SUBMITTAL TO THE BOARD OF SUPERVISORS **COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



FROM: Riverside County Information Technology (RCIT)

June 13, 2013

SUBJECT: Approve Amendment No.1 for software and hardware support and maintenance of the PeopleSoft Financials System with Logicalis Inc.

RECOMMENDED MOTION: That the Board of Supervisors:

- 1. Authorize the Purchasing Agent to sign Amendment No. 1 to extend the service agreement with Logicalis Inc. for \$316,256 for software and hardware maintenance support of existing equipment for one year; and,
- 2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding, and to sign amendments that do not change the substantive terms of the agreement, including amendments to the compensation provision that do not exceed the annual CPI rates; and,
- 3. Direct the Clerk of the Board to return 3 original signed amendments to Purchasing and Fleet Services.

D A		10	\mathbf{D}	411	ın.
D۴	W	٦U	RO	יוטי	IU:

(Continued on page 2)

Chief Information Officer

FINIANICIAL	Current F.Y. Total Cost:	\$ 316,256	6 In Current Year Budget:	Yes
FINANCIAL DATA	Current F.Y. Net County Cost:	\$	Budget Adjustment:	No
PAIA	Annual Net County Cost:	\$	For Fiscal Year:	13/14
SOURCE OF I	FUNDS: RCIT Operating Budg	get	Positions To Be Deleted Per A-30	1 1 1
			Requires 4/5 Vote	
C.E.O. RECO	MMENDATION: APPROVE	-		

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Benoit, seconded by Supervisor Jeffries and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Aves:

Jeffries, Tavaglione, Stone, Benoit and Ashley

Nays:

None

Absent:

None

Date:

June 18, 2013

XC:

RCIT, Purchasing

Prev. Agn. Ref.: 3.59 9/30/08 3: