lease, or other method of financing).

PART VI-GENERAL

17. TERM

17.1. Initial Term; Renewals

17.1.1. Initial Term

The period during which Contractor shall be obligated to provide the Services under this Agreement shall commence on the Effective Date (except as otherwise specified herein) and shall end on the seventh (7th) anniversary of the Effective Date (the "Initial Term"), subject to appropriation by the County of funds for this Agreement for such period.

17.1.2. Notification of Expiration

Contractor shall notify the County of the expiration of the Initial Term, and of any renewal thereof not later than six (6) months before the date on which the Term would expire if not renewed pursuant to Section 17.1.3 or extended pursuant to Section 17.1.4.

17.1.3. Renewal by County

The County may, in its sole discretion and subject to appropriation by the County of funds for this Agreement for such period, extend the Initial Term for one renewal period of five (5) years (the "Renewal Term") at the renewal pricing for Resource Unit Charges set forth in Appendix 16.1-5 to Schedule 16.1 (the "Renewal Fees") providing written notice delivered to Contractor at least four (4) months before the end of the Initial Term. Following such notice, in the event the County reasonably believes that the Renewal Fees do not represent pricing that is among the industry's best rates in light of then-current market conditions, the Parties shall negotiate in good faith new fees applicable to Services to be rendered during the Renewal Period and the Renewal Fees set forth in Schedule 16.1 shall

not be effective. While such negotiations are pending, the Contractor shall continue to provide the Services at which ever is less, the then-current Resource Unit Charges or the Renewal Fees Resource Unit Charges, until the Parties establish new fees applicable to the Services.

17.1.4.   Extensions by County

Notwithstanding anything to the contrary set forth in Sections 17.2 through 17.5, the County may, at its sole option and discretion, upon at least one hundred twenty (120) days' notice to Contractor, extend the effective date of any expiration or termination of the Term or any portion of the Services (e.g., a Service Framework, a category of Service or any portion of such Services) for successive periods of not less than one hundred twenty (120) days each, with such extension periods not to exceed six hundred (600) days in the aggregate for each particular expiration or termination. By way of example only, the County may extend the effective date of any termination of a particular Service Framework for successive periods not to exceed six hundred (600) days in the aggregate and may also extend the effective date of any termination of a different Service Framework for successive periods not to exceed a separately measured six hundred (600) days in the aggregate. Each such extension shall be upon the same terms and conditions in effect immediately prior to such extension. Any adjustments to the Fees applicable to any extension period shall be mutually agreed by the Parties, consistent with the pricing methodology set forth in Schedule 16.1; in the event the Parties are unable to agree on such applicable Fees the matter shall be treated as a Dispute and, until resolution of the Dispute, the Fees shall be the same Fees as were applicable in the immediately preceding Contract Year or extension period, as the case may be.

17.1.5.   Appropriations

To the extent any necessary appropriations are not made in the then-current fiscal year, the County's payment obligations for such fiscal year shall be deemed contingent liabilities only, subject to appropriation in the following fiscal year. In the event that either no funds or insufficient funds are appropriated and budgeted in any fiscal year for payments to be made under this Agreement, the County shall notify Contractor of such occurrence and the Term of this Agreement shall terminate on the earlier of the last day of the fiscal period for which sufficient appropriation was made or whenever the funds appropriated for payment under this Agreement are exhausted.

17.2. Early Termination

17.2.1.   For Convenience

The County, after consultation with the Sheriff on any matters related to or affecting CLETS, shall have the right to terminate (i) the Term of this Agreement with regard to the Services; or (ii) any portion of the Services (e.g., a Service Framework, a category of Service or any portion of such Services), for its convenience, by delivering to Contractor a written notice of termination (the "Termination Notice") at least one hundred eighty (180) days before the date or dates then-contemplated by the County in

such notice for termination of such Services ("Provisional Termination Date(s)"). In the event the County elects to terminate any Service Framework or category of Service or portion thereof (but not all Services in the aggregate) pursuant to the terms hereof, Contractor shall perform its Disentanglement obligations hereunder to the extent applicable to such Terminated Services. For any termination under this Agreement, in the event the County does not set firm and binding effective date or dates for termination of the Terminated Services (the "Termination Date(s)") in the Termination Notice, the County shall set such Termination Date(s), via a written notice to Contractor after consultation with the Contractor regarding Disentanglement and/or development of the Disentanglement plan in accordance with Section 6.3.1. The County shall set such Termination Dates in its sole discretion; provided, however, such Termination Date(s) shall not be earlier than the Provisional Termination Date(s) set forth in the Termination Notice, and provided, further, that all Termination Dates shall remain subject to extension pursuant to Section 17.1.4. Any such termination of Terminated Services under this Section shall be effective as of 11:59 pm on the Termination Date pertaining to such Terminated Services.

17.2.2.   Change in Control of Contractor

In the event of a Change in Control of Contractor resulting from a single transaction or series of related transactions, the County shall have the right to terminate the Term of this Agreement with regard to the Services by sending a Termination Notice to Contractor at least ninety (90) days prior to the Provisional Termination Date, provided that the County shall have delivered such notice to Contractor not later than one hundred eighty (180) days following the effective date of such Change in Control. Solely for purposes of this Section 17.2.2, "Control" shall mean, with respect to any Person, the legal, beneficial, or equitable ownership, direct or indirect, of more than fifty percent (50%) of the aggregate of all voting or equity interests in such Person; "Change in Control" shall mean any change in the legal, beneficial, or equitable ownership, direct or indirect, such that Control of such Person is no longer with the same Person or Persons as on the Effective Date. The foregoing notwithstanding, a Change in Control shall not be deemed to have occurred if, as a result of internal corporate realignment, this Agreement is assigned from one subsidiary to another subsidiary, all within the structure of Contractor's corporate parent. Any such termination pursuant to this Section shall be effective at 11:59 p.m. on the Termination Date pertaining to the Terminated Services.

17.3.   Termination for Default

The County shall have the right to terminate: (i) the Term of this Agreement with regard to the Services; or (ii) any portion of the Services (e.g., a Service Framework, a category of Service or any portion of such Services), by a Termination Notice delivered to Contractor if Contractor commits a Default. Termination shall be effective at 11:59 p.m. on the Termination Date(s) pertaining to such Terminated Services; provided, however, that Contractor shall continue to perform its Disentanglement obligations hereunder until they are fulfilled. No termination pursuant to this Section 17.3 shall be deemed a termination for convenience subject to Section 17.2.1. In the event the County elects to terminate any portion of the Services (e.g., a Service Framework, a category of Service or any portion of

such Services) but not all Services in the aggregate, pursuant to the terms hereof, Contractor shall perform its Disentanglement obligations hereunder to the extent applicable to such Terminated Services. Termination shall not constitute the County's exclusive remedy for such Default, and the County shall not be deemed to have waived any of its rights accruing hereunder prior to such Default.

17.4. Termination for Force Majeure Event

If a delay or interruption of performance by Contractor resulting from its experiencing a Force Majeure Event exceeds ten (10) days, despite Contractor's use of its best efforts (which may or may not include the use of an alternate source to provide the Services and which shall not involve the payment of funds that would not be commercially reasonable under the circumstances), the County shall have the right to terminate (i) the Term of this Agreement with regard to the Services; or (ii) any portion of the Services (e.g., a Service Framework, a category of Service or any portion of such Services), all or any portion of the Services (e.g., a Service Framework, a category of Service or any portion of such Services), effective at 11:59 p.m. on the Termination Date(s) pertaining to such Terminated Services, by delivering to Contractor a Termination Notice; provided, however, that Contractor shall continue to perform its Disentanglement obligations in respect of such Terminated Services until such obligations are fulfilled.

17.5. Additional Termination Rights of the County

In the event Contractor, any of its Subcontractors, or any of each of their employees is or becomes debarred and declared ineligible, or voluntarily excluded from covered transactions with respect to all business with the United States government, then the County shall have the right, at its option, to terminate the Term of this Agreement with regard to the Services, effective at 11:59 p.m. on the Termination Date pertaining to such Terminated Services, by delivering to Contractor a Termination Notice.

17.6. Effect of Ending of Term

Notwithstanding any provision of this Section 17 to the contrary, the expiration or termination of the Term shall not constitute a termination of this Agreement or any provision hereof that by its nature shall continue in force and effect, including Contractor's obligations with respect to Disentanglement.

17.7. No Termination by Contractor

Contractor may not, for any reason whatsoever, terminate the Term prior to its expiration, terminate this Agreement, or otherwise repudiate this Agreement or refuse to perform its obligations hereunder.

18.   REMEDIES; LIMITATIONS OF LIABILITY

18.1.   Remedies Cumulative

Except as otherwise expressly limited in Section 18.2, below, or elsewhere in this Agreement, the remedies provided in this Section and elsewhere in this Agreement are neither exclusive nor mutually exclusive, and the Parties shall be entitled to resort to any and all such remedies, and any other remedy or remedies available at law or in equity, by statute or otherwise, individually or in any combination thereof. No delay in exercising or failure to exercise any right or remedy shall operate as a waiver thereof except where specifically provided herein.

18.2.   Limitation of Liability and Disclaimers

Subject to the express provisions and limitations of this Section 18.2, the Parties intend that each Party shall be liable to the other Party for all damages incurred as a result of the breaching Party's failure to perform its obligations.

(a)   EXCEPT AS OTHERWISE EXPRESSLY PROVIDED BELOW, THE AGGREGATE CUMULATIVE MONETARY LIABILITY OF THE COUNTY HEREUNDER FOR ALL CLAIMS ARISING UNDER OR RELATING TO THIS AGREEMENT, NOTWITHSTANDING THE FORM (e.g., CONTRACT, TORT, OR OTHERWISE) IN WHICH ANY ACTION IS BROUGHT, SHALL BE LIMITED TO THE AMOUNT OF FEES OWED AND UNPAID FOR SERVICES RENDERED. THE FOREGOING LIMITATIONS UPON THE COUNTY'S LIABILITY SHALL NOT APPLY TO: (i) LOSSES ARISING FROM THE COUNTY'S FAILURE TO COMPLY WITH SECTION 12.10; OR (ii) LOSSES ARISING OUT OF THE WILLFUL MISCONDUCT OR GROSS NEGLIGENCE OF THE COUNTY.

(b)   EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THIS SECTION 18.2, THE AGGREGATE CUMULATIVE MONETARY LIABILITY OF CONTRACTOR HEREUNDER FOR ALL DAMAGES ARISING UNDER OR RELATING TO THIS AGREEMENT, NOTWITHSTANDING THE FORM (e.g., CONTRACT, TORT, OR OTHERWISE) IN WHICH ANY ACTION IS BROUGHT, SHALL BE LIMITED TO ONE HUNDRED MILLION DOLLARS ($100,000,000.00); PROVIDED, HOWEVER, THAT TO THE EXTENT THE DAMAGES ARE DESCRIBED IN SECTION 18.2(c), IN LIEU OF THE FOREGOING LIMITATION, THE AGGREGATE CUMULATIVE MONETARY LIABILITY SHALL NOT EXCEED ONE HUNDRED THIRTY PERCENT (130%) OF THE FOREGOING LIMITATION. THE FOREGOING LIMITATION UPON THE TYPES AND AMOUNTS OF CONTRACTOR'S LIABILITY SHALL NOT APPLY TO: (A) LOSSES ARISING FROM CONTRACTOR'S BREACHES OF ITS TRANSITION OBLIGATIONS IN SECTIONS 2 AND 3 (INCLUDING BREACHES OF THE TRANSITION PLAN); (B) LOSSES SUBJECT TO INDEMNIFICATION BY CONTRACTOR; (C) LOSSES ARISING FROM CONTRACTOR'S FAILURE TO COMPLY WITH THE PROVISIONS OF SECTION 12 OR 21.1.2.3; (D) LOSSES ARISING FROM CONTRACTOR'S REPUDIATION OF, OR UNEXCUSED REFUSAL TO PERFORM, THIS AGREEMENT OR ITS FAILURE OR REFUSAL TO CONTINUE

SERVICES IN VIOLATION OF SECTIONS 17.7 OR 23.3; (E) LOSSES ARISING FROM CONTRACTOR'S WITHHOLDING OF DATA IN VIOLATION OF SECTION 15.8; (F) LOSSES ARISING OUT OF THE WILLFUL MISCONDUCT OR GROSS NEGLIGENCE OF CONTRACTOR; (G) LOSSES ARISING FROM CONTRACTOR'S FAILURE TO PERFORM DISENTANGLEMENT IN ACCORDANCE WITH SECTION 6 AND THE DISENTANGLEMENT PLAN; AND (H) LOSSES ARISING FROM CONTRACTOR'S BREACHES OF ITS OBLIGATIONS UNDER SECTION 7.8 (DISASTER RECOVERY SERVICES) OF SCHEDULE 4.3.

(c)   CONTRACTOR ACKNOWLEDGES AND AGREES THAT THE TYPES OF DAMAGES THAT THE COUNTY MAY RECOVER FROM CONTRACTOR SHALL INCLUDE ALL ADDITIONAL COSTS AND EXPENSES PAID OR INCURRED BY THE COUNTY AS A DIRECT RESULT OF ANY FAILURE BY CONTRACTOR TO PERFORM ITS OBLIGATIONS HEREUNDER, INCLUDING ANY ADDITIONAL COSTS INCURRED BY THE COUNTY TO OBTAIN REPLACEMENT SERVICES COMPLYING WITH THE TERMS HEREOF, AS WELL AS THE COST AND EXPENSE OF RESTORING ANY ALTERED, LOST OR STOLEN COUNTY DATA.

(d)   EXCEPT TO THE EXTENT ANY OF THE LOSSES DESCRIBED IN (1) CLAUSES (i) – (ii) OF SUBSECTION (a), (2) CLAUSES (A) – (H) OF SUBSECTION (b), OR (3) SUBSECTION (c) MAY BE DEEMED TO BE SUCH DAMAGES, NEITHER PARTY SHALL BE LIABLE FOR CONSEQUENTIAL, SPECIAL, EXEMPLARY, PUNITIVE, INDIRECT, OR INCIDENTAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND REGARDLESS OF THE FORM IN WHICH ANY ACTION IS BROUGHT.

18.3. Force Majeure Events

Except as expressly provided in this Agreement, if a Force Majeure Event is the material contributing cause of a Party's failure to perform any of its obligations hereunder, such obligations, after notification by such Party to the other Party, shall be deemed suspended to the extent such obligations are directly affected by such Force Majeure Event, until the Force Majeure Event has ended and a reasonable period of time for overcoming the effects thereof has passed; provided, however, that if a Force Majeure Event results in Contractor being unable to perform directly or through an alternate source during any period any or all of the Services in accordance with the terms hereof, the County shall: (i) not be required to pay for any such Services that Contractor is unable to perform; (ii) be entitled, without the payment of the fees described in Section 17.2.1, to engage an alternate provider, on an interim basis, to perform the Services that Contractor is unable to perform directly or through an alternate source as a result of such Force Majeure Event; (iii) be entitled to a share of Contractor's resources devoted to returning Contractor to full performance of all Services hereunder, that is equal to or greater than the share of such resources that Contractor allocates to other of its customers with whom it has agreements that are similar to this Agreement; and (iv) have the right to terminate this Agreement in accordance with the terms of Section 17.4 hereof. Both Parties shall use their best efforts to minimize delays that occur due to a Force Majeure Event. Notwithstanding the above,

Contractor shall in no event be excused from those obligations not directly affected by a Force Majeure Event , and if the Force Majeure Event is caused by Contractor's failure to comply with any of its obligations under this Agreement or by Contractor's negligence or omission, there shall be no relief from any of its obligations under this Agreement. In addition, notwithstanding any of the above, Contractor shall be obligated to provide the disaster recovery services as set forth in Schedule 4.3 at all times without regard to any Force Majeure Event.

19. INSURANCE

Without limiting Contractor's indemnification obligations to County, Contractor shall provide at its sole expense and maintain for the duration of this Agreement, or as may be further required herein, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the Services hereunder and the results of the Services by the Contractor, his agents, representatives, employees or Subcontractors.

19.1. Minimum Scope of Insurance

Coverage shall be at least as broad as:

(a)   Commercial General Liability, Occurrence form, Insurance Services Office form CG0001.

(b)   Automobile Liability covering all owned, non-owned, hired auto Insurance Services Office form CA0001.

(c)   Workers' Compensation, as required by State of California and Employer's Liability Insurance.

(d)   Professional Errors and Omissions Liability.

(e)   Fidelity coverage providing Employee Dishonesty, Forgery or Alteration, Theft, Disappearance, Destruction and Computer Fraud coverage covering all Contractor's employees, officials and agents.

(f)   Property Insurance.

19.2. Minimum Limits of Insurance

Contractor shall maintain limits no less than:

(a)   Commercial General Liability including Premises, Operations, Products and Completed Operations, Contractual Liability, and Independent Contractors Liability: $5,000,000 per occurrence for bodily injury, personal injury and property damage. The Project Specific Aggregate limit shall be $10,000,000.

(b)   Automobile Liability: $1,000,000 each accident for bodily injury and property damage.

(c)   Employer's Liability: $1,000,000 each accident for bodily injury or disease. Coverage shall include a waiver of subrogation endorsement in favor of County of San Diego.

(d)   Professional Errors and Omissions Liability: $10,000,000 per claim with an aggregate limit of not less than $20,000,000. Any self-retained limit shall not be greater than $500,000 per occurrence/event without County's Risk Manager's approval. The coverage will not contain specific, express exclusions for design errors, destruction of data or failure to designing an adequate system arising out of Contractor's wrongful acts in the rendering of, or failure to render, professional services to the County. Coverage shall include vicarious interest endorsement to the County. If the policy contains one or more aggregate limits, a minimum of 50% of any such aggregate limit must remain available at all times; if over 50% of any such aggregate limit has been paid or reserved, County will require additional coverage to be purchased by Contractor to restore the required limits. This coverage shall be maintained for a minimum of three years following termination or completion of Contractor's Services pursuant to the Agreement.

(e)   Employee Dishonesty and Computer Fraud: $10,000,000 per occurrence. Such insurance shall cover all of Contractor's employees. Coverage shall include a loss payee endorsement to the County. Any deductible or self insured retention shall be the responsibility of Contractor.

(f)   Property Insurance: Contractor shall provide insurance on all property owned by Contractor and provided under this Agreement. Such policy shall provide "all risk" perils, including flood, and shall be written on a basis of one hundred percent (100%) replacement value of the property. Coverage shall include business personal property, tenant improvements, business interruption, property of others, in the care, custody, and control of the insured, and transit. Any deductible or self-insured retention shall be the responsibility of Contractor.

19.3.   Deductibles and Self-Insured Retentions

Any deductible or self-insured retention must be declared to and approved by the County's Risk Manager. At the option of the County, either: (i) the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the County; or (ii) the Contractor shall provide a financial guarantee satisfactory to the County guaranteeing payment of losses and related investigations, claim administration, and defense expenses.

19.4. Other Insurance Provisions

19.4.1. The general liability, automobile liability and professional liability policies are to contain, or be endorsed to contain the following provisions:

19.4.1.1. Additional Insured Endorsement (Does not apply to professional liability)

Any general liability policy provided by Contractor shall contain an additional insured endorsement applying coverage to the County of San Diego, the members of the Board of Supervisors of the County and the officers, agents, employees and volunteers of the County, individually and collectively.

19.4.1.2. Primary Insurance Endorsement

For any claims related to this Agreement, the Contractor's insurance coverage shall be primary insurance as respects the County, the members of the Board of Supervisors of the County and the officers, agents, employees and volunteers of the County, individually and collectively. Any insurance or self-insurance maintained by the County, its officers, officials, employees, or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

19.4.1.3. Notice of Cancellation

Each required insurance policy shall state that coverage shall not be canceled by either party, except after sixty (60) days' prior written notice by mail has been given to the County at the address shown in Section 24.6.

19.4.1.4. Severability of Interest Clause

Coverage applies separately to each insured, except with respect to the limits of liability, and that an act or omission by one of the named insureds shall not reduce or avoid coverage to the other named insureds.

19.5. General Insurance Provisions

19.5.1. Qualifying Insurers

All required policies of insurance shall be issued by companies which have been approved to do business in the State of California by the State Department of Insurance, and 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 in writing by County's Risk Manager. Such approval shall not be unreasonably withheld.

19.5.2.   Evidence of Insurance

Prior to commencement of this Agreement, but in no event later than the Effective Date of the Agreement, Contractor shall furnish the County with certificates of insurance and amendatory endorsements effecting coverage required by this clause. Contractor shall furnish a summary of the relevant terms, provisions, and conditions of the insurance policy to County. Thereafter, copies of renewal certificates and, if any of the terms, provisions or conditions as summarized by the County are changed, revised summaries shall be furnished to County within thirty (30) days of the expiration of the term of any required policy. Contractor shall permit the County at all reasonable times to inspect and review any required policies of insurance.

19.5.3.   Failure to Obtain or Maintain Insurance; County's Remedies

Contractor's failure to provide insurance specified or failure to make premium payments required by such insurance, shall constitute a material breach of the Agreement, and County may, at its option, terminate the Agreement for any such default by Contractor provided that the same is not cured within thirty (30) days after Contractor's receipt of notice from the County specifying the nature of the claimed default.

19.5.4.   No Limitation of Obligations

The foregoing insurance requirements as to the types and limits of insurance coverage to be maintained by Contractor, and any approval of said insurance by the County are not intended to and shall not in any manner limit or qualify the liabilities and obligations otherwise assumed by Contractor pursuant to the Agreement, including, but not limited to, the provisions concerning indemnification.

19.5.5.   Review of Coverage

County retains the right at any time to review the coverage, form and amount of insurance required herein and may request Contractor to obtain insurance reasonably sufficient in coverage, form and amount to provide adequate protection against the kind and extent of risk which exists at the time a change in insurance is required.

19.5.6.   Claims Made Coverage

If coverage is written on a "claims made" basis, the Certificate of Insurance shall clearly so state. In addition to the coverage requirements specified above, such policy shall provide that:

(i)   The policy retroactive date coincides with or precedes Contractor's commencement of Services under the Agreement (including subsequent policies purchased as renewals or replacements);

(ii)   Contractor will make every effort to maintain similar insurance during the required extended period of coverage following expiration of the Agreement, including the requirement of adding all additional insureds;

(iii)   If insurance is terminated for any reason, Contractor shall purchase an extended reporting provision of at least two years to report claims arising in connection with the Agreement; and

(iv)   The policy allows for reporting of circumstances or incidents that might give rise to future claims.

19.5.7.   Subcontractors' Insurance

Contractor shall require that any and all Subcontractors hired by Contractor are insured in accordance with this Contract. If any Subcontractors coverage does not comply with the foregoing provisions, Contractor shall defend and indemnify the County from any damage, loss, cost or expense, including attorney fees, incurred by County as a result of Subcontractors' failure to maintain required coverage.

19.5.8.   Waiver of Subrogation

Contractor and County release each other, and their respective authorized representatives, from any Losses (as defined in Section 22.1 of the Agreement), but only to the extent that the proceeds received from any policy of insurance carried by County or Contractor, other than any self-insurance, covers any such Losses. Included in any policy or policies of insurance provided by Contractor hereunder shall be a standard waiver of rights of subrogation against County by the insurance company issuing said policy or policies.

20.   LEGAL COMPLIANCE

20.1.   Compliance with All Laws and Regulations

Contractor shall at all times perform their obligations hereunder in compliance with all applicable federal, State, and County laws and regulations (including facility and professional licensing and/or certification laws) of all applicable jurisdictions, and in such a manner as not to cause the County to be in violation of any applicable laws or regulations, including any applicable requirements of any federal, State, or County authority regulating County Data, Public Record Data, privacy, wages and hours of employment, health, sanitation, safety, the environment, or telecommunications. Contractor shall maintain and keep in effect any and all licenses, permits, notices and certifications as are required. Additionally, Contractor shall comply with the County's Affirmative Action Program for Vendors as set forth in Article IIIk (commencing at Section 84) of the San Diego County Administrative Code, which program is incorporated herein by reference. A copy of such Program shall be provided to Contractor upon its request. Nothing in this Agreement shall be deemed to transfer to Contractor any of the County's responsibilities or obligations related to the use, management, or disbursement of any funds the County receives from the federal

or the State government. No provision of this Agreement, including any Work Request, shall have any force or effect if it would cause a violation of any federal or State law, ordinance, statute, rule, regulation, or order, or would require any consent or approval to prevent any such violation.

20.2. Contractor Permits and License

Contractor shall obtain and maintain, and shall cause its Subcontractors to obtain and maintain, at no cost to the County, all approvals, permissions, permits, licenses, and other forms of documentation required in order to comply with all existing foreign or domestic statutes, ordinances, and regulations, or other laws, that may be applicable to performance of Services hereunder. The County reserves the right to reasonably request and review all such applications, permits, and licenses prior to the commencement of any Services hereunder. If requested, the County shall cooperate with Contractor, at Contractor's cost and expense, to obtain any such approvals, permits, and licenses.

20.3. Americans with Disabilities Act

Contractor shall not discriminate against qualified people with disabilities in employment, public services, transportation, public accommodations and telecommunications services in compliance with the Americans with Disabilities Act ("ADA") and California Administrative Code Title 24.

20.4. Equal Opportunity

Contractor shall comply with the provisions of Title VII of the Civil Rights Act of 1964 in that it will not discriminate against any individual with respect to his or her compensation, terms, conditions, or privileges of employment nor shall Contractor discriminate in any way that would deprive or intend to deprive any individual of employment opportunities or otherwise adversely affect his or her status as an employee because of such individual's race, color, religion, sex, national origin, age, handicap, medical condition, sexual orientation or marital status.

20.5. Non-Discrimination

Contractor shall ensure that Services and facilities are provided without regard to ethnic group identification, race, color, nation origin, creed, religion, age, sex, or physical or mental disability in accordance with Title IX of the Education Amendments of 1972; Title VII of the Civil Rights Act of 1964 (42 U.S.C. 2000-d), the Age Discrimination of 1975 (42 U.S.C. 6101), Article 9.5, Chapter 1, Part 1, Division 2, Title 2 (Section 11135, et seq) of the California Government Code, and Title 9, Chapter 4, Subchapter 6 (Section 10800, et seq.) of the CCR.

20.6. AIDS Discrimination

Contractor shall not deny any person the full and equal enjoyment of, or impose less disadvantageous terms, or restrict the availability of, the use of any Location or

participation in any County funded or supported service or program on the grounds that such person has Acquired Immune deficiency Syndrome, AIDS-related complex (ARC), or AIDS-related status (ARS), as those terms are defined in Chapter 1, Section 32.1203, San Diego County Code of Regulatory Ordinances.

20.7. Contractor Certification

Contractor represents and warrants that Contractor has not been convicted of bribing or attempting to bribe an officer or employee of the County, nor has Contractor made an admission of guilt of such conduct that is a matter of record.

20.8. Board of Supervisors' Policies

Contractor represents that it is familiar, and shall use its best efforts to comply, with the following policies of the Board of Supervisors:

(a)   Policy B-67, which encourages the County's contractors to offer products made with recycled materials, reusable products, and products designed to be recycled to the County in response to the County's requirements; and

(b)   Policies B-53 and B-39a, which encourage the participation of small and disabled veterans' business enterprises in County procurements.

20.9. Debarment and Suspension

20.9.1.   Contractor Certification

As a sub-grantee of federal funds under this Agreement, Contractor certifies that:

(i)   Contractor and its employees and Contractor's Affiliates and Subcontractors are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;

(ii)   Contractor and its Affiliates and Subcontractors have not, within the three (3) year period preceding this Agreement, been convicted of or had a civil judgment rendered against any of them for: the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction; violation of federal or state anti-trust statutes; or the commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(iii)   Contractor and its Affiliates and Subcontractors are not presently indicted or otherwise criminally or civilly charged by a governmental entity (federal, state, or local) with commission of any of the offenses described in paragraph (b); and

(iv)   Contractor and its Affiliates and Subcontractors have not, within the three (3) year period preceding this Agreement, had one or more public transaction (federal, State, or local) terminated for cause or default.

20.10. Hazardous Materials

Contractor shall be responsible for compliance with all Environmental Laws and all other laws, rules, regulations, and requirements regarding Hazardous Materials, health and safety, notices, and training. Contractor agrees that it will not store any Hazardous Materials at any Location for periods in excess of ninety (90) days or in violation of the applicable site storage limitations imposed by Environmental Law. Contractor agrees to take, at its expense, all actions necessary to protect third parties, including, without limitation, employees and agents of the County, from any exposure to Hazardous Materials generated or utilized in its performance under this Agreement. Contractor agrees to report to the appropriate governmental agencies all discharges, releases, and spills of Hazardous Materials that are required to be reported by any Environmental Law and to immediately notify the County of same. Contractor shall not be liable to the County for the County's failure to comply with, or violation of, any Environmental Law.

20.11. Prohibited Contracts

Under Section 67 of the San Diego County Administrative Code, Contractor certifies that the provisions of Section 67 have not been violated, and that Contractor is not, and will not knowingly, after reasonable inquiry, subcontract with, any of the following:

(a)   Persons employed by the County or by any public agency for which the Board of Supervisors is the governing body;

(b)   Profit-making firms or businesses in which employees described in sub-Section (a) serve as officers, principals, partners, or major shareholders;

(c)   Persons who, within the immediately-preceding twelve (12) months, came within the provisions of paragraphs (a) or (b) and who (i) were employed in positions of substantial responsibility in the area of service to be performed under this Agreement, or (ii) participated in any way in developing this Agreement or its service specifications; and

(d)   Profit-making firms or businesses in which the former employees described in paragraph (c) serve as officers, principals, partners, or major shareholders.

20.12. Political Activities Prohibited

None of the funds, provided directly or indirectly, under this Agreement shall be used for any political activities or to further the election or defeat of any candidate for public office. Contractor shall not utilize or allow its name to be utilized in any endorsement of any candidate for elected office. Neither the contract nor any funds provided thereunder shall be utilized in support of any partisan political activities, or activities for or against the election of a candidate for an elected office.

20.13. Lobbying

Contractor agrees to comply with the lobbying ordinances of the County and to assure that its officers and employees comply before any appearance before the County Board of Supervisors. None of the funds provided under this Agreement shall be used for publicity or propaganda purposes designed to support or defeat any legislation pending before state or federal legislatures or the Board of Supervisors of the County.

20.14. Religious Activity Prohibited

There shall be no religious worship, instructions or proselytization as part of or in connection with the performance of this Agreement.

20.15. Drug and Alcohol-Free Workplace

The County, in recognition of individual rights to work in a safe, healthful and productive work place, has adopted a requirement for a drug and alcohol free work place, County of San Diego Drug and Alcohol Use Policy C-25. This policy provides that all County-employed contractors and Contractor employees shall assist in meeting this requirement.

> 20.15.1. As a material condition of this Contract, the Contractor agrees that the Contractor and the Contractor employees, while performing service for the County, on County property, or while using County equipment:

(i)   Shall not be in any way impaired because of being under the influence of alcohol or a drug.

(ii)   Shall not possess an open container of alcohol or consume alcohol or possess or be under the influence of an illegal drug.

(iii)   Shall not sell, offer, or provide alcohol or a drug to another person; provided, however, that the foregoing restriction shall not be applicable to a Contractor or Contractor employee who as part of the performance of normal job duties and responsibilities prescribes or administers medically prescribed drugs.

> 20.15.2. Contractor shall inform all employees who are performing service for the County on County property or using County equipment of the County objective of a safe, healthful and productive work place and the prohibition of drug or alcohol use or impairment from same while performing such service for the County.

> 20.15.3. The County may terminate for default or breach this Agreement, and any other contract the Contractor has with the County, if the Contractor, or Contractor employees are determined by the

Contracting Officer not to be in compliance with the conditions listed in this Section 20.15.

20.16. Cartwright Act

Following receipt of final payment under the Agreement, Contractor assigns to the County all rights, title and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. 15) or under the Cartwright act (Chapter 1) (commencing with Section 16700) of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the Contractor for sale to the County under this Agreement.

20.17. Zero Tolerance for Fraudulent Conduct in County Services

Contractor shall comply with County of San Diego Board of Supervisors Policy A-120 "Zero Tolerance for Fraudulent Conduct in County Services." There shall be "Zero Tolerance" for fraud committed by contractors in the administration of County programs and the provision of County services. Upon proven instances of fraud committed by independent contractors in connection with their performance under the contract, said contract shall be terminated.

20.18. Family-Centered Practice, Board of Supervisors Policy E-13

Contractor shall comply with County of San Diego Board of Supervisors Policy E-13, "Family-Centered Practice." Family-centered practice addresses the needs of the whole family and is intended to promote and support community and family involvement to ensure safe and healthy environments for children.

20.19. Interlocking Directorate

In recognition of County Policy A 79, not-for-profit Contractors shall not subcontract with related for-profit subcontractors for which an interlocking relationship exist unless specifically authorized in writing by the Board of Supervisors.

20.20. Zero Tolerance In Coaching Medi-Cal Or Welfare Clients (Including Undocumented Immigrants)

The County of San Diego in recognition of its unique geographical location and the utilization of Welfare and Medi-Cal system by foreign nationals who are not legal residents of this county or country, has adopted a Zero Tolerance policy and shall aggressively prosecute employees and contractors who coach Medi Cal or Welfare clients (including undocumented immigrants), to obtain services for which they are not otherwise entitled.

As a material condition of this Agreement, Contractor agrees that the Contractor and Contractor's employees, while performing service for the County, on County property or while using County equipment shall not

(a)   in any way coach, instruct, advise, or guide any Medi-Cal or Welfare clients or prospective clients who are undocumented immigrants on ways to obtain or qualify for Medi-Cal assistance, for which they are not otherwise entitled.

(b)   support or provide funds to any organization engaged directly or indirectly in advising undocumented immigrants on ways to obtain or qualify for Medi-Cal assistance, for which they are not otherwise entitled.

Contractor shall inform all Subcontractors and employees that are performing service for the County on County property or using County equipment of County's Zero Tolerance Policy as referenced herein.

County may terminate for default or breach this Agreement and any other contract Contractor has with County, if Contractor or Contractor employees are determined not to be in compliance with the conditions stated herein.

21.   REPRESENTATIONS AND WARRANTIES

21.1. Contractor Representations, Warranties, and Related Covenants

21.1.1.   Performance of the Services

Contractor represents and warrants that it is capable in all respects of providing and shall provide all Services in accordance with this Agreement. Contractor further represents and warrants that: (i) all Services provided under this Agreement shall be provided in a timely, professional, and workmanlike manner consistent with the highest standards of quality and integrity and shall meet the performance standards required under this Agreement; and (ii) no amendment to this Agreement or additional cost or expense shall be required by Contractor in order for it to be able to perform the Services in accordance with the MASLs.

21.1.2.   Conflict of Interest

Contractor represents, warrants, and agrees that:

21.1.2.1.   No Financial Interest

Neither Contractor or any of its Affiliates, nor any employee of either, has, shall have, or shall acquire, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of its duties and responsibilities to the County under this Agreement or otherwise create an appearance of impropriety with respect to the award or performance of this Agreement; and Contractor shall promptly inform the County of any such interest that may be incompatible with the interests of the County;

21.1.2.2. No Abuse of Authority for Financial Gain

Neither Contractor or any of its Affiliates, nor any employee of either, has used or shall use the authority provided or to be provided under this Agreement to obtain financial gain for Contractor, or any such Affiliate or employee, or a member of the immediate family of any such employee;

21.1.2.3. No Use of Information for Financial Gain

Neither Contractor or any of its Affiliates, nor any employee of either, has used or shall use any County Confidential Information acquired in the award or performance of the Agreement to obtain financial gain for Contractor, or any such Affiliate or employee, or a member of the immediate family of any such employee;

21.1.2.4. Independent Judgment

Neither Contractor or any of its Affiliates, nor any employee of either, has accepted or shall accept another County contract that would impair the independent judgment of Contractor in the performance of this Agreement;

21.1.2.5. No Influence

Neither Contractor or any of its Affiliates, nor any employee of either, has accepted or shall accept anything of value based on an understanding that the actions of Contractor or any such Affiliate or employee on behalf of the County would be influenced; and Contractor shall not attempt to influence any County employee by the direct or indirect offer of anything of value;

21.1.2.6. No Payment Tied to Award

Neither Contractor or any of its Affiliates, nor any employee of either, has paid or agreed to pay any Person, other than bona fide employees working solely for Contractor or such Affiliate or its Subcontractors, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of this Agreement; and

21.1.2.7. Independent Prices, Terms and Conditions

The prices, terms and conditions presented in the Responses were arrived at independently, without consultation, communication, or agreement with any other proposer for the purpose of restricting competition; the prices, terms and conditions quoted were not knowingly disclosed by Contractor to any other proposer; and no attempt was made by Contractor to induce any other Person to submit or not to submit a proposal for the purpose of restricting competition.

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21.1.3.   Financial Condition and Information

21.1.3.1.   *Financial Condition*

Contractor represents and warrants that it has, and promises that it shall maintain throughout the Term, a financial condition commensurate with the requirements of this Agreement. If, during the Term, Contractor experiences a change in its financial condition that may adversely affect its ability to perform under this Agreement, then it shall immediately notify the County of such change.

21.1.3.2.   *Accuracy of Information*

Contractor represents and warrants that all financial statements, reports, and other information furnished by Contractor to the County in connection with the award of this Agreement fairly and accurately represent the business, properties, financial condition, and results of operations of Contractor as of the respective dates, or for the respective periods, covered by such financial statements, reports, or other information. Since the respective dates or periods covered by such financial statements, reports, or other information, there has been no material adverse change in the business, properties, financial condition, or results of operations of Contractor.

21.1.4.   Litigation and Service of Process

Contractor represents that there is no pending or anticipated civil or criminal litigation in any judicial or administrative forum that involves Contractor or any of its Affiliates or Subcontractors that may adversely affect Contractor's ability to perform its obligations under this Agreement. Contractor shall notify the County, within fifteen (15) days after its occurrence, of any such pending or anticipated civil or criminal litigation. Contractor shall notify the County, within five (5) business days in the event process is served on Contractor in connection with this Agreement, including any subpoena of Contractor's records, and shall send a written notice of the service together with a copy of the same to the County within seven (7) business days after such service. If Contractor fails to notify the County of any such pending or anticipated civil or criminal litigation or service of process within such times, the County may terminate this Agreement pursuant to the provisions of Section 17.3.

21.1.5.   Proprietary Rights Infringement

Contractor represents and warrants that at no time during the Term shall the use of any services, techniques, materials or products provided or used by Contractor, or its Affiliates or Subcontractors, in performing the Services (including, but not limited to the Contractor Works, Third Party Works and Work Product), or the use thereof by the County, infringe upon any third party's patent, trademark, copyright, or other intellectual-property right, nor shall Contractor misappropriate any trade secrets or make use of any misappropriated trade secrets in the performance of Services hereunder.

21.1.6.   Legal and Corporate Authority

Contractor represents and warrants that: (i) it is a Delaware corporation, and is qualified and registered to transact business in all locations where the performance of its obligations hereunder would require such qualification; (ii) it has all necessary rights, powers, and authority to enter into and perform this Agreement, and the execution, delivery, and performance of this Agreement by Contractor has been duly authorized by all necessary corporate action; (iii) the execution and performance of this Agreement by Contractor shall not violate any law, statute, or regulation and shall not breach any agreement, covenant, court order, judgment, or decree to which Contractor is a party or by which it is bound; (iv) it has, and promises that it shall maintain in effect, all governmental licenses and permits necessary for it to provide the Services contemplated by this Agreement; and (v) it owns or leases and promises that it shall own or lease, free and clear of all liens and encumbrances, other than lessors' interests, or security interests of Contractor's lenders, all right, title, and interest in and to the tangible property and technology and the like that Contractor intends to use or uses to provide such Services and in and to the related patent, copyright, trademark, and other proprietary rights, or has received appropriate licenses, leases, or other rights from third parties to permit such use.

21.1.7.   Violations

Contractor represents and warrants that it is not, and promises that it shall not be, in violation of any laws, ordinances, statutes, rules, regulations, or orders of governmental or regulatory authorities to which it is subject, and has not failed, and shall not fail, to obtain any licenses, permits, franchises, or other governmental authorizations necessary for the ownership of its properties or the conduct of its business, which violation or failure, either individually or in the aggregate, might adversely affect its business, properties, or financial condition, the consummation of the transactions contemplated by this Agreement, or the performance of its obligations hereunder.

21.1.8.   Information Furnished to the County

Contractor represents and warrants that all written information furnished to the County prior to the Effective Date by or on behalf of Contractor in connection with this Agreement is true, accurate, and complete, and contains no untrue statement of a material fact or omits any material fact necessary to make such information not misleading.

21.1.9.   Previous Participation in Outsourcing Process

Contractor represents and warrants that neither it, nor any of its Affiliates or Subcontractors that will provide Services at any time under this Agreement, directly or indirectly participated in any of the following activities on behalf of the County with respect to this Agreement: (i) preparation of any Request for Proposal; (ii) development of bid specifications or proposal requirements; (iii) evaluation of bids or proposals; or (iv) negotiations with potential prime contractors.

21.1.10. Previous Contracts

Contractor represents and warrants that neither it, nor any of its Affiliates or Subcontractors, is in default or breach of any other contract or agreement related to information systems or telecommunication system facilities, equipment, or services that it or they may have with the County or any of its departments, commissions, boards, or agencies. Contractor further represents and warrants that neither it, nor any of its Affiliates or Subcontractors, has been a party to any contract for information system or telecommunication system facilities, equipment, or services with the County or any of its departments that was finally terminated by the County or such department within the previous five (5) years for the reason that Contractor or such Person failed to perform or otherwise breached an obligation of such contract. Contractor shall notify the County, within five (5) days of its occurrence, if it, or any of its Affiliates or Subcontractors, is a party to any contract for information system or telecommunication system facilities, equipment, or services with any federal, State, County, or municipal body, or any agency thereof, which contract is finally terminated by such body for the reason that Contractor or such Person failed to perform or otherwise breached an obligation of such contract. If the termination of any such contract is being contested as of the Signing Date in an arbitration or judicial proceeding, the termination shall not be final until the conclusion of such arbitration or judicial proceeding. If the factfinder determines, or a settlement stipulates, that Contractor or such Person failed to perform or otherwise breached an obligation of such contract, County may terminate this Agreement at the County's sole discretion without County incurring any additional charges whatsoever for such termination.

21.2. County's Representations, Warranties, and Covenants

21.2.1. Legal Authority

The County represents and warrants that it has all necessary rights, powers, and authority to enter into and perform this Agreement; that the execution, delivery, and performance of this Agreement by the County have been duly authorized by all necessary action of the County's Board of Supervisors.

21.2.2. Disclaimer

The County does not make any representation or warranty, express or implied, with respect to the Services or any component thereof, or the skills, capabilities, or medical or other condition of any Transitioned Employees. All hardware, software, networks, and other IT- and telecommunications-related assets made available or conveyed by the County and/or Legacy Provider to Contractor under this Agreement are made available or conveyed to Contractor "AS IS, WHERE IS" and there are no warranties of any kind with respect to the condition, capabilities, or other attributes of such items, except as otherwise expressly stated in this Agreement.

21.3. Warranty Disclaimer

EXCEPT AS EXPRESSLY STATED IN THIS AGREEMENT, THERE ARE NO EXPRESS WARRANTIES BY EITHER PARTY. THERE ARE NO IMPLIED WARRANTIES OR CONDITIONS, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE.

21.4. Waiver

Having had reasonable access to pertinent County information and County personnel, and a reasonable time within which to perform due diligence investigation, and having taken into account the possibility that the information it has received might possibly be incorrect or incomplete, Contractor hereby waives and releases any and all claims that it now has or hereafter may have against the County based upon the inaccuracy or incompleteness of the information it has received from, or with regard to, the County. Further, Contractor consents and agrees that it shall not seek any judicial rescission, cancellation, termination, reformation, or modification of this Agreement or any provision hereof, nor any adjustment in the fees to be paid for the Services, based upon any such inaccuracy or incompleteness of information except where such information was intentionally withheld or intentionally misrepresented.

22. INDEMNIFICATION

22.1. Technology

Contractor shall indemnify, defend, and hold the County Indemnitees harmless from and against any and all Losses in connection with any and all claims or demands brought by any third party against any of them for any actual or alleged infringement of any patent, trademark, copyright, or other proprietary right, including misappropriation of trade secrets, (i) based upon technology or intellectual property used by Contractor (including but not limited to Contractor Works, Third Party Works and Work Product) in providing the Services, or (ii) arising from the County's use or receipt of the Services (including but not limited to the use or receipt of the Contractor Works, Third Party Works and Work Product or the exercise of any Intellectual Property Rights therein), (each such claim or demand, an, "Infringement Claim"). Also, notwithstanding the foregoing, Contractor shall defend, indemnify, and hold harmless the County Indemnitees from and against all Losses that could have been avoided by moving to a new release or version of the infringing software if such new release or version was reasonably available to Contractor and Contractor did not move to same. In the event of an Infringement Claim in which the County's right to use any technology or intellectual property is enjoined, Contractor shall either procure a license to enable the County to continue to use or receive the benefit of such technology or intellectual property or develop or obtain a non-infringing substitute acceptable to the County. Contractor shall have no obligation to indemnify, defend or hold the County Indemnitees harmless regarding any claim or action to the extent that it is based solely upon: (i) a modification of a program or machine by the County, any third-party contractor of the County that is not a Subcontractor, or any agent of the County that was not

otherwise approved by Contractor; or (ii) the County's combination, operation, or use with apparatus, data, or programs neither furnished nor approved by Contractor nor contemplated by the Parties.

22.2. Injury, Property, or Other Damage

Without limiting Contractor's obligations with respect to insurance as provided in Section 19 hereof, Contractor shall indemnify, defend, and hold the County Indemnitees harmless with respect to any and all Losses related to any third-party claim alleging bodily injury or death, damage to tangible personal or real property, or any other damage or violation, notwithstanding the form in which any such action is brought (e.g., contract, tort, or otherwise), to the extent arising directly or indirectly from acts, errors, or omissions that constitute negligence, willful misconduct, or violations of law, by Contractor or its personnel, agents, or Subcontractors.

22.3. Third-Party Contracts

Contractor shall indemnify, defend, and hold the County Indemnitees harmless from and against any and all Losses based upon or related to third-party services utilized by Contractor in providing Services or based upon an alleged breach by Contractor of any third party agreement used by Contractor to provide the Services.

22.4. Misrepresentation

Contractor shall indemnify, defend, and hold the County Indemnitees harmless with respect to any and all Losses related to any third-party claim based upon or resulting from (i) any misrepresentation by Contractor in this Agreement, or (ii) theft, fraud, misappropriation of tangible or intangible personal property by Contractor or any Subcontractor, or by the officers, directors, Affiliates, employees, agents, representatives, or subcontractors of any of the foregoing.

22.5. Transitioned Employees

Contractor shall indemnify, defend, and hold the County Indemnitees harmless from and against any claim by any Transitioned Employee, and any and all Losses sustained or incurred by such County Indemnitees, based upon or resulting from any act by Contractor or its Subcontractors on or after the Cutover Date on which such Transitioned Employees transitioned to the employ of Contractor or a Subcontractor, or any allegation that such Transitioned Employee was wrongfully terminated by Contractor or was denied any severance or termination payment upon leaving the employ of Contractor. Contractor shall indemnify, defend, and hold harmless the County Indemnitees from and against any claim, and any and all Losses sustained or incurred by the County, by any of Contractor's employees (excluding Transitioned Employees) based upon or resulting from any act by Contractor.

22.6. Hazardous Material

Contractor shall indemnify, defend, and hold the County Indemnitees harmless from and against any claim by any third party and any and all Losses sustained or incurred by such County Indemnitees as a result of: (i) Contractor's failure to comply in all material respects with any applicable Environmental Laws; (ii) the presence of any Hazardous Material upon, above, or beneath Contractor's facilities or locations, if the Hazardous Material was present or if the Hazardous Material was released into the environment by Contractor; or (iii) Contractor's breach of Section 20.10.

22.7. Proprietary Information Disclosure

Contractor shall indemnify, defend, and hold the County Indemnitees harmless from and against any and all Losses based upon or resulting from any third-party claim or challenge with respect to the disclosure or nondisclosure of Contractor Confidential Information or its Subcontractors' confidential or proprietary information under the California Public Records Act, or other applicable statutes or regulations, except to the extent that the County has failed to comply with its applicable policies with respect to the disclosure of such information.

22.8. General Obligation

Contractor's indemnity obligations under Sections 22.1, 22.2, 22.3, 22.4, 22.5, 22.6, and 22.7 of this Agreement also extend to third-party claims and associated Losses caused by the concurrent passive or vicarious negligence of any County Indemnitee. However, Contractor shall have no obligation to defend or indemnify the County Indemnitees to the extent third-party claims and associated Losses are caused by the active negligence, sole negligence, or willful misconduct of the County Indemnitees. If any legal action governed by this Section 22 is commenced against a County Indemnitee or a Contractor Indemnitee, such Party shall give written notice thereof to the indemnifying Party promptly after such legal action is commenced; provided, however, that failure to give prompt notice shall not reduce the indemnifying Party's obligations under this Section 22.8, except to the extent the indemnifying Party is prejudiced thereby. After such notice, if the indemnifying Party shall acknowledge in writing to the other Party that the right of indemnification under this Agreement applies with respect to such claim, then the indemnifying Party shall be entitled, if it so elects in a written notice delivered to the other Party not fewer than ten (10) days prior to the date on which a response to such claim is due, to take control of the defense and investigation of such claim and to employ and engage attorneys of its choice, that are reasonably satisfactory to the other Party, to handle and defend same, at the indemnifying Party's expense. The other Party shall cooperate in all reasonable respects with the indemnifying Party and its attorneys in the investigation, trial, and defense of such claim and any appeal arising therefrom; provided, however, that the other Party may participate, at its own expense, through its attorneys or otherwise, in such investigation, trial, and defense of such claim and any appeal arising therefrom. No settlement of a claim that involves a remedy other than the payment of money by the indemnifying Party shall be entered into by the indemnifying Party without the prior written consent of the other Party, which consent may be withheld in the other Party's sole

discretion. If the indemnifying Party does not assume the defense of a claim subject to such defense as provided in this Section, the indemnifying Party may participate in such defense, at its expense, and the other Party shall have the right to defend the claim in such manner as it may deem appropriate, at the expense of the indemnifying Party.

23. DISPUTE RESOLUTION

23.1. Procedures

If a dispute arises, the Parties' respective designated representatives shall meet and negotiate in good faith the resolution of such dispute. If such dispute cannot be promptly resolved, the County's representative and Contractor's Contract Manager shall meet and negotiate in good faith in order to resolve such dispute within ten (10) days after the date that written notice of dispute is delivered by the disputing Party to the other Party. If the County's representative and the Contract Manager have resolved the dispute, such Persons shall reduce the resolution to writing and each Party shall commence the resolution of the dispute in accordance therewith. In the event the County's representative and the Contract Manager have failed to resolve the dispute within ten (10) days after the referral of the dispute to them, the Parties shall refer the dispute to the County's CIO and a designated representative at an appropriate higher level in Contractor's organization for resolution. If the CIO and the Contractor's designated representative have resolved the dispute, such Persons shall reduce the resolution to writing and each Party shall commence the resolution of the dispute in accordance therewith. In the event the CIO and the Contractor's designated representative have failed to resolve the dispute within thirty (30) days after the referral of the dispute to them, the Parties shall refer the dispute to the County's Assistant Chief Administrative Officer and the Contractor's Business Unit President. If the County's Assistant Chief Administrative Officer and the Contractor's Business Unit President are unable to resolve the Dispute, then the controversy may be resolved through any form of alternative dispute resolution as the Parties may agree or referred to a court of competent jurisdiction in the State of California. Notwithstanding the foregoing, either party shall be permitted to institute legal action under this Agreement on account of any such dispute without resorting to any or all of the dispute resolution procedure set forth herein.

23.2. De Minimis Disputes

Notwithstanding anything to the contrary provided in this Section 23 or elsewhere in this Agreement, if: (i) the County requests services, products, or resources from Contractor and the Parties disagree after good faith discussions as to whether any such request is within the scope of the Services; and (ii) the financial impact on Contractor of satisfying such request, when aggregated with all other requests disputed and subject to this Section 23.2 in an applicable Contract Year, is less than one hundred twenty-five thousand dollars ($125,000.00), then the disagreement shall not be deemed a Problem, but absent mutual agreement of the Parties through the Management Committee, shall be deemed resolved in the County's favor; provided that the County provides to the Contractor a written notice expressly exercising its rights under this Section 23.2.

23.3. No Termination or Suspension of Services

Notwithstanding anything to the contrary contained herein, and even if any Problem or other dispute arises between the Parties and regardless of whether or not it requires at any time the use of any dispute resolution procedures established by the Parties in writing, in no event nor for any reason shall Contractor interrupt the provision of Services to the County or any obligations related to Disentanglement, disable any hardware or software used to provide Services, or perform any other action that prevents, impedes, or reduces in any way the provision of Services or the County's ability to conduct its activities, unless: (i) authority to do so is granted by the County or conferred by a court of competent jurisdiction; or (ii) the Term of this Agreement has been terminated or has expired pursuant to Section 17 hereof and a Disentanglement satisfactory to the County has been completed.

23.4. No Limitation on County Remedies for Default

The procedures established pursuant to this Section 23 shall not be deemed to limit the County's rights under Section 17 or either Party's rights under Section 18 in connection with a Default by either Party.

24. OTHER MISCELLANEOUS

24.1. Entire Agreement

This Agreement, including the Schedules and Exhibits hereto, constitutes the entire understanding and agreement between the Parties with respect to the transactions contemplated herein and supersedes all prior or contemporaneous oral or written communications with respect to the subject matter hereof, all of which are merged herein. No usage of trade, or other regular practice or method of dealing between the Parties or others, may be used to modify, interpret, supplement, or alter in any manner the express terms of this Agreement.

24.2. Order of Precedence

In the event of conflict in substance or impact between the terms and conditions contained in Sections 1 through 24 of this Agreement and any terms and conditions contained in any Schedule, Attachment, or Exhibit hereto, the terms and conditions contained in this Agreement shall control.

24.3. Updates

The information contained in the Schedules, Attachments, Exhibits, and Appendixes hereto will be updated in a timely manner by the Contractor, at no additional cost, from time to time during the Term to accurately reflect the evolution of the Services and components and elements of the Services as described therein, and such updates will be delivered to the County for the County's approval, and, upon the County's approval, will be incorporated into the Agreement.

24.4. Captions; References; Terminology

Captions, Tables of Contents, Indices of Definitions, and Schedule and Exhibit titles are used herein for convenience of reference only and may not be used in the construction or interpretation of this Agreement. Any reference herein to a particular Section number (e.g., "Section 2"), shall be deemed a reference to all Sections of this Agreement that bear sub-numbers to the number of the referenced Section (e.g., Sections 2.1, 2.1.1, etc.). Any reference herein to a particular Schedule or Exhibit (e.g., Schedule 4.3) shall be deemed a reference to the Schedule hereto that bears the same number. As used herein, the word "including" shall mean "including, but not limited to." The Parties agree that the use of the phrase "at no additional cost" or similar throughout this Agreement is to provide additional clarity and is not intended to create any inference that Contractor may impose additional charges (other than those set forth in Schedule 16.1) with respect to any Contractor obligations hereunder the description of which is not accompanied by such phrase or similar phrase. Any reference in this Agreement to "days" shall mean calendar days unless expressly identified as "business days."

24.5. Assignment

Except for subcontracting permitted under the terms of Section 14 hereof, neither this Agreement, nor any interest therein, nor any of the rights and obligations of Contractor hereunder, may be directly or indirectly assigned, sold, delegated, or otherwise disposed of by Contractor, in whole or in part, without the prior written consent of the County, which may be withheld in its sole discretion. For purposes hereof, an "assignment" subject to the terms and conditions of this Section 24.5 shall be deemed to have occurred in the event of any change in control of Contractor (whether resulting from a single transaction or series of related transactions), restructuring of Contractor, transfer or removal of a material amount of assets from Contractor, or assumption of debt by Contractor that results in Contractor's net worth being materially less than it was on the Effective Date. Notwithstanding anything to the contrary in this Agreement, Contractor shall not assign its interest in the Fees payable to Contractor under this Agreement, grant any security interest in any of the assets used to perform the Services, use this Agreement as security or collateral for any purpose, or otherwise take any similar or other action that encumbers, impedes, hinders, or otherwise adversely impacts the County's ability to receive the full benefit of the Services contemplated under this Agreement, or to exercise any of its rights or remedies to the full extent permitted under this Agreement; without first obtaining in each instance the express, prior written consent of the County, which may be withheld in the County's sole discretion. If the County so grants its consent, such consent shall be conditioned on: (i) the third party to which Contractor assigns such rights or grants such interests agreeing in writing to never exercise such rights in a manner that would encumber, impede, hinder, or otherwise adversely impact the County's ability to receive the full benefit of the Services contemplated under this Agreement or to exercise any of its rights or remedies to the full extent permitted under this Agreement, and (ii) Contractor being fully responsible for all administrative costs and burdens related to such assignment of rights or grant of interest, or required by the third party to which Contractor assigns such rights or grants such interests.

24.6. Notices to a Party

Except as expressly otherwise stated herein, all notices, requests, consents, approvals, or other communications provided for, or given under, this Agreement, shall be in writing and shall be deemed to have been duly given to a Party if delivered personally, or transmitted by facsimile or electronic mail to such Party at its telecopier number or e-mail address set forth below (with the original sent by recognized overnight courier or first-class mail to the Party at its address set forth below), or sent by first class mail or overnight courier to such Party at its address set forth below, or at such other telecopier number or address, as the case may be, as shall have been communicated in writing by such Party to the other Party in accordance with this Section. All notices shall be deemed given when received in the case of personal delivery or delivery by mail or overnight courier, or when sent in the case of transmission by facsimile or electronic mail with a confirmation, if confirmed by copy sent by overnight courier within one (1) day of sending the facsimile.

Notices to the County shall be addressed as follows:

> County of San Diego
> Chief Information Officer
> 1600 Pacific Highway
> Room 306F
> San Diego, California 92101
>
> Facsimile No.: (619) 685-2427

with a copy to the attention of the County's counsel addressed as follows:

> County of San Diego
> County Counsel
> 1600 Pacific Highway
> Room 355
> San Diego, California 92101
>
> Facsimile No.: (619) 531-5506

Notices to Contractor shall be addressed as follows:

> Northrop Grumman Information Technology
> 13825 Sunrise Valley Drive
> Herndon, Virginia 20171
> Attention: Randolph Pabst, Contracts Manager
>
> Facsimile No.: 703-713-4793

with a copy to the attention of Contractor's counsel at:

> Northrop Grumman Information Technology
> 13825 Sunrise Valley Drive

Herndon, Virginia 20171
Attention: Cheryle Morgan, Esq.

Facsimile No.: 703-713-4792

24.7. Amendments; Waivers

Except as expressly provided herein, this Agreement may not be modified, amended, or in any way altered except by a written document duly executed by both of the Parties hereto. The County's Contracting Officer is the only County employee authorized to modify or amend this Agreement; the CIO has no authority to modify or amend this Agreement. No waiver of any provision of this Agreement, nor of any rights or obligations of any Party hereunder, shall be effective unless in writing and signed by the Party waiving compliance, and such waiver shall be effective only in the specific instance, and for the specific purpose, stated in such writing. No waiver of breach of, or default under, any provision of this Agreement shall be deemed a waiver of any other provision, or of any subsequent breach or default of the same provision, of this Agreement.

24.8. Relationship Between, and Legal Status of, the Parties

This Agreement shall not be construed to deem either Party as a representative, agent, employee, partner, or joint venturer of the other. Contractor shall be an independent contractor for the performance under this Agreement. Neither Party shall not have the authority to enter into any agreement, nor to assume any liability, on behalf of the other Party, nor to bind or commit the other Party in any manner, except as provided hereunder. Contractor's employees who provide services pursuant to this Agreement or who are located on the County's premises shall remain employees of Contractor, and Contractor shall have sole responsibility for such employees including responsibility for payment of compensation to such personnel and for injury to them in the course of their employment. Contractor shall be responsible for all aspects of labor relations with such employees including their hiring, supervision, evaluation, discipline, firing, wages, benefits, overtime and job and shift assignments, and all other terms and conditions of their employment, and the County shall have no responsibility therefor. Contractor shall defend, indemnify, and hold harmless County Indemnitees from and against any and all Losses based upon or related to a claim that Contractor's or its Subcontractors' employees are employees of the County.

24.9. Severability

If any provision of this Agreement is determined to be invalid or unenforceable, that provision shall be deemed stricken and the remainder of this Agreement shall continue in full force and effect insofar as it remains a workable instrument to accomplish the intent and purposes of the Parties; the Parties shall replace the severed provision with the provision that will come closest to reflecting the intention of the Parties underlying the severed provision but that will be valid, legal, and enforceable.

24.10. Counterparts

This Agreement may be executed in duplicate counterparts. Each such counterpart, if executed by both Parties, shall be an original and both together shall constitute but one and the same document. This Agreement shall not be deemed executed unless and until at least one counterpart bears the signatures of both Parties' designated signatories.

24.11. Laws and Regulations

This Agreement shall be interpreted under, and governed by, the laws and court decisions of the State and the United States of America, without giving effect to the State's principles of conflicts of laws.

24.12. County Approval of Promotions

Unless specifically authorized in writing by the CIO and the County on a case-by-case basis, Contractor shall have no right to use, and shall not use, the name of the County, its departments, officials, or employees, or the seal of the County: (i) in any advertising, publicity, promotion; or (ii) to express or to imply any endorsement of Contractor's products or services; or (iii) in any other manner (whether or not similar to uses prohibited by subparagraphs (i) and (ii) above), except only to deliver the Services in accordance with this Agreement.

24.13. Venue and Jurisdiction

All actions or proceedings arising out of, or related to, this Agreement shall be brought only in an appropriate federal or state court in San Diego, California and the Parties hereby consent to the jurisdiction of such courts over themselves and the subject matter of such actions or proceedings. Contractor hereby appoints Contractor's General Counsel and his or her successors in office to be its agent upon whom any process, in any action or proceeding against it arising out of this Agreement, may be served.

24.14. Governmental Immunity

Notwithstanding any provisions to the contrary contained in this Agreement, it is agreed and understood that the County shall not be construed to have waived any rights or defenses of governmental immunity that it may have with respect to all matters arising out of this Agreement.

24.15. No Third-Party Beneficiaries

This Agreement is an agreement between the Parties, and, except as provided in this Section 24.15, this Agreement confers no rights upon any of the Parties' employees, agents, or contractors, or upon any other Person; provided, however, that the Superior Court of California, County of San Diego shall be deemed a third-party beneficiary of this Agreement and shall have the rights, and Contractor shall have the obligations, with respect to the Superior Court of California, County of San Diego, as set forth in this Agreement.

24.16. Agreements with Governmental Entities Presented by the County

The Contractor agrees to negotiate in good faith with any California state or local government or subdivision thereof, or any entity, body or authority exercising the functions or authority of or pertaining to any state or local government, (each, a "Governmental Entity") presented to it by the County, to enter into a separate agreement with such Governmental Entities at prices and on terms and conditions in the aggregate no less favorable to such Governmental Entities than those then in effect between the Contractor and the County hereunder. Neither County nor such Governmental Entities shall have any liability for the obligations of the other (including, without limitation, any liability for any payment obligations) and the Contractor agrees not to sue or otherwise make a claim against County or hold County liable for a breach by such Governmental Entities of any agreement between Contractor and any such Governmental Entities, but rather to proceed directly and solely against such Governmental Entities. Notwithstanding anything to the contrary contained in this Agreement, County may disclose Contractor Confidential Information relating hereto to such Governmental Entities provided such Governmental Entities agree to abide by restrictions on the use of Contractor Confidential Information similar to those in Section 12.2 of this Agreement.

24.17. Expenses

Each Party shall pay all expenses paid or incurred by it in connection with the planning, negotiation, and consummation of this Agreement, subject to the provisions of Section 18.2.

24.18. Survival

The provisions of Sections 6, 12, 13, 14, 15, 18, 19, 20, 21, 22, 23, 24, and any Sections of this Agreement that by their nature may reasonably be presumed to survive any termination or expiration of this Agreement, shall survive any termination or expiration hereof.

24.19. Neither Party Considered Drafter

Despite the possibility that one Party may have prepared the initial draft of this Agreement or played the greater role in the physical preparation of subsequent drafts, the Parties agree that neither of them shall be deemed the drafter of this Agreement and that, in construing this Agreement in case of any claim that any provision hereof may be ambiguous, no such provision shall be construed in favor of one Party on the ground that such provision was drafted by the other.

24.20. Non-Solicitation

Neither Contractor nor any of its Subcontractors shall directly solicit any County employee for any employment opportunities with Contractor or any Subcontractor. The County recognizes that its employees may respond to Contractor's (or its Subcontractor's) generally available advertisements, job postings, or web sites, without

solicitation by Contractor or any Subcontractor. In the event that a County employee approaches Contractor (or any of its Subcontractors) in connection with an employment opportunity, Contractor (or the applicable Subcontractor) shall (i) take no action with respect to such employee other than to refer such employee to Contractor's or Subcontractor's human resources department so that the employment interest may be officially logged, and (ii) inform the County's CIO of the specific employee expressing interest in employment with Contractor or the applicable Subcontractor. Within five (5) business days, the County's CIO will inform Contractor's Contract Manager whether Contractor (or its Subcontractor) may hire the applicable County employee, and whether such employee would be allowed to provide Services to the County if hired by Contractor (or its Subcontractor). Contractor hereby agrees that neither it nor any of its Subcontractors shall hire any County employee without receiving the prior written consent of the County.

24.21. Parent Guaranty

The County has entered into this Agreement in reliance upon a written guaranty, in the form of which a copy is attached hereto as Schedule 24.21, by Northrop Grumman Corporation, which guaranty has been executed and delivered to the County concurrently with the Signing Date.

****

(Signature Page Follows)

COUNTY OF SAN DIEGO
IT AND TELECOMMUNICATIONS SERVICE AGREEMENT
PAGE 33
DRAFT
257
December 2009

The Parties have executed this Information Technology and Telecommunications Service Agreement on the dates of the signatures of their respective representatives below.

COUNTY OF SAN DIEGO

By: _Winston F McCrel_

Title: _Director, P&C_

NORTHROP GRUMMAN INFORMATION TECHNOLOGY, INC.

By: _Douglas R. Hoffman_
DOUGLAS R. HOFFMAN

Title _DIRECTOR_

APPROVED AS TO FORM AND LEGALITY
COUNTY COUNSEL

BY _____
SENIOR DEPUTY

COUNTY OF SAN DIEGO   IT AND TELECOMMUNICATIONS SERVICE AGREEMENT
PAGE 39

ATTACHMENT 4 – DELIVERABLES/OUTCOMES FLOW CHART

Project Name: Revision Date:
Mental Health Services Management Information System   **February, 2009**

Phases I and II – 5 *years*

Phase I – 2.5 years

Phase I Project Milestones

- Implementation Plan
- Base Set Up of System Tables
- Application Installation & Network Evaluation
- Pilot Data Conversion
- System Acceptance Tests
- Final Acceptance
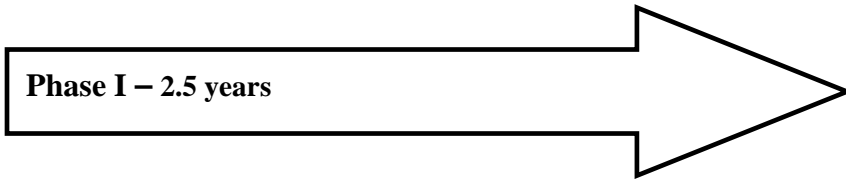
- Replace current client tracking, billing and managed care functionality (InSyst and eCura)

Key Milestones
- Planning – November – December 2006
- System Set Up, Business Process Reengineering and Testing – January 2007 – July 2008
- Training, Cutover and Deployment – September 2008 – March 2009

Phase II – 3.5 years
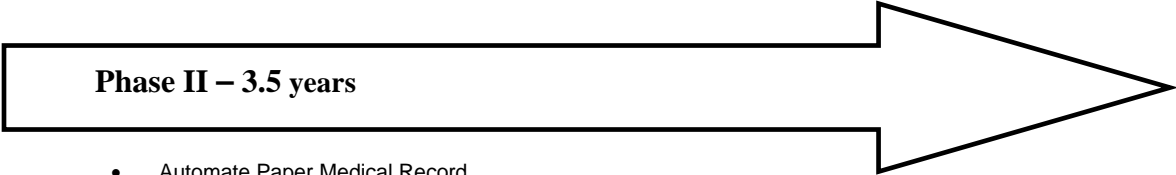
Phase II Project Milestones

- Implementation Planning
- Administrator Training
- System Acceptance Tests
- Final Acceptance

- Automate Paper Medical Record

Key Milestones

- Planning, Design & Testing – June 2007 – May 2008, restart Dec 2008
- Training and deployment of mission critical forms – anticipated Jan 2010 – June 2010
- Training and deployment of Treatment Planning – anticipated Jan 2011– June 2011
- Training and deployment of Doctors Home Page – anticipated July –Oct 2011
- Final acceptance anticipated Oct 2011

ATTACHMENT 5 – TRAINING SCHEDULE

Pilot Staff Seminar
- August 11 – 13, 2008

Revision of Deployment Training
- August 14 – 15, 2008

First Presentation of Deployment Training to Core Team
- August 19, 2008

Revision of Deployment Training based on feedback from Core Team
- August 20 – 22, 2008

Second Presentation of Deployment Training to Core Team
- August 26, 2008

Revision of Deployment Training based on feedback from Core Team
- August 27, 2008

Train the Trainer
- November 3 – 7, 2008
- November 10 – 14, 2008

Deployment Training
- November 17 – 21, 2008
- December 1 – 5, 2008
- December 8 – 12, 2008
- December 15 – 19, 2008
- January 5 – 9, 2009
- January 12 – 16, 2009
- January 26 – 30, 2009
- February 2 – 6, 2009
- February 9 – 13, 2009
- February 23 – 27, 2009
- March 2 – 6, 2009
- March 9 – 13, 2009
- March 16 – 20, 2009

Scheduler Training
- May 2009 – August 2009

Electronic Health Records Training
- February 8, 2010
- February 22, 2010
- March 1, 2010
- March 8, 2010
- March 15, 2010

Electronic Health Records Training (continue)
- March 29, 2010
- April 5, 2010
- April 19, 2010
- April 26, 2010
- May 3, 2010
- May 10, 2010
- May 17, 2010
- May 24, 2010
- June 7, 2010
- June 21, 2010
- June 28, 2010
- July 12, 2010
- July 19, 2010
- July 26, 2010
- August 2, 2010
- August 9, 2010
- August 16, 2010
- August 23, 2010

Attachment 6 – MIS Communication Plan

Major Tasks & Milestones	Completion Dates		
	Target	Actual	Status
Provider Communications			
Issued notice of contract award. Pre-implementation seminar for senior leadership. Hardware & Software Requirements. Workforce Readiness – Awareness Survey issued.	Nov 2006	One time event	Completed
Meeting Infusion: • InSyst Users Group • Mental Health Contractors' Assoc. • Mental Health Board – Briefing Document	Jan 2007	One time event	Completed
QI Matters Article – Project Overview w/EHR Explanation Meeting Infusion • CRF Senior Staff • Program Managers' Meetings Workforce Readiness Awareness Survey Director's Report	Feb 2007	One time event	Completed
Meeting Infusion • MHS, Inc. Division Meeting • InSyst Users Group Road Show Presentations begin – Project Overview & Change Management FAQs Training Schedule QI Matters Article – PC Literate PC Literacy Evaluation Implementation Checklist Continuous Business Process Reengineering Document	March 2007	One time event	Completed
Website Posting – Project Overview, Timeline, FAQs Submit Article for HHSA Connection Meeting Infusion • Children's Hospital Outpatient Psychiatry	April 2007	One time event	Completed
Orientation to Anasazi – all staff	April - June 2008	April - June 2008	Completed
Phase I Orientation Presentations	April-June 2008	20 presentations + CD to program managers	Completed
Transition Planning Meetings	May 2008	On - going	On Target
Quality Review Council	July 2008	Ongoing	On Target
E mail Blast	Aug 2008	On-going	On Target
Flyers, Posters, Notices	Fall 2008	Periodic	On Target
Health Board Study Group	Dec 2008	One time event	Completed
Adult System Of Care Council	2008	Periodic	On Target
Children's System of Care Council	2008	Periodic	On Target
Older Adult Council	2008	Periodic	On Target
Mental Health Board	2008	Periodic	On Target
Program Manager Scheduler Presentation	March-April 2009	8 sessions	Completed

Major Tasks & Milestones	Completion Dates		
	Target	Actual	Status
Program Manager Trainings - Scheduler	April 2009	April 2008	Completed
ASO Trainings	April 2009	April 2009	Completed
Phase II Orientation (Electronic Health Record)	Aug-Sept 2009	PowerPoint presentation to all program managers and emailed copy	Completed
Anasazi-UBH User Group (formerly "InSyst User Group"	April 2007-Dec 2009	Bi-Monthly	15 meetings
MHCA Executive meeting	April 2007-Dec 2009	Monthly	30 meetings
MHCA General meeting	April 2007-Dec 2009	Bi-Monthly	15 meetings
Transition Planning Meetings	April 2007-Dec 2009	Monthly	15 meetings
MHS Leadership	April 2007-Dec 2009	Quarterly	15 meetings
MHS Leadership Plus	April 2007-Dec 2009	Quarterly	15 meetings
Adult Provider Meetings: Central/North Central; East/South; Case Management; North Inland/North Coastal; Clubhouses	April 2007-Dec 2009	Monthly	30 meetings (each region)
Children Provider Meetings: North County; Day TX; East/South; Central	April 2007-Dec 2009	Bi-Monthly	15 meetings (each region)
Demonstration of Assessments in Anasazi	April 2007-Dec 2009	5 presentations to MH Admin and program managers	Completed
Contractors Association – Exec Committee	Monthly	Monthly	On Target
Contractors Association- General Meeting	Bi-Monthly	Bi-Monthly	On Target
QI Newsletters	Quarterly	Quarterly	On Target
Leadership Plus. (County and Contract Program Managers)	Quarterly	Quarterly	On Target
Leadership (County Program Managers)	Quarterly	Quarterly	On Target
Website and Email	Periodic	On-going	On Target
MH Admin Staff Communications			
CORE Team Meetings	Weekly	On-going	On Target
Adult Operations Meeting	Monthly	On-going	On Target
Children's Operations meetings	Monthly	On-going	On Target
MIS Mental Health Steering Committee	Monthly	Monthly	On Target
Other Communications			
CBPR	2007	Monthly	On Target
Presentation to Chief Administrative Officer's Office	2008	Periodic	On Target
FAQ	Periodic	Periodic	On Target

**ATTACHMENT 7 – FUNCTIONAL REQUIREMENTS AND TECHNICAL SPECIFICATIONS FOR
THE MENTAL HEALTH ENTERPRISE MIS**
Version 1.0 – July 15, 2005

Requirement Number	Description	Priority
1.0	**General**	
	Overview	
	The County of San Diego (CoSD) Mental Health Services (MHS) is seeking to replace their existing legacy applications with a commercial off-the-shelf (COTS) solution that will integrate Practice Management, Billing, Managed Care, and Clinical functionality. The general requirements section addresses those needs that all functional areas in the application would require in order to meet CoSD's main goals for their replacement application: utilizing current technologies, user-friendly, flexible and capable of complex compliance requirements. In addition, this application needs to be accessible to a large number of Providers spread out geographically throughout San Diego County.	
1.1	**Data Communications**	
1.1.1	The system shall provide for standardized data exchange with the State of California and other key business associates (such as Accredited Standards Committee (ASC) X12 and Health Level Seven (HL7)).	H
1.1.2	Communications protocols shall provide sufficient security to comply with HIPAA regulations.	H
1.1.3	Data exchange protocols shall be sufficiently flexible to allow for unique, specific requirements based on system configuration rather than re-programming.	H
1.2	**Tools for Creating Custom Forms/Screens**	
1.2.1	The system shall facilitate the development of custom forms/screens.	H
1.2.2	The forms/screens shall allow for the creation of new fields and support the display of data items from existing database tables.	H
1.2.3	Support validation checks shall exist for all new and existing fields and user-defined determination of entry rules (e.g. entry required, warning if no entry, entry not required).	H

Requirement Number	Description	Priority
1.2.4	Forms/screens shall support various objects such as textboxes, radio buttons, drop down list boxes, and combo-boxes, etc. with the possibility of being populated with user-defined data.	H
1.2.4.a	Describe how screen building is addressed and provide a detailed explanation of how the data model is impacted by the addition of new fields and new forms.	
1.2.4.b	What is the methodology for preserving customization when new software versions are released?	
1.2.4.c	Screen Shot: Include representative sample screen shots that illustrate the system's forms builder.	
1.3	**Ability to Modify Existing Forms/Screens**	
1.3.1	The system shall support the modification of existing forms/screens including adding new fields, removing non-core fields, changing the location of fields, control over data entry rules, changes to validation checks, etc.	H
1.4	**Field-Level Validation**	
1.4.1	All core and custom fields shall have user-defined validation rules added to support edit checking when data is entered.	H
1.4.2	The rules shall support multiple types of "requiredness" such as a warning message, but the ability to save the form; a warning and the inability to save the form, etc.	H
1.5	**Standard User Interface**	
1.5.1	All forms/screens shall use substantially the same metaphors for searches, entering lookup information, saving data, updating data, moving to other parts of the form, creating reports, etc.	H
1.5.2	The system shall support the rapid entry of data without the use of a mouse or similar pointing device and contains features such as the ability to repeat previous entries and retain the current client when moving from screen to screen.	H
1.5.3	The user interface shall also address the need to support persons with disabilities including color-blindness.	H
1.5.3.a	Screen Shot: Include representative sample screen shots that illustrate the system's user interface.	

Requirement Number	Description	Priority
1.6	**System Navigation**	
1.6.1	The system shall provide the ability throughout the system navigation to either go back to the menu, to move to another screen, or to have user-defined buttons on the screen that will prompt the user to go to another form.	H
1.6.2	The system shall allow for all information relating to a particular client, provider, care manager, member, etc. to be easily accessed, by authorized users, from any screen in the system where such data exists (e.g. be able to go to authorizations or call logs or screening forms from service entry or progress note entry).	H
1.6.2.a	Screen Shot: Include one or more representative sample screen shots that illustrate the system navigation.	
1.7	**Workflow Management**	
1.7.1	The system shall support the automation of business procedures or "workflows" for which documents, information or tasks are passed from one participant to another in a way that is governed by pre-defined rules or procedures.	H
1.7.2	The system shall provide users with guidance as to the various screens required to perform standard procedures. For example, an admission may require several steps including multiple screens. Omission of key steps will prompt guidance from the system or prevent users from going further (as appropriate to the function).	H
1.7.3	Workflow advisories shall be customizable to reflect processes appropriate for particular target groups and organizations.	M
1.8	**Tickler Engine**	
1.8.1	The system shall contain a Tickler Engine that creates alerts and reminders throughout the system. Various alerts may be configured which will automatically notify staff according to the nature of the issue. For example, the need to update financial information would display for appropriate staff.	H
1.8.2	Reminders can be configured according to local business rules. For example, "flag billed items that have had no payment action in 45 days'; "generate a message for the clinician who filled out this form 7 days ago but did not complete two required fields"; "generate a report of all clinicians whose professional license expires in 60 days".	H

Requirement Number	Description	Priority
1.8.3	The reminders shall be configurable per user groups defined in the system (e.g., data entry clerks, supervisors and QI staff).	H
1.8.4	The database and application forms will contain fields that allow the user to specify if follow-up is needed, by whom and when (users shall be able to define some of the fields that require follow-up; whereas authorized users, such as supervisors, shall specify others).	H
1.8.5	A tickler attribute can be added to most fields throughout the system whereby a user can set an alert or reminder for that field.	H
1.8.6	Clinical alerts shall be incorporated into the clinicians' personal calendars.	H
1.9	**Data Item History**	
1.9.1	The system shall allow the system administrator to designate data items for which a history will be stored. For example, the system shall track a history of alias names, past client addresses, past residential status, employment status, past medicines prescribed, referrals and other items as required.	H
1.9.2	History shall be stored for all designated records where there is any change in that record.	H
1.9.3	The system can be configured to support the ability to view some history and simply archive others.	H
1.10	**Custom Help Screens**	
1.10.1	The system shall support the creation and easy updating of custom, context-sensitive help to all user screens.	H
1.10.2	The system shall also support the loading and displaying of user checklists for the current workflow being accessed and an online user manual.	H
1.11	**Support for Mobile Devices**	
1.11.1	The system shall support the downloading, uploading and security of data to and from mobile devices such as laptops, tablet computers, and personal digital assistants, to support mobile workers.	H
1.12	**Single Sign-On Support**	
1.12.1	The vendor supports the integration of their system with single sign-on software products, while maintaining internal security controls.	H
1.13	**Backup System**	
1.13.1	The system's data and program files are capable of being backed up by common third party backup tools.	H

Requirement Number	Description	Priority
1.14	**E-Mail Generation**	
1.14.1	The system shall have the capability to generate internal or external e-mails (e.g. an automated e-mail to a provider resulting from a newly entered referral, or mass e-mail about system issues).	M
1.14.2	The system shall interface with standard (e.g. SMTP-compliant) e-mail systems.	H
1.14.3	The system shall have the capability to post bulletins or user notifications to selected user groups.	H
1.15	**Data Archiving Capabilities**	
1.15.1	The system design shall support methods for archiving, reporting on active and archived records, and retrieving inactive client records. The system should support archived data for a period of no less then ten (10) years. Note: Medical Record data maintained by Mental Health Services on pregnant women must be maintained for 19 years. Also, Medical Record data for unemancipated minors shall be kept at least one year after they reach 18 years old, but not less than 10 years following final treatment.	H
1.15.1.a	Describe your strategy for archiving data from the production database and restoring records from the archives back to the production database.	
1.15.2	The system shall provide for the purging and storage of data that is no longer needed on a real-time basis by County staff.	H
1.15.3	The system shall support user defined archiving of data (based on service date, date of last activity, or other user-defined characteristics).	H
1.15.4	The system shall provide:	
1.15.4.a	Printed reports of data being archived.	M
1.15.4.b	Ability to selectively restore archived data.	M
1.15.4.c	Proper control over archiving of data where a client has an outstanding balance.	H
1.15.4.d	Archiving data to disk, tape or other storage media.	H
1.16	**Audit Trail Data**	
1.16.1	The system tracks and can produce a report of every transaction initiated on the system, identifying the user, location, date, time, function, file accessed, record accessed.	H

Requirement Number	Description	Priority
1.16.2	The system shall track unauthorized users who attempt to access information and are denied by the system.	H
1.16.3	There shall be sufficient capacity to archive this information for 7 years.	H
1.16.4	Transactions include read, write, execute, and delete.	H
1.16.5	The system will support internal audit and review by the County Privacy Officer, Compliance/QI team, and external/internal auditors.	H
1.16.6	System administrators have control over which system components will have audit controls in place and what types of audit trails are utilized (e.g. tracking record additions, edits, and deletions, but not record lookups).	H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.0	**ADMINISTRATIVE WORKFLOW**							
	Overview							
	The administrative workflow functions incorporate a variety of activities that are necessary to identify and register new clients; admit, track services and discharge clients from admissions to particular sites. In addition, this functional area includes client and resource scheduling; and gathering basic financial information needed for billing operations. It is important to recognize that these traditional "practice management" type functions vary far beyond the clinic model where clients make and keep regular appointments. Rather, services are provided in inpatient, residential, day treatment, adult and juvenile criminal justice facilities, schools, and a wide variety of community-based settings. This section also describes, in some detail, the expectations that the CoSD MHS has for using sophisticated, automated eligibility processes to ensure that client eligibility is current and accurate. More information on California licensed mental health care facilities can be found at the following URL.							
	http://www.calcarenet.ca.gov/mental_health_care_facs.asp							
2.1	**Insurance Eligibility Loading**							
	Refer to the URL listed below for more information on the ASC X12N 270/271 format and other HIPAA-compliant transactions.							
	http://files.medi-cal.ca.gov/pubsdoco/pubsframe.asp?hURL=/pubsdoco/publications/bulletins/hipaa/hipaaspecs_home.htm#270							
2.1.1	The system shall support the monthly loading of the Medi-Cal Eligibility Determination System (MEDS) files from the State.	X	X	X				H
2.1.2	The State eligibility system maintains eligibility records for all county eligibles in the State monthly download file, not just individuals who are enrolled as clients. Upon loading and processing the State monthly download file, the system shall assure that Medi-Cal eligibility is updated and confirmed for all eligible enrollees each month, including all retroactive additions to Medi-Cal.	X	X	X				H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.1.2.a	Similar eligibility loading and processing capabilities shall be available for Medicare, Healthy Families, and other health plans with whom the County contracts, where available in the MEDS file.	X	X	X				H
2.1.3	The vendor shall be compliant with the ASC X12N 270/271 - Eligibility for a Health Plan and ASC X12N 834 - Enrollment and Disenrollment formats. Refer to the URL listed below for more information on this and other HIPAA-compliant formats.	X	X	X			X	H
2.1.4	The system shall have the capacity to maintain multiple months of eligibility (up to 15 months).	X	X	X				H
2.2	**Automated Insurance Eligibility Determination**							
2.2.1	Each month, or at a frequency to be determined by the County, the eligibility of registered clients should be evaluated against the downloaded eligibility files and updated as necessary based on a matching algorithm.	X	X	X				H
2.2.2	When the process identifies clients where no prior eligibility had been determined or where the eligibility status has changed, including retro-active updates for clients previously served, users will have the option of updating client insurance records automatically or through computer-assisted manual updates.	X	X	X				H
2.2.3	The process should include assigning or updating the cascade level of insurance plans that have been changed for a client, identifying clients who have lost their insurance coverage, and determining how previous billings should be adjusted.	X	X	X				H
2.2.4	The system shall also support the manual on-line review and update of insurance records for clients with various special handling conditions including: a partial eligibility match requiring investigation, Medi-Cal Share of Cost responsibility, CMSP eligibility, other State aid codes, Medicare, private insurance, and Medi-Cal clients with a different responsible county.	X	X	X				H
2.2.5	Changes made throughout the automated insurance eligibility determination process shall be supported with a complete audit trail.	X	X	X				H
2.2.6	The system shall provide a discrepancy report of clients whose name differs, but partially matches, on the system versus the MEDS file. This report would also include other data elements to clearly identify clients, such as Social Security Number (SSN), Beneficiary Identification Code (BIC), and date of birth (DOB).	X	X	X		X		H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
	Refer to the URL listed below for more information on the Medi-Cal BIC Number.							
	http://files.medi-cal.ca.gov/pubsdoco/pubsframe.asp?hurl=/pubsdoco/whatsnew20050315.htm							
2.3	**Real-Time Eligibility Verification**							
2.3.1	The system shall support a real-time interface to the Medi-Cal Point of Service MEDS database for viewing a client's current eligibility status for Medi-Cal, Medicare, Healthy Families, and other included payors.	X	X	X			X	H
2.3.2	The system shall allow an authorized user to poll the system and then easily update a client's eligibility and insurance coverage records if the coverage has changed.	X	X	X			X	H
2.3.3	For Medi-Cal clients, this includes entry of the Medi-Cal Eligibility Verification Code (EVC) or, in the absence of an EVC, entering the Client Index Number (CIN), Beneficiary Identification Code (BIC), Social Security Number (SSN), patient name or Date of Birth (DOB) to support the eligibility status.	X	X	X			X	H
2.3.4	The process also supports easy identification and clearance of a client's Share of Cost obligation, ensuring that those services are not billed to Medi-Cal.	X	X	X			X	H
2.3.5	The system shall have the capability to perform sophisticated identifier matching techniques (i.e. "fuzzy search") when checking for eligibility and there is not an exact match on SSN or DOB.	X	X	X			X	H
2.3.6	The system shall allow eligibility lookup for a specified time span (e.g., 12 months at a time).	X	X	X			X	H
2.3.7	The system shall prevent users from confirming eligibility if the client is not Medi-Cal eligible.	X	X	X			X	H
2.3.8	The system shall allow users to flag clients that have issues with their eligibility, and provide for an explanation of the issue.	X	X	X				H
2.3.9	The system shall provide a report of all clients that are flagged with eligibility issues by Reporting Unit or other user-defined criteria.	X	X	X		X		H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.4	**Eligibility Lookup Access**							
2.4.1	The system shall support easy access to a client's eligibility records for eligibility lookup from various components and modules including Call Logging, Appointment Scheduling, Registration, etc.	X	X				X	H
2.4.2	The system shall allow users to view a client's current status for Medicare, Healthy Families, and other included payers, in addition to Medi-Cal eligibility from various modules throughout the system.	X	X				X	H
2.4.3	The system shall flag any clients that do not have an EVC code entered in the system.	X	X					H
2.5	**Client Lookup/Immediate Inquiry**							
2.5.1	The system supports rapid inquiry to determine if a client is new to the system.	X	X					H
2.5.2	Inquiries may be made by name, partial name, alias, DOB, SSN, ethnicity, other query criteria or any combination of criteria.	X	X					H
2.5.3	The system uses sophisticated identifier matching techniques including Soundex or similar algorithms to identify the client, as well as disregarding spaces and hyphenations.	X	X					H
2.5.4	If the client is new to the system, the client can be added using the registration process.	X	X					H
2.5.5	The inquiry process includes the identification of the client's status, which is user-defined and can include values such as pre-registered, enrolled, wait-listed, discharged, etc. The client status should be automatically updated whenever an event, such as a discharge, occurs.	X	X					M
2.5.6	An easily accessible, user-configurable summary screen displays key "at-a-glance" information for a client including basic registration data, urgent Red Flag information, language requirements, Medi-Cal/Medicare insurance eligibility, pending appointments and dates of last service.	X	X					H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.6	**Registration**							
2.6.1	The system shall support the development of flexible, user-defined registration screens, which include Federal, State, and local registration fields in addition to the core fields in the vendor's system.	X	X					H
2.6.2	The system shall capture data for the following California-specific system: Client and Service Information (CSI) including Client Master File, Periodic, Record Control, and Submission Control data elements.	X	X					H
2.6.3	The system shall have a mechanism to link registered family members to one family account.	X	X					H
2.6.4	The system shall provide the ability to copy registration information from one member to other family members upon selection of desired family members to update.	X	X					M
2.6.5	The system shall support entry of both home and billing address, with radial button confirmation if they are the same.	X	X					M
2.6.6	The system shall have the capability to flag accounts as sensitive, or special needs, with a set of user-defined codes defining the sensitivity.	X	X					H
2.6.7	The system shall provide Registration edits to report data inconsistencies (e.g., if Diagnosis does not match age and gender).	X						H
2.6.8	The system shall prompt the user when designated required fields have not been entered (e.g., do not allow the clerk to proceed unless the school district of the child has been entered).	X			X			H
2.6.9	The system shall prompt user to inquire if information in key specified fields have changed (e.g., the change in residential treatment facility, home phone or school district) while in the registration screen.	X						M
2.6.10	The system shall flag the user if the client name does not exactly match the name recorded on the MEDS system.	X	X					H
2.6.11	The system shall record emergency contact and next of kin information in the registration screen.	X	X					H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.7	**Alias Names**							
2.7.1	During the registration process, the system shall cross check name inquiries to identify alias names. Clients may have multiple alias names as well as other multiple Personal Identifiers such as Dates of Birth, Social Security Numbers, etc. The type of Alias should be defined (e.g., Maiden Name).	X						H
2.8	**Client Focused Data Collection**							
2.8.1	As clients are registered and/or admitted for service, depending on each client's characteristics, they may require data appropriate for their diagnosis, age, or service setting. An example is the collection of school district data for children. Also, the client may be eligible for a particular categorical funding or grant. In such situations policy may require special data to be collected. The system shall be flexible and configurable by system administrator staff to support such client focused data collection and modifications in the future.	X						H
2.9	**Duplicate Checking & Merge**							
2.9.1	When it is determined that a client has erroneously been registered with two identities, the system shall support a function which will allow a system manager to merge the client data including all services, charges, payments, adjustments and accounts receivable balances.	X						H
2.9.2	The system shall retain a single ID number and all data from the incorrect ID number will be merged.	X						H
2.9.3	The system shall retain a history of past merged records for system manager inquiry.	X						M
2.9.4	The system shall have the capability to un-merge selected records.	X						L
2.9.5	The system shall provide a report of clients with potential client merge indicators.	X				X		M

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.10	**Financial Information**							
2.10.1	The system shall contain a financial assessment process that collects all standard eligibility information from clients.	X	X	X				H
2.10.2	The system shall support authorized users to collect information required for Medi-Cal, Medicare, and Third Party Insurance.	X	X	X				H
2.10.3	During the financial assessment process, the system shall provide on-line access to Medi-Cal eligibility data to determine Medi-Cal eligibility.	X	X	X				H
2.10.4	The system shall collect income, various categories of expense, family size, family member information, and assets to comply with the Uniform Method to Determine Ability to Pay (UMDAP) system, where appropriate.	X	X	X				H
2.10.5	During the financial assessment process, the system shall prompt for and can produce printed forms to be given to clients at the conclusion of the financial assessment.	X	X	X		X		M
2.10.6	The financial information screen should clearly state on the first screen what coverage the client has. If user requires more detailed information, drill-down capability shall be provided.	X	X	X				H
2.10.7	The system shall identify clients enrolled in the AB 2726 benefits program, or other specialized benefits programs.	X	X	X				H
2.10.8	The system shall prompt for authorization to bill AB 2726 clients, or other specialized benefits programs with expiration date/time provided.	X	X	X				H
2.10.9	The system shall require school district to be entered for clients enrolled in the AB 2726 benefits program.	X	X	X				L
2.10.10	The system shall allow individual clients to be added to designated billing groups with billing group expiration date/time provided.	X	X	X				L
2.10.11	The system shall be able to generate reports based upon the billing group indicated, regardless of services provided.	X	X	X		X		H
2.10.12	Upon filing the financial screens, the system shall notify user of any required data not supplied (e.g. missing address, SSN, assignment of benefits, or authorizations).	X	X	X				H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.10.13	The system will also provide the capability to generate reports on clients who have inadequate financial information recorded in the system.	X	X	X		X		
2.11	**Third Party Insurance Enter/Edit Capability**							
2.11.1	The system shall provide screens for entry/editing of third party insurance company information.	X	X	X				H
2.11.2	This shall include capturing an effective date and a termination date, as well as other appropriate information.	X	X	X				H
2.11.3	The system shall only allow authorized users to modify insurance company data.	X	X	X				H
2.12	**Sliding Scales**							
2.12.1	The system shall be configured to support multiple sliding scales including annual deductible, percentage discount, fixed dollar discount, etc.	X		X				H
2.12.2	Financial Information collected on the Financial screens shall be used to place the client on the appropriate sliding scale and calculate the client and family financial responsibility.	X		X				H
2.12.3	Scales consistent with local requirements and California regulations shall be configured including the Uniform Method to Determine Ability to Pay (UMDAP) system, including "Full Pay" status.	X		X				H
2.12.4	The system shall have built-in flexibility to allow modification in the UMDAP schedule, based upon State direction.	X		X				H
2.12.5	The system shall provide the flexibility to accommodate a change in financial status and sliding scale liability with an effective date of the change.	X		X				H
2.12.6	The system shall allow therapeutic adjustments to be made by authorized users to the sliding scale liability, including reversing the "Full Pay" status.	X		X				H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.13	**Medi-Cal Eligibility Referral Support**							
2.13.1	The system shall provide a financial assessment screening process that collects appropriate information regarding indigent clients who may be potentially Medi-Cal eligible.	X						M
2.13.2	Potential eligibility criteria shall be configurable by the system administrator in support of current California eligibility criteria.	X						M
2.13.3	When clients match the potential criteria, the financial interviewer shall be alerted immediately by the system and a potential eligibility referral letter to the local Social Services Office shall be prepared by the system.	X						M
2.13.4	The system shall generate a report of clients referred to Medi-Cal by user-defined sort criteria.	X				X		M
2.13.5	The system shall provider a tickler alert of clients that were referred to Medi-Cal and need follow-up.	X				X		M
2.14	**Admission – Discharge - Transfer**							
2.14.1	The system shall allow clients to be admitted to and discharged from organizational providers through a user-defined online admission/discharge form, which can be customized for different types of provider organizations.	X						H
2.14.2	Admission and discharge data shall be collected to meet the requirements of the Client and Service Information (CSI), and Office of Statewide Health Planning and Development (OSHPD) systems.	X						H
2.14.3	The system shall allow authorized users to transfer an admission from one organizational provider to another or copy the pertinent information from an existing admission to another to reduce required data entry.	X						H
2.15	**Episode Tracking**							
2.15.1	The system shall provide the ability to define and track episodes of care for clients based on State and local definitions of episodes. This includes: tracking all of the care provided to an individual within a given service area, by a specific provider, and during a given time period.	X						H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.15.2	Separate episodes shall be tracked for outpatient services and an admission to an inpatient facility during the same time period, or multiple outpatient episodes may exist concurrently; and episodes could be flagged for closing if a predetermined period of no service occurred.	X						H
2.15.3	The system shall also allow for post discharge follow-up and surveys; these clients may be completely closed to the System of care, but will require some level of activity in order to track follow-up activities.	X						M
2.15.4	The system shall provide a mechanism to identify and keep the history of updates of specified fields in an episode (e.g. Diagnosis and Living Situation history is desired). Each entry should track who and when changes were made.	X						H
2.15.5	The system shall allow users to have multiple open episodes of care in the system for a client simultaneously.	X						H
2.15.6	Depending on program type entered, the system shall bring up customized data entry screens for an episode. There are clients that are in specialized programs, such as the Augmented Services Program (ASP), that only require a minimum amount of data entered (to include an assessment score for qualification to the program).	X						H
2.15.7	The system shall require entry of an ICD-9/10-CM diagnosis code(s) for each episode/admission.	X		X	X			H
2.15.8	The system shall require entry of an ICD-9/10-CM diagnosis code for Axis I, II, and III. Axis IV and V selections will be table defined.	X		X	X			H
2.16	**Appointment Scheduling**							
2.16.1	The system shall offer a full appointment scheduling system which allows for rapid entry and retrieval of client appointments with staff. The system is designed to support a front-desk environment that is common to busy public sector clinic settings.	X						H
2.16.2	The system shall support common inquiries such as "find first available appointment for Dr. X".	X						H
2.16.3	Staff profiles of availability shall easily be maintained, noting available and non-available hours	X						H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.16.4	Daily rosters of appointments and "chart pull" lists shall be generated on demand.	X				X		M
2.16.5	The system shall have the flexibility to allow appointment scheduling several months in advance to accommodate medication management and other services that are scheduled in advance.	X						M
2.16.6	The system shall also have the functionality to allow for entry of recurring appointments.	X						M
2.16.7	Appointments shall be schedulable for clinicians, rooms, other facilities, vehicles, etc.	X						L
2.16.8	The system shall allow integration with commonly available appointment scheduling or calendaring software.	X						M
2.16.9	The system shall provide a variety of appointment statuses, such as Kept, No-Show, Cancel, Walk-in, etc.	X						H
2.16.10	The system shall allow for easy updates to the appointment statuses for clients. Clients shall be sorted in various ways, such as Date Range, Clinic, Provider, etc.	X						M
2.16.11	The system shall generate a report of clients that have an appointment scheduled for today or in the past, but the status has not been updated.	X				X		M
2.16.12	Reminder letters or postcards shall be generated for future or missed appointments.	X				X		M
2.16.13	Clinic workload reports can be generated based upon appointment data.	X				X		M
2.16.14	The system shall provide a report on appointments that were kept, but have no associated progress note in the medical record by a user-defined time period.	X				X		H
2.16.15	The scheduling system shall have the capability to block out providers that are not eligible to take Medi-Cal or Medicare clients, or other user-defined criteria.	X						H
2.16.16	Upon arrival of clients, the system shall trigger the service to be generated/updated.	X						M
2.16.17	The system shall document appointments that were offered, but declined by a client.	X	X					H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.16.18	The system shall provide complete tracking of appointments in the system (e.g., from offered appointments, scheduled appointments, KEPT appointments, Cancelled and No-Show appointments).	X	X			X		H
2.16.19	Providers shall be able to change appointment status to Kept, Cancel or No-Show from the Progress Notes screen.	X	X					M
2.16.20	The system shall provide a tickler of upcoming appointments that have a history of having no-show appointments.	X	X			X		L
2.16.21	The system shall record a reason for cancellation and no-show appointments.	X	X					M
2.16.22	The system shall verify that the client does not have a conflicting appointment date/time in the system prior to scheduling a new appointment date/time.							M
2.17	**Wait List Management**							
2.17.1	The system shall support the ability to enter prospective clients on a wait list if space is not available for them at a provider that can meet their clinical needs. All wait listed clients will be entered into a user-defined online form that gathers information such as date of entry, referral type, type of service and type of provider, reason for wait list, priority, expected appointment date, etc.	X	X					L
2.17.2	The system shall track and sort prospective clients by priority to assist in moving individuals into service in the proper order.	X	X					L
2.17.3	Information on the wait list screen shall be updated as additional data is gathered or client circumstances change.	X	X					L
2.17.4	The system shall generate Request for Service logs, which are available to the State and show the status of clients on the wait list at a given point in time.	X	X			X		L
2.18	**Service Entry**							
2.18.1	Service Entry screens shall be configurable to meet the California Medi-Cal/Medicare billing requirements, including collection of minutes of service, co-therapist information, service location, and number in group for outpatient services.	X			X			H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.18.2	The system shall support a variety of data entry methods that are typically performed by non-clinical support staff. These data may be entered from various paper documents. Data entry methods are designed to allow maximum efficiency for outpatient, day treatment, and 24-hour programs. This includes:	X			X			H
2.18.2.a	1) A single service entry screen, usually connected with outpatient and case management services.	X			X			M
2.18.2.b	2) Multi-client and/or multi-service log entry.	X			X			M
2.18.2.c	3) Service entry for 24-hour programs that allows for the rapid service recording of a daily census.	X			X			H
2.18.3	Users shall be notified of missing or expired authorizations for service during the data entry process, for specified programs.	X			X			H
2.18.4	Users shall be notified of services with service dates that do not match the billing dates for correction.	X			X			H
2.18.5	Users shall be able to pull up clients for entry based upon a variety of sorts, such as by Provider, by Service type, by AB2726 flag, or Date range.	X			X			M
2.18.6	Locations that provide services via tele-medicine delivery, shall be definable in the system.	X			X			M
2.18.7	The system shall have logic regarding the procedure codes allowed for each billing group (including AB2726 clients), and flag users on the service screen during entry of an invalid procedure.	X	X	X	X			M
2.18.8	The system shall have the ability to capture data that indicates that a service has been disallowed (e.g., a QI-disallowed service).	X			X			M
2.18.9	The system shall provide a Daily Service report that displays the services entered, provider responsible, minutes of service, procedure codes to ensure that services are entered properly. A variety of sort criteria shall be available for this report.	X		X	X	X		H
2.18.10	The system shall allow entry of either CPT code(s) and modifier(s), HCPCS code(s), or locally-defined codes (such as those used for non-billable services) on the service entry screen.	X			X			H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.19	**Crisis Service Entry**							
2.19.1	The system shall provide a data entry screen to support the admission, discharge and recording of services for a crisis service.	X			X			H
2.19.2	This process combines multiple functions to allow for the efficient processing of clients who are opened and closed on the same day.	X			X			H
2.20	**Service Validations**							
2.20.1	As services are entered in to the system, essential validations shall be immediately performed by the system. Each service performed by an identified staff person is automatically checked to confirm the credentials are appropriate to the service rendered. Also, services are checked to determine valid time durations and location of service. Duplicate service entry checks are performed.	X			X			H
2.20.2	The system shall provide validation tables that are easily maintained by staff responsible to assure compliance with local, State and Federal regulations.	X			X			H
2.20.3	The system shall provide error notification that is immediate at time of data entry and "batch" error listings after services have been entered are minimal.	X			X			H
2.21	**Group Service Management**							
2.21.1	The system shall support the efficient management of group services. Groups can easily be created, clients added and deleted from particular groups.	X			X			H
2.21.2	When services are entered for a group, all group members shall be displayed for rapid data entry. Therapist and co-therapist time may be recorded.	X			X			M
2.21.3	In addition, the system shall allow for the therapist and co-therapist to have different billing times including different documentation time per client.	X			X			H
2.21.4	The system shall allow participants in the group to be coordinated by several different teams within the same agency.	X			X			M
2.21.5	The system shall allow users to enter total time and face-to-face time, number of clients and staff, and other user-defined criteria in the system for group sessions.	X			X			H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.21.6	The system shall calculate and display group time in options and reports across the system in a clear and consistent manner, including formula used to determine the resulting amount. Group formula = minutes total time (face to face time, prep time and documentation time) X # staff / # clients).	X			X			H
2.21.7	The system shall provide a report on the billing of individual clients that are part of a Group service.	X			X	X		H
2.22	**Service linkage to progress notes**							
2.22.1	For users that have implemented the system's progress note function, the system shall automatically generate a service transaction that is linked to a progress note entered and signed by a clinician.	X			X			H
2.22.2	Progress notes that have been pended by the clinician or by a clinical reviewer shall be held and not forwarded to the billing system.	X		X	X			H
2.22.3	This automatic generation feature shall be "switched" on or off by the system administrator.	X			X			H
2.22.4	The feature shall be enabled or disabled for particular organizational providers or particular clinical staff.	X			X			H
2.22.5	The system shall alert providers of progress notes that are due, but are not completed, since billing is affected.	X		X	X			H
2.23	**Indirect Services**							
2.23.1	The system shall offer the ability to record a variety of staff services by Reporting Unit that are not linked to individual clients.	X						H
2.23.2	The system shall offer the ability to track and report QA/QI activities in order to support the creation of a QI claim.							H
2.23.3	These staff services shall be configurable by the system administrator. They may include education, prevention and various community services for persons who have not been registered as clients.	X						H
2.23.4	A variety of over-head activities including administration, supervision, training, QI, record keeping and other activities shall be tracked by a staff person.	X						H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.23.5	The system shall provide a report of indirect services to support the Medi-Cal Administrative Activities (MAA) program. It should total hours for an individual by service code for each program.	X				X		H
2.23.6	The system shall provide a user-defined exception report of indirect services with incomplete time entries, invalid codes, etc., to support MAA billing.	X				X		H
2.24	**School Billing**							
2.24.1	The system shall support the identification of all students served under the AB 2726 program	X		X				H
2.24.2	Information for each student shall include: costs of services, school district of financial responsibility, type of services, unit of service and cost.	X		X				H
2.24.3	The system shall support the development of invoices by school districts identifying costs by student and types of services.	X		X				H
2.25	**Incident Tracking**							
2.25.1	The system administrator shall have the capability to create a variety of critical incident types that can be easily entered and retrieved. Follow-up responsibility and other configurable fields allow local policy for incident reporting to be supported by this system feature.	X						H
2.25.2	Administrative alerts shall be configurable in coordination with the incident tracking function.	X						H
2.26	**Personal Task List**							
2.26.1	All system users shall be offered an on-line personal task list that includes items which may come from varied sources including: client appointments for the day; staff meetings; alerts generated based on local policy and procedures (e.g. time to renew a treatment plan).	X						L
2.26.2	The personal task list shall be interfaced with products such as Outlook and Lotus Notes.	X						L

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2.27	**Census Tracking**							
2.27.1	This component shall track facility capacity and documents bed availability.	X	X					M
2.27.2	The system shall also allow users to document external facility capacities to determine availability for placement.	X	X					M
2.27.3	The system shall provide a hot link to the Crisis Residential Facility (CRF) website for external facility capacity information.	X	X					M
2.28	**Property Inventory**							
2.28.1	The system shall support the recording and tracking of client valuables that are held on each unit of an inpatient or residential facility.	X						L
2.29	**Standard Tables and Mapping**							
2.29.1	The system shall provide a current reference table of valid ICD-9/10-CM diagnosis codes.	X		X	X			H
2.29.2	The system shall provide a current reference table of valid CPT procedure codes.	X	X	X	X			H
2.29.3	The system shall provide a current reference table of valid HCPCS procedure codes.	X	X	X	X			H
2.29.4	The system shall support cross-walk tables to translate the procedure from one classification scheme to another (e.g., CPT to HCPCS for Medi-Cal billing purposes).	X	X	X	X			H
2.29.5	The system shall maintain inactivated or modified codes on the system for reporting purposes.	X	X	X	X	X		H
2.29.6	The system shall provide a current Systemized Nomenclature of Human and Veterinary Medicine (SNOMED) table of standard clinical vocabulary for use in clinical decision support.	X		X	X			M
2.29.7	The system shall provide a current reference table of Zip Codes.	X						H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
2.29.8	The system shall auto populate City and State, based upon Zip Code entered.	X						H
2.29.9	The system shall have the capability to map language codes defined in the system to the language codes defied by the State.	X				X		H
2.29.10	The system shall provide race/ethnicity mapping to conform to the U.S. Census.	X				X		H
2.29.11	Table data can be easily entered, by entering name or code or partial name.	X				X		M

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
3.0	**MANAGED CARE**							
	Overview							
	This section describes the crisis, outpatient, and 24-hour care management requirements of the CoSD MHS. CoSD MHS serves as both provider and health plan managers. This section describes the provider relations and management functional requirements of the county, including the ability to process provider claims.							
3.1	**Call Logging**							
3.1.1	All calls shall be logged into a user-defined online form that gathers information on the nature of the call and basic caller data such as date/time of call (this should default), staff receiving call, name, telephone number, zip code, language requirement, ethnicity/culture, referring party, special needs, disposition of calls, etc.	X	X					H
3.1.2	If the call is not a request for service, basic information shall be collected regarding the type of call and disposition.	X	X					M
3.1.3	If the call is about a complaint, compliment, grievance, appeal, request for second opinion, or a request for provider transfer, all relevant data shall be recorded on the online form.	X	X					L
3.1.4	Call logs shall be easily retrievable by authorized users.	X	X					H
3.1.5	Call logs shall be sortable by client, staff member, date, call type, disposition, etc.	X	X					M
3.2	**Pre-Registration**							
3.2.1	The system shall provide user-defined online pre-registration forms to gather initial client demographic and financial resources information for individuals requesting service.	X	X					H
3.2.2	If the client becomes registered for service, this information shall be forwarded to Registration so that duplicate data entry is not required.	X	X					H
3.2.3	If the client is already registered as a client in the system, the system shall flag this information to the user.	X	X					H
3.3	**Intake Screening**							
3.3.1	The system shall provide user-defined online client screening forms to assist in the determination of whether the client requires services from the crisis system, hospitalization, referral for outpatient services, or referral to other community resources.	X	X					H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
3.3.2	This shall include access needs information, presenting problems and other relevant clinical information.	X	X					H
3.3.3	The system shall provide user-defined levels of urgency to be designated for each client screened.		X					M
3.3.4	The system shall allow each level of urgency to have a designated time period specified for tracking and reporting.		X					L
3.4	**Referral Management**							
3.4.1	The system shall contain detailed provider profile information for clinicians working at county programs, independent providers in the provider network, and at contracted provider organizations.	X	X					H
3.4.2	Clients shall be matched to clinicians based on multiple variables in the Provider Registration Database. This includes information about provider location, specialties, non-English language capability, ethnicity/culture, payor, etc.	X	X					H
3.4.3	The system shall support the issuance and tracking of service referrals by counties to members of their internal and external provider networks, which are compliant with the ASC X12N 278 for Referral Certification and Authorization format.	X	X					H
3.4.4	Users shall be able to customize the referral management screens, including the sort and selection criteria.	X	X					M
3.4.5	Users shall be able to customize the referral letters that can be sent to clients and providers.	X	X					M
3.4.6	The system shall track who (clients) are referred to which clinicians by whom (user).		X			X		H
3.4.7	The system shall track and report the time from initial contact to first service provided.	X	X			X		H
3.4.8	The system shall track and report the time from initial contact to the first psychiatric assessment is performed.	X	X			X		H
3.5	**Community Resource Database**							
3.5.1	The system shall allow for the uploading or manual entry of community resources into a searchable database that can be filtered based on user criteria.	X	X					L
3.5.2	The system shall store these entries in the provider referral database separately from the listing of network providers, but the search engine shall have capabilities to look up data from both files, depending on the type of service needed.	X	X					L

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
3.6	**Crisis Plans**							
3.6.1	The system shall support the development of a user-defined online Crisis Management Plan that is generally prepared by the client and their case manager.	X	X					H
3.6.2	If a client goes into crisis, this plan shall be easily accessible to provide guidance to all appropriate staff on the care team and other providers who have contact with the client (e.g. the clinic staff that treat the patient on a regular basis would need to know that there is a crisis plan available and if the client goes into crisis, as well as the Utilization Management members).	X	X					H
3.6.3	The system shall have the capability to designate clients in special programs (e.g. San Diego operates the Special Help for At-Risk Individuals (SHARI) program . These participants have a specialized crisis plan).		X					M
3.7	**Crisis Tracking and Management**							
3.7.1	The system shall provide user-defined screens for tracking crisis event data including date and time of first contact, referral source, clinical notes about the crisis including user-defined checklists and text-based crisis notes that allow for the recording of diagnosis, level of functioning and other relevant clinical data.		X					M
3.7.2	The system shall also track and allow easy viewing of the services provided during the crisis event.		X					M
3.8	**Authorization Management**							
3.8.1	The system shall allow for the creation, approval/deferral/denial, issuance, letter generation, tracking and closing of a variety of authorization types (e.g. acute inpatient, residential, outpatient), which constitute discrete episodes of care, compliant with the ASC X12N 278 - Referral Certification and Authorization format. This includes:		X					H
3.8.1.a	1) County-Issued External Authorizations for clients referred to providers in the provider network as part of the county's role as a Medi-Cal mental health plan.		X					H
3.8.1.b	2) Health Plan-Issued External Authorizations to the county from other health plans and managed care companies, which are approving services to be provided by county staff or contractors.		X					L
3.8.2	The system shall be compatible with multiple payment methods for services provided under an authorization including fee for service, case rate, per diem, etc.		X					H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
3.8.3	The system shall support several methods of setting, tracking and providing reminders of service limits for each type of authorization including number of visits or days, number of client or clinician service hours, number of days or weeks, specific service codes, service codes clusters, or specific dollar limits. These services are based upon an effective date period, and would no longer be valid after the effective end date.		X					L
3.8.4	The system shall support flexibility in determining the frequency of the authorization (e.g. 1 visit every other week, 1 visit per week, 1 visit per month, etc.).		X					H
3.8.5	The option shall exist for linking specific authorization types to insurance plans to aid in the utilization management of those authorizations. As service is provided, actual services are compared with authorized number of services and authorization end date, and the system has multiple ways of notifying providers and utilization managers of remaining balances and impending authorization expirations, including during data entry, regular reports and various ticklers.		X					L
3.8.6	The authorization system shall support user-defined rules for determining whether provider payment for unauthorized services will be pended or paid and whether these services will be billed to a third party payor.		X					H
3.8.7	If authorizations are denied because medical necessity has not been met, or if a level of care request is reduced, the system shall generate the appropriate Notice of Action (NOA) letter to the provider and client, alerting them of the denial/reduction and informing them of their due process rights.		X					L
3.8.8	The system shall support multiple NOA letters that are user-configurable.		X			X		L
3.8.9	The NOA letter should have form filler functionality (users complete form on-line).		X			X		L
3.8.10	The system shall have the capability to generate the NOA letters in the client's preferred language that is designated in registration if it is a threshold language (English, Spanish, Vietnamese or Arabic currently).		X			X		L
3.8.11	The system shall generate a status report of NOAs to include: the number and type of NOAs, who it went to, the reason for the NOA, etc.		X			X		L
3.8.12	The system shall provide an authorization search tool that is user-friendly and allows for a variety of search criteria.		X					H
3.8.13	The system shall clearly display the remaining authorized units available for a client, based on the effective end date of the authorization, and distinguish which authorized units are no longer available.		X					L

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
3.8.14	The system shall be able to suppress billing to a payer for a service that does not have an Authorization entered in the system.		X	X				H
3.8.15	The system shall track and report on user-specified turn-around times for authorization processing.		X			X		M
3.8.16	Depending on the mode of service, the system shall flag user when entering a service that is unauthorized.	X	X					L
3.8.17	The system shall provide tracking and reporting of the status of the authorizations (e.g., approvals, denials, etc.) in the system by a variety of sort criteria.		X			X		M
3.8.18	If an interpreter service is determined as necessary, an interpreter service authorization is requested at the same time as the service authorization. Those authorizations shall be linked together in the system.		X					L
3.8.19	The system shall allow users to have multiple open authorizations in the system for a client simultaneously.		X					H
3.9	**Authorization System Linkage**							
3.9.1	The system shall be user-configurable to allow certain authorization types in the Authorization Management component to control whether an entered service is billed to a third party payor.		X	X				H
3.9.2	If a provided service does not fall within the parameters of an existing authorization for a client (e.g. date range, provider, service code), the claim shall be pended and listed on an error report or tickler for follow-up.		X	X				H
3.9.3	The system shall appropriately count down the number of authorized units available for a client when a claim is paid, and trigger when additional authorizations are needed.		X	X				H
3.10	**Provider Appeals Tracking and Management**							
3.10.1	The system shall provide user-friendly tracking screens for both clinical and financial appeals/denials/complaints/grievances.		X					M
3.10.2	The appeal shall be easily accessed from the client's claim screen. Dual data entry regarding the client and claim shall not be required.		X					M
3.10.3	Dates for Level One and Level Two Appeals shall be tracked, including a final resolution.		X					M

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
3.11	**Inpatient Tracking and Management**							
3.11.1	The system shall provide user-defined screens that meet California CSI and OSHPD and county requirements for tracking key inpatient data including date of admission, referring provider, inpatient case manager, treating psychiatrist, outpatient authorization type, outpatient case manager, and date of discharge, admit and discharge diagnosis, discharge status/reason for discharge, legal status, etc.		X					H
3.11.2	The system shall support the entry, creation and compliance tracking of the California Treatment Authorization Requests or similar locally defined authorization or notification forms, which are generated for inpatient admissions and submitted to the State's inpatient fiscal intermediary or similar party.		X					M
3.11.3	The system also shall support the tracking of episodic data during the inpatient stay such as utilization review notes and user-defined checklists and can produce daily census and bed statistics reports for clients being managed by the county.		X					M
3.11.4	The system shall generate a report of clients admitted to an inpatient setting, based upon entry of an episode in the system.		X			X		H
3.11.5	The system shall generate an on-line alert to the Provider, or other care team members, when their clients are admitted to an inpatient setting, based upon entry of an episode in the system.		X					M
3.11.6	Upon entering a new inpatient episode, the system shall notify the user if the client was referred to a hospital or had another inpatient episode active within the past 48 hours, or other user-defined time period.		X					M
3.11.7	The system shall provide a report that displays clients who have had re-admissions to an inpatient setting within a user-defined period of time and the reason for re-admission.		X			X		M
3.11.8	When a client gets admitted to a hospital, the system shall prevent billing to occur for other services (such as Case Management review).		X	X				M
3.11.9	The system shall have the capability to track time from initial client contact to authorization provided for inpatients.		X			X		L
3.11.10	The system shall provide a discharge planning screen to capture treatments and responses, medications provided, appointments scheduled, contacts made with Case Manager, etc.		X		X			M

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
3.12	**Provider Registration and Credentialing**							
3.12.1	The system shall support the development of user-defined screens to register, track and report on Provider Organizations and Individual Clinicians that contract within the county.		X					H
3.12.2	The system shall support the ability to manage both contracted clinicians who are part of the external provider network and employee clinicians who staff the county clinics, 24-hour facilities, and community-based programs.		X					M
3.12.3	The system shall support the collection of several user-defined clinician characteristics such as location, licensure, language, days and times worked, and specialties.		X					H
3.12.4	The system shall also support the credentialing of individual clinicians (internal and external) and the certification of provider facilities. Credentialing and certification data should include effective and expiration dates.		X					H
3.12.5	The system shall provide a tickler alert of providers that require re-certification.		X					H
3.12.6	The system shall support a hot-link to specified government databases to determine licensing information.		X				X	L
3.12.7	When provider organizations and clinicians are registered, the system shall support the assignment of providers to specific fee schedules, specific health plans, specific procedure codes, or groupings of these attributes in a manner that is easy to set up and manage on an ongoing basis.		X					H
3.12.8	The system shall have the capability to create Provider Groups and ultimately bill and report income in the IRS Form 1099 appropriately.		X					H
3.12.9	The system shall allow users to select an Individual Provider or the same Provider within a Group for a service and bill the correct Provider entry.		X	X				H
3.12.10	When it is determined that a provider has erroneously been registered with two identities, the system shall support a function which will allow a system manager to merge the provider data.	X	X					M
3.12.11	The system shall retain a history of past merged records for system manager inquiry.	X	X					M
3.12.12	The system shall allow system administration staff to be able to manipulate the status of a provider so that high, low or no referrals flow to them.		X					H
3.12.13	The system shall allow system administration staff to be able to in-activate or re-activate a provider.		X					H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
3.12.14	The system shall provide the capability to upload Provider information electronically to the Provider Registration Database.		X					M
3.12.15	The Provider screens shall accept Provider Identification Numbers (PINs) and National Provider Identifiers (NPIs).		X	X				H
3.13	**Claims Receipt and Processing**							
3.13.1	The system shall support the electronic receipt and manual entry of provider submitted ASC X12N 837 - Health Claims or Equivalent Encounter Information.		X				X	H
3.13.2	The system shall automatically adjudicate claims on a per claim basis. Claims are adjudicated based on user-defined rules including payor eligibility, whether other insurance plans are primary, the existence of an appropriate authorization, coverage for the specific service, service by an authorized provider, covered diagnosis, etc. The authorized number of units should be deducted automatically as well.		X					H
3.13.3	The system shall generate electronic and hard copy reports using the ASC X12N 835 - Healthcare Payment and Remittance Advice format.		X				X	H
3.13.4	Most claims received for processing from providers are passed along to the system's billing module so that the county can bill the appropriate payors, including Medi-Cal. The system shall support this.		X	X				H
3.13.5	The system shall be configurable to allow for pending claims for review or to deny the claims if they do not have an appropriate authorization in the system. The user can choose to include or exclude denials and pended claims from Remittance Advice reports and other county-defined electronic transfer files that may be necessary. All claims can be easily viewed via user-defined sort and select options (e.g. by provider, by client, by payor) and view claims display key information including claim status.		X					M
3.13.6	The system shall provide appropriate operations reports to support claims receipt and processing including pre-adjudicated batch reports, exception reports, claims ready for payment reports, etc.		X			X		M
3.13.7	Each claim will contain a unique identifier for tracking and reporting purposes.		X					H
3.14	**Claims Payment and Adjustment**							
3.14.1	The county will be using the claims processing module to cut checks to providers and the system shall have an accounts payable module to support this activity.		X					H
3.14.2	The system shall produce paper and electronic Explanation of Benefits (EOB) and offer flexibility for user-defined letters to accompany EOBs.		X			X		H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
3.14.3	The system shall support the entry of claim adjustments where claims that have been entered, adjudicated, approved and paid can be reversed and credit balances cleared, while retaining the historical audit trail. These adjustments will also be included in the Remittance Advices for specific providers/facilities.		X					H
3.14.4	The system shall allow and track manual overrides to allow payment of a claim for a clinical or administrative reason.		X					M
3.14.5	The system shall have the capability to flag the user if it appears a duplicate entry is being made.		X					H
3.14.6	All entries, including reversals, shall be maintained in history and viewable and reportable.		X					H
3.14.7	The system shall support the entry of payment and denial information from providers related to coordination of benefits where the county is not the primary payor; in many cases this is required prior to county payment of their secondary or tertiary responsibility.		X					H
3.14.8	The system shall provide a cut off time prior to the check run, so that processing can occur concurrently with check generation.		X					H
3.14.9	All claims payments and adjudications should be tied to the Date of Service (DOS), not data entry date.		X					H
3.15	**Claims Payment History**							
3.15.1	History shall be maintained for all claims processed through the claims processing module.		X					H
3.15.2	Contract limits shall be tracked by vendor and payor source and processed claims can be applied against those limits.		X					M
3.15.3	Users shall have the capability to view vendor summary and detail information.		X					M
3.15.4	The system shall generate IRS Form 1099 documents each calendar year end.		X			X		M
3.15.5	Information shall be tracked and can be reported by date of service, claim submission and claims paid date.		X					H
3.15.6	History shall include who made changes to a claim and the date of the change.		X					H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
3.16	**Multiple Contracting Schemes**							
3.16.1	In the roles of health plans and managed care entities the county has multiple contracting schemes with organizational and individual members of their provider networks. The system shall support multiple contractor agreements that include services funded by multiple payors with differing benefit designs and multiple provider reimbursement systems such as case rate, fee for service, capitation, and fixed fee payments.		X					M
3.16.2	Different benefit designs shall include or exclude certain services based on diagnosis, coverage, Aide codes, CPT code, or other user-defined attributes.		X					M
3.16.3	A single provider shall have multiple fee schedules based on health plan coverage or population served, including enhanced rates for services based on county-specific criteria such as language or age of clients.		X					M
3.16.4	Fee schedules shall have start and end dates, with history saved to support proper payment of late claims submitted after the end date of a given fee schedule.		X					M
3.17	**Provider Communication Management**							
3.17.1	The system shall have the ability to record and track communications with provider organizations and individual clinicians including the recording and tracking of notes related to provider requests and complaints as well as contacts initiated by county staff.		X					L
3.17.2	The system shall include a tickler system for ensuring follow-up of outstanding items.		X					L

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
4.0	**BILLING & ACCOUNTING**							
	Overview							
	Historically, legacy systems have been focused on accurate and timely Medi-Cal claiming and reimbursement. New solutions are expected to meet or exceed these capabilities, provide sophisticated functionality for managing Medicare, private insurance and client billing, and comply with the HIPAA ASC X12N transaction set requirements. As a HIPAA-compliant system, the system is expected to accept and utilize Provider Identification Numbers (PINs) and National Provider Identifiers (NPIs). A sophisticated Accounts Receivable system is also needed. The billing for CoSD MHS is currently performed on a monthly basis, but is anticipated to be increased with the aide of a new system.							
4.1	**State of California Billing Structure**							
4.1.1	The system shall provide a data structure to capture provider, mode, service function code and procedure code as specified below.			X				H
4.1.1.a	Provider code is either a numeric or an alphanumeric code which may translate to an individual private practice clinician, or an agency composed of several clinicians. The agency may be county operated or a contract facility. All such organizations or entities will have a provider code.			X				H
4.1.1.b	Mode is a 2 digit numeric code that is used to categorize programs and services at a high level. For example a mode "05" is used to label the mode of treatment using 24 hour services; 10 is used for day treatment. The mode is typically associated with a provider code. (For example a certain facility (provider) does 24 hour services (mode 05).			X				H
4.1.1.c	Service Function Code is a term that describes a way to categorize services which occur within a particular mode of treatment. The service function codes are two digit numeric codes. For example, within an outpatient mode (mode 15), there are different service function codes for case management (01-09), individual or group (30-59) and medication services (60-69).			X				H
4.1.1.d	Procedure Codes are the lowest level codes to categorize the precise service delivered to the client. Thus an outpatient mode can have a service function code for individual therapy and there may be several types of individual therapy that are identified with a unique procedure code. HIPAA-compliant codes, such as CPT codes with modifiers, or HCPCS codes shall be used in the system to indicate procedure performed.			X				H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
4.1.2	The system shall have the capability to translate the California billing structure into the ASC X12N 837 - Health Claims or Equivalent Encounter Information format for billing and transferring the ASC X12N 835 - Healthcare Payment and Remittance Advice data into the California billing structure. Translations shall exist for fields including mode of service code, minutes of service, number in group, clinician ID, and co-therapist ID.			X				H
4.1.3	The system shall provide the capability to set up Reporting Units for billing. This includes the entry of fee schedules, location, allowable procedure codes, termination dates for the program, etc. This information should display on a consolidated screen for easy updating, with pick lists available where appropriate.			X				H
	Refer to the booklet in the link below for more information on State of California Billing Structure and Rules.							
	California DMH Mental Health System Overview & Billing Requirements - Booklet Materials							
4.2	**State of California Billing Rules**							
4.2.1	The system shall support the development of a variety of billing rules for specific services and programs. The goal in scripting the California specific billing rules listed below is to provide flexibility in creating the rules as they are required rather then any attempt to identify and support all current rules.			X				H
4.2.2	A basic California requirement is the availability of billing logic that supports the calculation of charges based on the standard rate per minute multiplied by the number of total therapist minutes (primary and co-therapist(s) totals), divided by the number in group. The system shall allow for multiple staff to bill on one client, such as during a case conference, or crisis event.			X				H
4.2.3	The system shall also support the entry of the Medi-Cal lock-out matrix that controls what can and cannot be billed, depending on where the client has been admitted. For example, if a client is in an inpatient facility, all outpatient services except case management under certain circumstances cannot be billed.			X				H
4.2.4	The system shall support AB2726 billing rules in order to lock out what can be billed or claimed.			X				H
4.2.5	The system shall generate a billing validation report to verify that services have been entered correctly for billing purposes (e.g., was an appropriate procedure code entered for the service?).			X		X		H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
4.3	**Electronic Billing and Remittance Advices**							
	Refer to the URL listed below for more information on HIPAA-compliant formats.							
	http://files.medi-cal.ca.gov/pubsdoco/pubsframe.asp?hURL=/pubsdoco/publications/bulletins/hipaa/hipaaspecs_home.htm#270							
4.3.1	The system shall have the capability to electronically submit claims to Medi-Cal, Medicare, major insurance carriers within the State of California utilizing the ASC X12N 837 - Health Claims or Equivalent Encounter Information.			X			X	H
4.3.2	The system shall have the capability to electronically receive payments electronically via the ASC X12N 835 - Healthcare Payment and Remittance Advice.			X			X	H
4.3.3	The system shall have the capability to electronically receive claims from Fee for Service providers utilizing the ASC X12N 837 format.			X			X	H
4.3.4	The system shall produce paper claims for any service transaction on-demand or in a batch mode. This includes claims which are forwarded electronically to the county from contract providers for submission to payors and the corresponding forwarding of remittance advices back to the contract providers.			X		X		H
4.3.5	The system shall have the ability to suppress printing of claims, based upon the type of program (whether a County-operated program or a Contractor-operated program).			X				M
4.3.6	The system shall compare scheduled services to what is 'allowed' for the client's payor and list unmatched services on an exception report.			X				H
4.3.7	The system shall have the capability to resubmit claims to Medi-Cal for previously denied services in a format and method authorized by the State.			X				H
4.4	**Manual Billing and Remittance Advices**							
4.4.1	The system shall have the capability to generate paper-based claims in HCFA-1500/CMS-1500, UB-92, client billing and user-defined formats separately based on Program of Service (i.e., Contracted Program, County Program, etc.).			X				H
4.4.2	The system shall allow the ability to create billing centers at user-defined facilities to enable the billing forms (HCFA-1500/CMS-1500,UB-92, client billing, etc.) to print at each program identified with the appropriate program demographic.			X				H
4.4.3	The system shall support the manual data entry of payments that are not received electronically (for minor payors).			X				H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
4.5	**Multiple Payors, Fee Schedules and Reimbursement Methods**							
4.5.1	The system shall support multiple payors for a client and the tracking and management of benefit limits, deductibles, copays, and covered and non-covered services for specific plans.			X				H
4.5.2	The system shall support multiple fee schedules by payor.			X				H
4.5.3	The system shall support separate payor sources with specific billing/adjust rules for programs.			X				H
4.5.4	The system shall support easy updating of all clients with coverage under a specific plan to address benefit plan changes which may occur.			X				M
4.5.5	The system shall support the management of multiple reimbursement methods including fee for service, case rates, per diem, capitation and grant-in-aid, and the bundling and unbundling of service codes by payor. For example, certain services have to be bundle-billed to Medi-Cal, but those same services must be individually billed to Medicare and private insurance.			X				H
4.6	**Retroactive Medi-Cal Billing**							
4.6.1	The system shall utilize retroactive enrollment data to produce Medi-Cal claims for services originally billed to other sources that are now Medi-Cal eligible and make the proper adjustments to the relevant revenue, receivable and adjustment accounts.			X				H
4.6.2	The system shall use a similar process for Medicare and private insurance companies when coverage changes occur. The system shall retroactively bill these plans based on plan-specific retroactivity dates. For example, Medi-Cal services can be retroactively billed 12 months from the date of service and Healthy Families 24 months.			X				H
4.6.3	Similarly, the system shall have the capability to roll back services to post to private insurance instead of Medi-Cal when private insurance coverages are added.			X				H
4.7	**Grant Billing**							
4.7.1	The system shall support the setup of grant funding sources as quasi-insurance companies where clients who have no other coverage and meet funding sources eligibility requirements can have their services cascade to either a specific grant source (quasi-insurance company) or to a funding source group that may be billable to multiple grant sources.			X				L
4.7.2	The system shall be configurable so that these charges can either be posted as outstanding accounts receivables that will be cleared by grantor payments, or automatically written off to a specific adjustment account.			X				L

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
4.7.3	The system shall have the ability to track and report on the grant eligibility of all visits provided to individuals who are eligible for these funds.			X				L
4.8	**Client Billing**							
4.8.1	The system shall properly calculate, bill and track: client co-pays and deductibles; the California Uniform Method for Determining Ability to Pay (UMDAP) annual family deductible system; other user-defined sliding scales; and the ability to support budget payment plans.			X				H
4.8.2	The system shall support the adjustments to outstanding balances and the annual UMDAP liability.			X				H
4.8.3	The system shall properly track Medi-Cal clients, who are currently not subject to co-payments and deductibles.			X				H
4.8.4	The system shall have the capability to generate an UMDAP Statement of Services that is user-configurable.			X		X		H
4.8.5	The system shall produce a report of clients that have services entered, but do not have UMDAP information entered.	X		X		X		M
4.9	**Client Statements**							
4.9.1	The system shall produce user-defined client statements on demand and on a cycle basis (e.g. every month).			X				H
4.9.2	The system shall have the capability of disabling the production of statements for any client.			X				M
4.9.3	The system shall have the ability to classify clients into categories for which the user will have control over the decision to print statements.			X				M
4.9.4	The system shall support the identification of which party should receive statements, such as directly to the client/guarantor, the client's conservator, or both.			X				M
4.9.5	Client statement production shall support the entry of user-defined dunning and thank-you messages based on specific payment or non-payment rules.			X				M
4.9.6	Statements shall be printed in detail or summary format based on user-defined rules.			X				H
4.9.7	The detailed client statement shall provide an itemized list of services provided and identify the client's UMDAP on the statement.			X				H
4.10	**Revenue Recognition and General Ledger Posting**							
4.10.1	The system shall generate revenue, contractual allowances and sliding scale adjustments for each service from all sources at the time of entry based on the billing rules entered for insurance companies and self-pay clients.			X				H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
4.10.2	All charges shall be recorded at standard fees and any contractual allowances or sliding scale discounts shall be recorded as adjustments to the standard fees.			X				M
4.10.3	These entries shall be posted to the county's general ledger via hard copy or electronic posting reports, which can be summarized based on user-defined criteria including subtotals by payor, payor class, program, location, etc.			X				M
4.10.4	The system shall support the entry and proper tracking of multiple adjustment codes including contractual allowances, sliding scale discounts, and bad debt write-offs.			X				H
4.11	**Payment Posting**							
4.11.1	The system shall support point of service check-out whereby charges are calculated and added to previous accounts receivable balances, payments can be posted and payment receipts can be issued.			X				M
4.11.2	The system shall allow the posting of payments to a client account even though there are no corresponding charges and shall consider these payments as credit balances to be matched with charges at a later date.			X				M
4.11.3	The system shall support easy data entry of hard copy Remittance Advices and electronic posting of the ASC X12N 835 - Healthcare Payment and Remittance Advice to client accounts.			X				H
4.11.4	The system shall have sufficient controls to support reconciliation of payments entered to cash receipts.			X				H
4.12	**Cascade Billing and Accounts Receivable Management**							
4.12.1	The system shall provide for open item accounting with the default of posting of payments and adjustments to specific charges/invoices.			X				M
4.12.2	The system shall properly handle the sequential billing of payors (e.g. Medicare 1st, Private Insurance 2nd; Patient 3rd) ensuring that the sequence is based on both the coverage that the client has and the services that are covered by the various plans.			X				H
4.12.3	When Remittance Advices are posted, outstanding charges shall be automatically calculated and upon user confirmation, transferred to secondary and tertiary payors and/or client responsibility,			X				H
4.12.4	Appropriate electronic and paper claim forms shall be produced, which include the payments received from the previous payors.			X				H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
4.12.5	Outstanding charges not confirmed and transferred to the next sequential payor shall remain as an open receivable.			X				H
4.12.6	Appropriate audit trails shall be kept of claims that have been sequentially billed to multiple payors and revenue and accounts receivable balances shall not overstate outstanding amounts by reporting balances for multiple payors simultaneously.			X				H
4.12.7	This process shall include automatically crediting contractual allowance and other adjustment accounts during payment posting based on predetermined carrier-specific criteria.			X				M
4.12.8	The system shall support multiple adjustment codes in the system (such as therapeutic adjustments, adjusting Full Pay clients to UMDAP, contract adjustments, etc.).			X				H
4.12.9	This information shall be tracked and reported via detailed aged accounts receivable reports with user-defined sort and subtotal criteria including payor, provider, client, program, location, etc.			X				M
4.12.10	The system shall supply trending reports to trend out receivables, whether comparing several parameters at one clinic, or a few parameters across all clinics.			X				H
4.12.11	The system shall provide a Program Monitoring report that includes the following types of information for a program that can be user-defined: turn-around time on data entry, Accounts Receivable, number of outstanding UMDAPs, clients without an account, etc.			X		X		H
4.13	**Capitation and Grant-In-Aid Payment Management**							
4.13.1	The system shall compute and automatically write off the positive or negative contractual allowance amounts for bills that are covered by capitated or grant-in-aid funding streams.			X				L
4.14	**Collections Management**							
4.14.1	The system shall produce on-line ledger cards for all client accounts that show the transaction history of all charges, payments, and adjustments for all payors for a specified date range.			X				M
4.14.2	The system shall have the ability to filter, to show the same information for a single payor (including client responsibility).			X				M
4.14.3	The system shall have the ability to attach notes to any transaction regarding collection calls.			X				L
4.14.4	The system shall generate tickler reports based on the follow-up dates entered into these notes.			X				L
4.14.5	The system shall provide the capability for the system administrator to enter criteria for accounts to be flagged by the system for collection.	X	X	X				H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
4.14.6	The system shall also allow system administrators to manually flag an account for collection.	X	X	X				H
4.14.7	Any account flagged for collection, by either means, should be included in a file for electronic transfer to another system.	X	X	X			X	H
4.14.8	The system shall also allow system administrators to recall an account from collection.	X	X	X				H
4.14.9	Once an account has been moved to collections, the system shall make an adjustment to the account in the Accounts Receivable module.	X	X	X				H
4.14.10	The system shall generate reports on the accounts that have been moved to collections.	X	X	X		X		M
4.15	**Tracking Service Costs**							
4.15.1	The system shall support one or more methods of recording and tracking the costs of services, such as published rates or California's Schedule of Maximum Allowable (SMA).			X				H
4.15.2	The system shall report the differences between billed amounts, and received amounts.			X				H
4.15.3	The Fee for Service providers are contracted and paid on a per-service basis, but Services are entered in the system on a per minute basis for billing to Short-Doyle/Medi-Cal. Service cost tracking shall be able to distinguish any differences in what the Fee for Service providers are paid versus the amount billed to Short-Doyle/Medi-Cal.		X	X				H
4.16	**Medi-Cal/Medicare Cost Reporting**							
4.16.1	The system shall compile service units and charges into the Medi-Cal and Medicare cost reporting categories to produce reports that will support the development of these annual cost reports. In order to support this, the system shall:			X				H
4.16.1.a	1) Provide a report of Medi-Cal Units/Minutes of Service to support the cost reports. This report shall have a Summary and Detailed version, and shall sort by legal entity, reporting unit, mode of service, procedure code and claimed units of service.			X				H
4.16.1.b	2) Provide a report of Total Units/Minutes of Service regardless of payor to support the cost reports. This report shall have a Summary and Detailed version, and shall sort by legal entity, reporting unit, mode of service, procedure code and claimed units of service.			X				H
4.16.2	This shall include capturing revenue and services by California's mode and service function code structure and funding categories (Medi-Cal, Medicare/Medi-Cal Crossover, Healthy Families, Non-Medi-Cal).			X				H
4.16.3	The system shall provide monthly claims submission data, as well as summary claims data to the CoSD fiscal department to support the completion of the State claim form.			X				H
4.16.4	The system shall properly record the funding category of claims that have been reversed and rebilled.			X				H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
5.0	**ELECTRONIC HEALTH RECORD**							
	Overview							
	Currently CoSD MHS does not use an electronic health record (EHR). Their primary system is mainly administrative and is used by support staff to enter data for client tracking, State reporting and billing purposes. Some contract providers are using components of an EHR, but most document on hard copy. Although a diverse array of services are provided, a Uniform Medical Record has been developed for Children and Adult programs, though assessments may vary depending on the program. It is the goal of CoSD MHS to improve their system clinical functionality and move towards a longitudinal integrated EHR. The following components represent standard elements of the EHR that are of interest to the CoSD MHS.							
5.1	**Clinical History Inquiry**							
5.1.1	All clinical information on the history of past diagnoses, treatment plans, services, and medications shall be available to authorized clinicians.				X			H
5.1.2	Real-time inquiry of customer-defined elements of the EHR shall be available.				X			H
5.1.3	Clinical history screens shall be customizable to accommodate the varying needs of clinicians, case managers and clients.				X			M
5.1.4	All clinical inquiries shall be controlled through the user-definable security system described in the Technical Requirements section.				X			H
5.2	**Red Flag Function**							
5.2.1	The system shall support the configuration of a clinical Red Flag alert that allows urgent clinical information such as danger warnings, suicide watch or similar, drug allergies, history of adverse reactions to specific drugs, legal and forensic holds, seclusions and restraints, positive PPD (purified protein derivative) skin test, and other urgent precautions.				X			H
5.2.2	Red Flag warnings shall be viewed at various key screens including progress notes, appointments and treatment plans.				X			H
5.2.3	Such Red Flags shall be visible to all authorized users.				X			H
5.2.4	The red flag function shall be part of the Tickler Engine described in the Technical Requirements Section.				X			H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
5.2.5	The system shall bring forward any red flags noted from previous admissions or episodes for provider evaluation to determine if they still apply.				X			M
5.3	**Diagnosis Management**							
5.3.1	The system shall accept the most current version of ICD-9/10-CM diagnosis codes on the clinical screens.	X			X			H
5.3.2	The diagnosis fields shall be user friendly and allow entry of partial name, or code, with drop-down lists available.	X			X			H
5.3.3	The system shall also track multiple diagnoses based on user-defined criteria, such as admission diagnosis and discharge diagnosis.	X			X			H
5.3.4	The system shall provide a separate diagnosis screen in the EHR for viewing/editing updates made to the diagnosis from within any part of the system.	X			X			H
5.3.5	The system shall flag the provider or other specified users when another user modifies or adds the diagnosis code for reconciliation.	X			X			H
5.4	**Health Record Documentation**							
5.4.1	The system shall provide the capability to define various therapeutic programs, including the AB2726 program.	X			X			H
5.4.2	The system shall allow authorized users to associate customized assessment forms/treatment plans/progress notes with a designated therapeutic program or type of service.				X			H
5.4.3	The system shall automatically present the customized forms for clients designated in these designated programs/services.				X			H
5.4.4	The system shall ensure that a system-defined workflow is followed based upon program or level of care (e.g. an assessment must be entered by a certain timeframe for a client).				X			M
5.4.5	The system shall allow Progress Notes/Assessments/Treatment Plans to be saved in a draft form for completion at a later time. The date/time and user saving the draft will be recorded.				X			H
5.4.6	The system shall allow Progress Notes/Assessments/Treatment Plans to be updated with new client information along with the user name and date/time modified.				X			H
5.4.7	The system shall allow Progress Notes /Assessments /Treatment Plans to be voided if information was incorrectly entered, along with the user name and date/time voided.				X			H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
5.4.8	The system shall display information in the EHR for lookup by chronological date or by date performed.				X			M
5.4.9	Selected portions of the client's demographics or clinical data shall pre-populate assessment/plans/progress note forms.				X			H
5.4.10	The system shall allow multiple concurrent users to access the same client's EHR (e.g., one team member can update a client's assessment, while another member is writing the progress note for the same client).				X			H
5.5.9	In order to preserve the integrity of the EHR, the system shall not allow a "cut and paste" ability in the EHR.				X			M
5.5	**Clinical Assessment**							
5.5.1	A variety of pre-defined assessment forms shall be available including for example, a variety of standardized psycho-social assessments, intake assessments, inpatient evaluations, residential placement evaluations and Psychiatric evaluations.				X			L
5.5.2	These assessments must be culturally-competent to take into account language, ethnicity, etc.				X			L
5.5.3	In addition, the system shall offer a forms development tool set designed to allow locally defined assessment forms to be created.				X			H
5.5.4	Locally defined forms shall capture data as defined by the system administrator.				X			H
5.5.5	The assessment function shall be configured to generate targeted problems for treatment and such problems shall flow to the treatment planning process.				X			H
5.5.6	The system shall auto-populate a "to do" list for the co-signing provider.				X			M
5.5.7	Based upon the diagnosis entered in the assessment, the user shall be able to select from a list of diagnosis-specific potential symptoms. Additional symptoms can also be entered.				X			M
5.5.8	The system shall prompt the user when designated required fields have not been entered (e.g., do not allow the clinician to proceed unless the school district of the child has been entered).	X			X			H
5.6	**Treatment Plans**							
5.6.1	The system shall support the ability for Clinicians to build treatment plans for various target populations.				X			H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
5.6.2	Using a clinical database of evidence-based practice guidelines, the system shall support the ability for a clinician to move through the diagnoses, problem, goals, objectives and interventions definition.				X			H
5.6.3	Appropriate practice guidelines shall populate based upon program and level of care designated in the system.				X			H
5.6.4	The system shall populate the symptom(s) that were entered in the assessment for a client, into their corresponding treatment plan to be addressed.				X			H
5.6.5	The data set, which offers the various statements describing the key components of the treatment plan, shall be tailored to the appropriate target population.				X			M
5.6.6	The practice guidelines shall be fully customizable in order to respond to various theoretical approaches.				X			M
5.6.7	The system shall allow specific interventions for a client to be individualized to meet that client's needs.				X			M
5.6.8	Current and past authorizations as well as outcome results shall be available for review by clinicians.		X		X			M
5.6.9	All elements of the clinical guidelines that underlie the treatment planning module shall be defined and/or modified by authorized clinical supervisors.				X			H
5.6.10	A printable version of the treatment plan shall be available for clients.				X	X		H
5.6.11	The system shall support the process of obtaining client/legal designee signatures on treatment plans.				X			H
5.7	**Discharge Plans**							
5.7.1	The system shall support the development of discharge/after care plans.				X			H
5.7.1.a	Such plans shall capture discharge data and follow up needs, including education documentation, medications prescribed, etc.				X			H
5.7.1.b	Such plans shall also support the documentation needed for client transfer activities (e.g., if client is being transferred to another facility for care).				X			H
5.8	**Wellness and Recovery Plans**							
5.8.1	The system shall support the development of client created action plans.				X			H
5.8.1.a	Such plans shall contain information provided by the client which includes their personal strategy for recovery.				X			H
5.8.1.b	The plan shall include crisis contact information, advance medication directions, and advance directives from the client.				X			H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
5.8.2	Clients may designate users authorized to view such plans, the system shall support this.				X			L
5.8.3	A printable version of the plan shall be available for clients.				X	X		H
5.8.4	This plan shall be accessible to all members of the treatment team (e.g., provider, social worker, case manager, etc.)				X			H
5.8.5	The system shall support a variety of user-defined plans for different services types.				X			H
5.9	**Progress Notes**							
5.9.1	Progress notes for individuals as well as group progress notes shall be captured by the system.				X			H
5.9.2	Clinical note entry shall have the option to use standard word processing functions including spell checking.				X			H
5.9.3	Notes shall be easily accessible as part of the service entry process.				X			H
5.9.4	The option shall be available to generate service transactions as part of the progress note entry.				X			H
5.9.5	While writing a progress note, clinicians shall have ready access to the current treatment plan.				X			H
5.9.6	While writing a progress note, clinicians shall have ready access to the current authorization information.		X		X			L
5.9.7	Each progress note shall be linked with key elements of the treatment plan as required by regulatory guidelines.				X			H
5.9.8	The system shall allow that system administrators may attach program specific fields for local data requirements.				X			M
5.9.9	The system shall prompt user to inquire if information in specified key fields have changed (e.g. change in residential treatment facility or home phone) while in the progress notes screen.	X			X			M
5.9.10	The system shall provide a pick list of the client's diagnoses and/or problems for selection to associate with documentation (e.g., when there are multiple diagnoses to choose from, a provider could select the diagnosis that the intervention is addressing).				X			H
5.9.11	The client's current goals shall be brought forward to the working document automatically.				X			M

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
5.9.12	The system shall provide a split-screen capability with scroll bars to allow side by side viewing during documentation (e.g., users can view goals while writing the progress notes, or the Psychiatrist can view the History and Physical while documenting their assessment).				X			H
5.10	**Health Record Tracking**							
5.10.1	The system shall have the ability to analyze/list items pending completion in the electronic health record. The sort-criteria for the pick-list shall be user definable (e.g., able to sort by clinician, team, supervisor, etc.).				X			H
5.10.2	The system shall provide a report/list of all clients an individual is responsible for, based upon caseload assignments.				X			M
5.10.3	Supervisors shall have the ability to review outstanding work items for users who report to them.				X			M
5.10.4	The system shall have the capability to designate a single accountable individual responsible for a client (e.g., Care Coordinator).				X			M
5.10.5	The system shall provide the capability to flag assessments/plans/progress notes completed by residents or new employees for supervisor's review and approval.				X			H
5.10.6	The tickler engine shall be set up to flag the user when specified clinical events are due based on County deadlines (Individual Education Plan (IEP), other treatment plans, client visits, updates, etc.) for a client.				X			H
5.11	**Medication History**							
5.11.1	The system shall support the entry and viewing, on a single screen, of information about medications prescribed by the county, those prescribed by another provider, other medication, such as over-the-counter medications and herbal preparations, drug allergies, and past adverse reactions to particular medications.				X			H
5.11.2	The system shall ensure that information is readily available about medications that have been tried and considered ineffective and medications that are no longer being taken due to other reasons.				X			H
5.11.3	The system shall provide the capability to input medication algorithms in the system for reference (e.g. the San Diego Medication Algorithm project (SanDMAP) program has an algorithm on recommended medications to use based upon a number of criteria).				X			H
5.11.4	The system shall support Tickler Engine reminder rules that estimate and flag when a client's prescribed medication might be running out (refer to requirement 5.15.5).				X			H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
5.12	**Drug Formulary Management**							
5.12.1	The system shall support the review and maintenance of a locally defined formulary and shall display drugs determined to be 'first-choice' as defined by the medical administrator.				X			H
5.12.2	The system shall allow for alternate formularies defined by the CoSD to address special regulatory and county requirements.				X			H
5.13	**Medication Prescribing**							
5.13.1	The system shall have the ability to electronically record a prescription/order.				X			H
5.13.2	The system shall have the ability to print a legible prescription.				X	X		H
5.13.3	Medication history, medication consents, treatment plans and recent progress notes shall be easily accessed and viewed during the prescription-writing process.				X			H
5.13.4	Automated client consent forms shall be generated to support the prescribing process.				X			H
5.13.5	The system shall support the recording of the type of consent obtained and expiration date to support the prescribing process.				X			H
5.13.6	The record shall note drug allergies, chronic conditions, and other user-defined items.				X			H
5.14	**Medication Database Linkages**							
5.14.1	Drug interaction/drug allergy information from third-party databases shall be easily accessed from the medication prescribing screen (e.g., a hot link set up in the system).				X		X	M
5.14.2	Drug specific education materials from third-party databases shall be easily accessed from the system (e.g., a hot link set up in the system).				X			M
5.14.3	Drug formulary information for Medicare and Medicaid shall be easily accessed from the system (e.g., a hot link set up in the system to the Centers for Medicare and Medicaid website).				X			M
5.15	**Patient Assistance Program Support**							
5.15.1	The system shall support the collection of data required for the support of various pharmaceutical company indigent patient, "Patient Assistance Programs."				X			H
5.15.2	The system generates drug-specific applications forms to request medications at no cost from manufacturers.				X			M

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
5.15.3	The system shall support the configuration of multiple application forms that may be associated with specific medications.				X			M
5.15.4	The system shall provide for the tracking of the submission of forms and the status tracking of pending applications.				X			M
5.15.5	The system shall generate a form to request a continuation of Medication, based upon ticklers in the system that indicate the client's medication is about to run out (refer to requirement 5.11.4).				X	X		M
5.15.6	Based upon medication prescribed, clients requiring medication follow up after discharge shall be flagged in the system (e.g. an outpatient medication follow-up for an injection is required 2 weeks after discharge).				X			L
5.16	**Vital Signs Tracking**							
5.16.1	The system shall support the periodic recording of client vital signs (5 vital signs plus weight) based on a user-defined schedule (e.g. every week or month for clinic settings).				X			M
5.17	**Laboratory Orders & Results**							
5.17.1	The system shall provide the ability to electronically enter orders for laboratory tests and to print the order.				X	X		H
5.17.2	The system shall have the capability to record when critical lab results have been reported to the Provider.				X			M
5.17.3	The system shall allow for manual entry of laboratory results.				X			H
5.17.4	The system shall automatically generate an order for a laboratory test when certain medications are ordered (e.g., when Lithium is ordered, Lithium levels will be automatically ordered) or based upon diagnosis.				X			H
5.17.5	The system shall have the capability to define various order sets.				X			M
5.18	**Clinical Evidence Based Practice Libraries**							
5.18.1	Industry standard clinical libraries of evidence based practice information on treatment interventions shall be available for inquiry by clinicians (such as the Wiley reference library).				X			L
5.18.2	Clinical evidence based practice information shall be available for inquiry during the clinical decision making process including progress notes, treatment planning and prescribing.				X			L
5.18.3	These libraries shall be customizable and shall be defined by program or site.				X			L

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
5.19	**Electronic and Paper Interface**							
5.19.1	Since some Contractor or Fee for Service Providers will retain full or partial paper records for an extended time period, the system shall be designed to support scanning key documents from paper systems.				X			H
5.19.2	The system shall provide the capability for system administration staff to set up and maintain electronic folders with restricted access for filing sensitive information in the EHR (e.g., this would be necessary for Domestic Violence reporting forms.				X			H
5.19.3	The system shall support organizing scanned documents into a logical structure that allow providers to easily view these documents (e.g. IEPs from school, school records, consent forms, correspondence, etc.).				X			H
5.19.4	The EHR records shall cross-reference to paper charts (e.g., if old paper records exists, this should be noted for reference in the EHR).				X			H
5.20	**Client Consent Tracking**							
5.20.1	At various user defined points during service delivery, clients or legal designee are required to sign various types of consent documents. The system shall provide for a configurable method to designate the need for signed consent forms. For example, the need for medication consent forms or treatment consent forms can be configured.	X			X			H
5.20.2	The system shall track the need for signed consent forms and shall alert users when forms are required but not yet signed.	X			X			H
5.20.3	The system shall record the legally responsible adult for a client.	X			X			H
5.20.4	The system shall record if the appropriate HIPAA-related paperwork/consents has been provided to the client or legal designee and the date provided. This includes the capture of:	X			X			H
5.20.4.a	Request to inspect or obtain Private Health Information (PHI)	X			X			H
5.20.4.b	Alternate address and/or phone number	X			X			H
5.20.4.c	Client request to amend	X			X			H
5.20.4.d	Confidential communications	X			X			H
5.20.4.e	Emancipation Event	X			X			H
5.20.4.f	Minor Consent	X			X			H
5.20.4.g	Non-Routine Disclosures	X			X			H
5.20.4.h	Personal Representative	X			X			H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
5.20.5	The system will allow users to designate when an admission is involuntary.	X			X			L
5.20.6	The system shall support the development of a Physical Coordination of Care form that pre-populates with assessment information, such as: client's primary care provider, physical condition and health issues. This form is printed for signature.				X			M
5.21	**Electronic Signatures**							
5.21.1	The system shall support electronic signatures of clinical documentation.	H			X			H
5.21.2	Signed documentation may not be modified, in keeping with medical record standards.	H			X			H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
6.0	**REPORTING**							
	Overview							
	The CoSD Mental Health Services (MHS) has developed sophisticated reporting systems for "turning data into information", and desires to improve their capabilities to generate and access critical information in a timely manner, and ultimately enhancing their coordination of care. The Data Management and Reporting section defines the requirements for how data is accessed and reported within the system and how the vendor supports the extraction, management and reporting outside the system.							
6.1	**Standard Operational Reports**							
6.1.1	The system shall have standard operational reports to support each functional area in this document. Please supply the list of standard operational reports your system contains.					X		H
6.1.2	The system shall have exception/discrepancy reports to support each functional area in this document to notify staff of missing data and improve data quality in the system.					X		H
6.1.3	The system shall provide data validation reports to support the main reports in each functional area in this document.					X		H
6.1.4	The reports shall allow users to select and filter data by variables such as date range, department, clinician, clinic, region, service, etc.					X		H
6.1.5	The larger reports in the system shall allow users to select a detailed or a summary version of the report.					X		H
6.1.6	The user shall have the option of outputting all reports to the screen, printer, standard ASCII file format and PC application formats such as XLS (MS Excel), CSV (Comma Separated Values), PDF (Portable Document Format - Adobe File), MDB (MS Access), TXT (Text file), DIF (Data Interchange Format), etc.					X		H
6.1.7	The system shall provide data exchange that is XML-enabled.					X		H
6.1.8	The system shall allow the standard operational reports to be copied, edited and added to a user-defined reports menu with a new report name.					X		H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
6.2	**Standard Management Reports**							
6.2.1	The system shall have standard management reports that provide a variety of views of county operations such as monthly trend reports, provider performance reports, client demographics, service detail, service gap analysis reports, penetration rates, etc. The key aspect of these reports is that they shall provide summarized management-related data that support tactical and strategic decision-making. Please supply the list of standard management reports your system contains.					X		H
6.2.2	Standard management reports shall have the capability for users to define and select a variety of sort criteria.					X		H
6.2.3	The system shall provide graph and chart generation capability.					X		M
6.2.4	Standard management reports shall have the capability to be copied, edited and added to a user-defined reports menu with a new report name.					X		H
6.3	**Quality Management Reports**							
	The system shall support the reporting and data analysis of the county's quality management program including:							
6.3.1	**Quality Assurance:** The development and production of reports based on payor and county identified performance and outcome measures for access, assessment, treatment planning, service delivery, etc.					X		H
6.3.1.a	The system shall support random chart sampling and review processes.					X		M
6.3.1.b	The system shall provide standard tools for basic statistical analysis.					X		M
6.3.2	**Quality Improvement:** The development and production of reports that track and trend quality measures over time.					X		H
6.3.2.a	The system shall support the identification of variation that is material and statistically significant.					X		M
6.3.2.b	The system shall provide a caseload report of unduplicated clients distinguished by payor source, by reporting unit, and by time-frame.					X		H
6.3.2.c	The system shall provide a billing audit report that allows entry of service numbers, and results in user-defined information such as: procedure code used, billing date, staff ID, number of minutes, cost per service, etc.			X		X		H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
6.3.2.d	The system shall provide reporting on timeliness of data in the electronic health record to support auditing (e.g., timeliness of assessments, client plans, signatures, etc). These reports shall be selectable by legal entity, by program, or by individual staff member.					X		H
6.3.2.e	The system shall provide a Medications Management Report that allows tracking of client consent, medication errors, prescriptions prescribed compared to clinical guidelines, etc.					X		M
6.3.2.f	The system shall allow all assessment and progress note data to be easily extracted and reportable to allow for the quality improvement team to audit a variety of items such as that client rights have been observed.					X		H
6.3.3	**Utilization Review:** The development and production of reports that track utilization throughout the county and identify specific clients, clinicians, services, and/or programs that are above or below user-designated trigger thresholds.					X		H
6.4	**Outcome Measurement**							
6.4.1	Using the system forms development tool described in the Technical Requirements Section, a variety of outcome measurement instruments shall be created within the system.				X	X		H
6.4.2	In addition, third-party licensed instruments can be incorporated into the system for authorized use.				X	X		H
6.4.3	Locally defined as well as third-party licensed scoring protocols shall be used to summarize outcome instrument data.				X	X		H
6.4.4	Clinical review of outcome score trends over time shall be available as on-line queries for clinical decision-making.				X	X		M
6.4.5	These tools shall have the capability to evaluate outcomes across varying levels in the database: by specified populations within programs, by programs, by clinics, or across the entire system by date range.				X	X		H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
6.4.6	The system shall have the capability to optical character recognition (OCR) scan outcome measures from hard copy forms provided by outside Providers (either Contractor or Fee for Service Providers), and attach outcome results for a client in the client's electronic health record.				X	X		H
6.5	**Quality Management Tracking**							
6.5.1	The system shall support the development of user-defined screens for gathering data related to the quality management process.				X	X		H
6.5.2	This shall include user-defined customer satisfaction surveys, customer complaint and compliment forms, provider satisfaction surveys, etc.				X	X		M
6.5.3	The system shall have the capability to OCR scan in client surveys from hard copy forms. These surveys are confidential and should not be filed in the client's electronic health record, but associated demographic data may be needed from the client's record for reporting purposes.				X	X		H
6.5.4	The system shall track the need for client surveys and shall alert users when survey forms are required but not yet completed (e.g., upon program discharge).				X	X		M
6.5.5	The system shall support the collection, compilation, reporting and analysis of the California-mandated Performance Outcome System (POS) client outcome and satisfaction reports including:				X	X		L
6.5.5.a	Youth Services Survey (YSS)				X	X		L
6.5.5.b	Youth Services Survey for Families (YSS-F)				X	X		L
6.5.5.c	MHSIP Consumer Survey				X	X		L
6.5.5.d	California Quality of Life (CA-QOL)				X	X		L

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
6.6	**Other California-Mandated Reporting**							
6.6.1	The system shall support the Bi-Annual reporting requirements for the Office of Statewide Health Planning & Development (OSHPD).					X		H
6.6.2	The system shall support the reporting requirements for Client and Service Information (CSI) i.e., the system shall have the ability to cross-walk language and ethnicity codes from the system to the State-defined codes for upward reporting.					X		H
6.6.3	The system shall support the Quarterly reporting requirements for the Institutions for Mental Disease (IMD).					X		M
6.6.4	The system shall produce a Disallowance Claims Report detailing client number, date of service, etc.					X		M
6.7	**Integrated Report Writer**							
6.7.1	The system shall include an integrated, user-friendly report writer that has the capability of reporting on any combination of data fields in the entire system including user-defined fields.					X		H
6.7.2	The report writer shall perform multi-layered sorts and selects.					X		H
6.7.3	The report writer shall have the ability to utilize wild cards in any data position of a field to select items.					X		H
6.7.4	The report writer shall have the ability to compute on any field or combination of fields.					X		H
6.7.5	The report writer shall generate both ad hoc query-type results and formatted reports.					X		H
6.7.6	The report writer shall give the user the option of outputting results to the screen, printer, standard ASCII file format and PC application formats such as XLS (MS Excel), CSV (Comma Separated Values), PDF (Portable Document Format - Adobe File), MDB (MS Access), TXT (Text file), DIF (Data Interchange Format), etc.					X		H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
6.8	**Alternative Report Writers**							
6.8.1	The system shall have the capability to interface with other SQL-compliant third-party report writer applications such as Crystal Reports, Microsoft Access, or R&R Report Writer with the system such that the tool can report on any combination of data fields in the entire system including user-defined fields.					X		M
6.8.1.a	Describe your experience interfacing with alternate report writers as described above.							
6.9	**Letter Writing/Mail Merge**							
6.9.1	The system shall support a letter writing/mail merge function where third party word processing programs such as Microsoft Word can be integrated with the system to produce mass mailing to clients, clinicians and other parties.					X		M
6.9.2	The system shall support that Letter templates can be added to system menus and automatically generated based on rules in the Tickler Engine and the Workflow Management component (both found in the Technical requirements section). Examples include the generation of a referral letter to clinician and client when a referral is created, and generation of a follow-up letter when an appointment is recorded as a missed appointment.					X		M
6.9.3	The system shall provide user-friendly label and envelope printing capability.					X		M
6.10	**Forms Library/Form-Filler Capacity**							
6.10.1	The MHS has a variety of mandated forms that are needed to comply with State and Local guidelines. These forms shall be easily defined, filled in, and printed with default text populated where possible (e.g., patient name, date of birth, etc.).					X		H
6.10.2	The system shall have the capability to generate specified forms/letters in the client's preferred language that is designated in registration if it is the language of English or Spanish.					X		H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
6.10.3	The system shall have the capability to generate specified forms/letters in the client's preferred language that is designated in registration if it is a threshold language other than English or Spanish (Vietnamese or Arabic are threshold languages currently as well).					X		L
6.10.4	The system shall utilize a tickler engine to notify staff when a new signature is needed on a form, based on expiration date (e.g., consent form is valid for 1 year).					X		M
6.11	**Report Scheduling**							
6.11.1	The system shall allow users to schedule report production requests for regular periodic processing according to specified criteria such as one or more times per day, weekly on specified day, monthly on first day of month and fiscal period, etc.					X		H
6.11.2	The system shall support that Specification of data ranges to be included in reports may differ from the scheduled date/time of the execution of the report.					X		M

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
7.0	**INTERFACES**							
	Overview							
	The CoSD MHS currently interfaces with various external systems. The interfaces to the State of California systems will require mapping of data to or from the State formats as well as code conversion. For example, the ethnicity codes are not standardized among the various state systems; therefore, code translation logic is required for each system interface. This section also describes the required state interfaces that all California Counties must have. The CoSD MHS is also seeking a vendor that will support State and Federal requirements for interoperability standards. Refer to the following link for a summary of the California Department of Mental Health vision.							
	http://www.dmh.cahwnet.gov/MHSA/docs/IT-PPT_05Jun16_StakeholderMeeting.pps							
7.1	**Interface Engine**							
7.1.1	The system shall have an interface engine that supports the bi-directional transfer of data with state and county systems as well as with other business associates.						X	H
7.1.2	The interface engine shall support healthcare application-level transaction standards including, but not limited to HL7 and ASC X12N.						X	H
7.1.3	The interface engine shall support the translation of data sets based on pre-defined translation code tables.						X	H
7.1.4	The interface engine shall support the development of error-checking routines, flagging via error reports, and the ability to readily resolve non-matching data.						X	H
7.1.5	The interface engine shall allow trained county staff to maintain and modify these interfaces in response to specification changes from payors and business associates.						X	H
7.1.6	The system shall have the capability to provide patient identification/matching algorithms for matching incoming patient data.						X	H
7.1.7	The system shall have the ability to identify/maintain specific data sources for incoming data.						X	M
7.2	**California Medi-Cal Eligibility Determination System (MEDS)**							
7.2.1	The interface engine shall be configured to interface with the monthly download of the Medi-Cal Eligibility Determination System eligibility file and the MEDS Point of Service system managed by EDS.	X					X	H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
7.2.2	The system shall support a real-time interface to the Medi-Cal Point of Service MEDS database for viewing a client's current eligibility status for Medi-Cal, Medicare and other included payors.	X					X	H
7.3	**California Client and Service Information (CSI) System**							
7.3.1	The interface engine shall be configured to interface with the Client and Service Information (CSI) System.						X	H
	Refer to the following link to view an overview description and contact list for the systems that DHS supports. Click on the 'Systems' drop-down list to select the system and receive for more information.							
	https://mhhitws.cahwnet.gov/default.asp							
7.4	**Office of Statewide Health Planning & Development (OSHPD) System**							
7.4.1	The interface engine shall be configured to interface with the Office of Statewide Health Planning & Development (OSHPD) system.						X	H
	Refer to the following link for more information about of OSHPD's Medical Information Reporting for California.							
	http://www.oshpd.ca.gov/MirCal/resources.htm							
7.5	**Billing Exports/Imports**							
7.5.1	The system shall have the capability to electronically submit claims to Medi-Cal, Medicare, major insurance carriers within the State of California utilizing the ASC X12N 837 - Health Claims or Equivalent Encounter Information.			X			X	H
7.5.2	The system shall have the capability to receive payments electronically via the ASC X12N 835 - Healthcare Payment and Remittance Advice.			X			X	H
7.5.3	The system shall have the capability to electronically receive claims from Fee for Service providers using the ASC X12N 837 - Health Claims or Equivalent Encounter Information.			X			X	H
7.5.4	Any account flagged for collection in the billing module, shall be included in a comma-delimited flat file for electronic transfer to another system.			X			X	M
7.5.5	The vendor shall be compliant with the ASC X12N 270/271 - Eligibility for a Health Plan and ASC X12N 834 - Enrollment and Disenrollment formats.			X			X	H
7.5.6	The system shall support the monthly loading and processing of the EDS comma-delimited flat file containing the status of the payments for reconciliation.			X			X	H
7.5.7	The interface engine shall be configured to import EOB data (approvals/denial processing) flat files.						X	H

Requirement Number	Description	Admin Workflow	Managed Care	Billing	Clinical	Reporting	Interfaces	Priority
7.6	**Address Verification Software Interface**							
7.6.1	The system shall support an interface with a third party software product/service that provides address verification.						X	M
7.7	**Data Entry Alternative Interfaces**							
7.7.1	The system shall support data entry alternative interfaces for items such as customer satisfaction surveys, and performance outcome instruments.						X	M
7.7.2	Methods shall include scanning, optical character recognition, and intelligent character recognition.						X	M
7.8	**California Special Education Management Information System (CASEMIS) Interface**							
7.8.1	The system shall export the following data fields to the CASEMIS system for services provided by CoSD MH: A-38 (MHS_ELIGIB), A-39 (MHS-LANG), and Fields B-5 (Service), B-6 (Provider) B-7 (Location), B-8 (Frequency), and B-9 (Duration). The following hyperlink contains a section on the California Special Education Management Information System, which provides further information on these fields and the CASEMIS system.						X	M
	http://www.cde.ca.gov/sp/se/ds/							

Requirement Number	Description	Priority
8.0	**TECHNICAL SPECIFICATIONS**	

	The major areas described in the technical specifications are:
	  8.1 Technology
	  8.2 System and Data Security
	  8.3 Data Conversion
	  8.4 Documentation
	  8.5 Database Components	

8.1	**Technology**	
	The principle expectations of the technology that will best meet the CoSD needs, are prioritized as follows: 1. Software design 2. Robust functionality 3. Compatibility with the CoSD Security Model, Technology Plan and standard platforms. This section lists the technology characteristics and requirements.	
8.1.1	**Programming Languages**	
8.1.1.1	The proposed COTS application programs shall be written in a stable, widely accepted programming language that supports rapid application development and a graphical user interface.	H
8.1.1.1.a	Complete the "Prog Lang" worksheet to list the programming languages used for each software module.	
8.1.2	**System Architecture**	
8.1.2.1	The system shall utilize a modern tiered design that supports the ongoing development of software applications that serve multiple locations in a stable manner. Describe the proposed architecture that will be used for the CoSD, based on the sizing statistics provided.	H
8.1.3	**Application Programming Interfaces (API)**	
8.1.3.1	The system shall use industry standard application programming interfaces to communicate with the operating system and share data with other modules or third party programs.	H
8.1.3.1.a	List the APIs used and describe how they are used in the "API" worksheet. Also describe whether complementary technologies are used such as COM and DCOM.	
8.1.4	**Databases**	
8.1.4.1	The system shall support one or more industry-standard relational databases that have the scalability and flexibility to meet the current and future needs of CoSD. The system should be able to store 5-10 years of transaction data on-line.	H
8.1.4.1.a	List the databases supported in the "Database" worksheet.	

Requirement Number	Description	Priority
8.1.5	**Operating Systems**	
8.1.5.1	The proposed COTS application programs shall operate on one or more stable, widely accepted operating systems. In the Comments column, list the operating systems on which the applications operate.	H
8.1.6	**WAN/Inter-Site Network**	
8.1.6.1	The vendor shall have a clear technical strategy for connecting multiple sites. Describe the networks under which your system will operate.	H
8.1.7	**Remote Access via Dial-Up**	
8.1.7.1	The system shall be accessible by authorized users via secure dial-up connections. Describe your strategy for utilizing remote access via dial-up.	H
8.1.8	**Remote Access via Internet**	
8.1.8.1	The system shall be accessible by authorized users via secure internet connections. Describe your strategy for utilizing remote access via the Internet.	H
8.1.9	**Support for Uninterrupted System Availability**	
8.1.9.1	The vendor shall employ methods in the system architecture and installation to ensure that system down time is minimized.	H
8.1.9.1.a	Describe your approach to minimizing system downtime including a description of how your system has been designed to address this need.	
8.1.9.1.b	Describe what hardware and networking strategies you recommend.	
8.1.9.1.c	Include hardware and network specifications to support your proposed uninterrupted system availability strategy.	
8.1.10	**Response Time**	
8.1.10.1	The applications software shall maintain an average screen loading and screen refresh response time of 1 second or less during county prime working hours for all on-line applications.	H
8.1.10.2	Describe the server and desktop hardware and network requirements necessary to support this response time for the current and projected user base and service statistics described in the "RFP719 MIS Statistical Information" attachment.	
8.1.10.3	Describe the sizing of the server and the hardware types needed.	
8.2	**System and Data Security**	
	This section describes the requirements for securing protected health information in accordance with the latest published HIPAA Final Security Rules, as well as other county and regulatory body security requirements.	
8.2.1	**Security System**	
8.2.1.1	The system shall have an operating system and/or application-level security system, which will prevent unauthorized access to and manipulation of the system, directories, files, and programs.	H

Requirement Number	Description	Priority
8.2.1.2	The security system shall use a combination of user names and strong password support.	H
8.2.1.3	Each user shall be capable of changing his/her password at his/her discretion.	H
8.2.1.4	Passwords shall expire at a specified interval.	H
8.2.1.5	Package shall provide monitoring and tracking of system access even if access is denied.	M
8.2.1.6	Package shall provide fail-safe security features to limit and monitor data access.	H
8.2.1.7	Application security shall ensure that only authorized users have access to authorized functions.	H
8.2.1.8	Application shall terminate inactive user sessions after a predetermined period of time.	H
8.2.1.9	Initial or reset passwords shall prompt the user for a new password at next login.	H
8.2.1.10	Security shall be role-based where user groups are created with access levels and individuals assigned to appropriate groups.	H
8.2.1.11	Security features shall be available such as:	
8.2.1.11.a	File and directory read/write/execute/delete authorizations	H
8.2.1.11.b	Login restrictions (days, time and workstation, hard-wired and dial-up)	M
8.2.1.11.c	Process initiation restrictions (e.g. month end closing)	H
8.2.1.11.d	Device access restrictions (e.g. access to the high speed production printer)	M
8.2.1.11.e	Application menu selection restrictions	H
8.2.1.12	Authorization levels shall be implemented at the data base record level and the screen field level.	H
8.2.2	**Transmission Security**	
8.2.2.1	The vendor shall implement technical security measures to guard against unauthorized access to electronic protected health information that is being transmitted over an electronic communications network including the ability to encrypt and decrypt protected health information.	H
8.2.3	**Wireless Security**	
8.2.3.1	The vendor shall implement security measures to protect data being transmitted via wireless networks, including data communications with portable devices.	H
8.2.4	**Protected Health Information Authentication**	
8.2.4.1	The vendor shall implement electronic mechanisms to corroborate that electronic protected health information has not been altered or destroyed in an unauthorized manner.	H
8.2.5	**Disaster Recovery**	
8.2.5.1	The vendor shall develop disaster recovery plans based on the system's capability to recover from an interruption in the power supply both during business hours and after hours when no staff are on-site, or in other situations where user data has been lost or otherwise compromised.	H

Requirement Number	Description	Priority
8.2.6	**System Interruption Recovery**	
8.2.6.1	The system architecture allows the system to recover from service interruptions with no or minimal loss of data, as well as minimal level of effort to return the system to the pre-interruption state. Methods are in place to ensure that any data initially lost during a system interruption is readily recoverable.	H
8.3	**Data Conversion**	
	The CoSD Mental Health Administration currently operates a managed care and a behavioral health information system. More than 10 years of client data including admissions, discharges and service transactions has been collected. Extensive amounts of claim data and historical account information are currently accessible from the legacy system.	
8.3.1	**Data Conversion Process**	
8.3.1.1	Depending on implementation date, the conversion process could include 12-24 months of data. This is to ensure that at least 12 months of the previous CoSD Fiscal Year is available for reporting purposes. Refer to the CoSD Statistical Information Sheet Attachment. Data conversion from InSyst and eCura to the new system shall include at least the following:· All Client Records;·All Provider records, including those in eCura; and, All Episodes.	H
8.3.1.2	Refer to the Vendor Corporate Capacity Section of the RFP for the requirements and additional information of your data conversion processes and experience.	
8.4	**Documentation**	
8.4.1	**Documentation Features**	
8.4.1.1	All user functions shall be documented in on-line form	H
8.4.1.2	All user functions shall be documented in printed form	H
8.4.1.3	The system shall have context sensitive, user definable field level help	H
8.4.1.4	Local policy and procedure documentation can be incorporated into the system's on-line help function	M
8.4.1.5	Electronic documentation shall include search and index features	H
8.4.1.6	System documentation shall include entity-relationship diagrams indicating relationships among tables, including primary and secondary keys.	H
8.4.2	**Data Dictionary**	
8.4.2.1	Documentation for the system shall include a complete data dictionary and Entity Relationship Diagram of all of the tables, table relationships, fields, and field attributes.	H
8.4.2.2	Data Dictionary documentation shall be on-line for easy access.	M

Requirement Number	Description	Priority
8.4.2.3	The system shall provide for Report Profiles. Profile details shall include report extraction criteria and data elements.	H
8.5	**Database Components**	
8.5.1	**Data Rectangle Exports**	
8.5.1.1	The system shall support the development of standard data rectangles based on predefined views that can be exported to common third party products such as Microsoft Excel and Microsoft Access. A "standard data rectangle" is defined as a denormalized flat file containing information on a specific topic, exported from the behavioral health information system, in a format that supports uploading to an industry-standard database or Excel spreadsheet.	L
8.5.2	**Mirrored Database Support**	
8.5.2.1	The vendor shall have the experience and support the mirroring of the production database to a reporting server, which uses the Integrated Report Writer and/or an Alternative Report Writer to produce user-developed reports and ad hoc queries.	H
8.5.3	**Data Warehouse/Mart Support**	
8.5.3.1	The vendor shall support the extraction, transformation, and loading of all data from the system into a Data Store containing denormalized and summarized data, which is used for data analysis and reporting.	H
8.5.3.2	Trained County staff shall have the ability to maintain and manage the extraction, transformation and loading processes and shall obtain timely and accurate information from the vendor when they make changes to the system's data dictionary.	H
8.5.4	**Drill-Down Capabilities**	
8.5.4.1	The internal or alternative report writer shall support the development of drill-down reports that allow users to examine the underlying data behind figures on the report.	H
8.5.5	**Predefined Data Views**	
8.5.5.1	The system shall provide predefined views of data sets that combine files from multiple tables into logical reporting groupings to assist non-technical users in creating new standard, management, and ad hoc reports. Example views include Clients, Clinicians, Services, and Authorizations.	H
8.5.5.2	The system shall support the development of views based on groupings of client attributes such as user-defined population cohorts, geographic clusters of zip codes, groupings of client eligibilities, etc.	H
8.5.5.3	The system shall support that custom Views can include core fields as well as any user-defined field added to the system.	M
8.6	**Training**	
8.6.1	The vendor shall provide training on selected topics. Refer to the Statement of Work (SOW) Exhibit for the training requirements and additional information required of your training processes and experience.	H

Requirement Number	Description	Vendor Response
9.0	**OPTIONAL REQUIREMENTS - Inpatient/Emergency Room Processing**	
	Overview	
	In addition to the outpatient services and Managed Care services offered by the CoSD MHS, there is a County-operated inpatient facility with an attached emergency psychiatric unit. This section addresses the requirements that are specific for that facility. The inpatient facility is a 26-bed facility and has approximately 880 admissions per year. The emergency psychiatric unit sees approximately 11,650 patients per year. These are optional requirements and therefore, do not have priority rankings. Pricing for these items are requested on an itemized basis.	
9.1	**Inpatient Tracking Module**	
9.1.1	The system shall provide an Inpatient Tracking Module. Please describe the functionality it contains.	
9.1.2	The system shall support the tracking of clients by unit, room and bed including midnight bed checks.	
9.2	**Inpatient Reporting Module**	
9.2.1	The system shall provide an Inpatient Reporting Module. Please supply the list of reports it contains.	
9.2.2	The system shall provide Seclusions and Restraints tracking and reporting. It shall include Items such as the age and gender of the patients, shift it occurred on, staff information, etc.	
9.2.3	The Inpatient Reporting module shall meet the Joint Commission on Accreditations of Healthcare Organizations (JCAHO) guidelines. Please explain how your system meets these guidelines.	
9.3	**Dietary Tracking Module**	
9.3.1	The system shall support the tracking of dietary requirements for each patient by unit, room and bed and creates dietary orders for the food service department based on the dietary orders.	
9.3.2	The system shall record allergies, food preferences and dietary restrictions for reporting purposes to residential treatment centers or inpatient services.	
9.4	**Emergency Room Tracking Module**	
9.4.1	The system shall provide an Emergency Room Tracking Module. Please describe the functionality it contains.	
9.5	**Order Entry Module**	
9.5.1	The system shall contain an Order Entry Module. Please describe the functionality it contains.	
9.6	**Pharmacy System Interface**	
9.6.1	The system shall have the ability to transmit a HIPAA compliant secure prescription to internal or external pharmacies.	
9.6.2	The system shall interface with third-party databases that support automated drug interaction checking and drug allergy checking, which can be performed during the prescribing process.	

Requirement Number	Description	Vendor Response
9.7	**Medication Administration Record**	
9.7.1	The system shall support medication dispensing through an electronic Medication Administration Record that tracks user-defined information for all medications that have been dispensed to clients. This component is used primarily at inpatient facilities.	
9.7.2	The system shall have the ability to receive an Electronic Medication Record from the Pharmacy system used by the internal pharmacy (Mediware's WORx Information system).	
9.7.3	The system shall support the medication reconciliation requirements required by JCAHO. Medication reconciliation must be done at admission, throughout the course of treatment when medications change and at discharge.	
9.8	**Laboratory System Interface**	
9.8.1	The system shall have the ability to transmit a HIPAA compliant secure laboratory test order to internal or external laboratories.	
9.8.2	Secure results shall be electronically received for immediate review.	
9.8.3	Clinical alerts shall be generated when laboratory results are received electronically.	
9.9	**Dictation System Import**	
9.9.1	The system shall support incorporation of dictation files into the appropriate client's Electronic Clinical Record (Assessments, History and Physicals, Discharge Summaries). MedQuist is the current Dictation vendor for selected staff.	
9.9.2	The system shall provide an exception report of un-matched patients from the dictation upload.	
9.10	**Imaging System Interface**	
9.10.1	The system shall interface with third-party databases/websites that provide archival images (e.g. ChartOne). Users will need to access these images while in the electronic health record.	
9.11	**Bar Code Tracking**	
9.11.1	The system shall have the capability to print and read bar codes.	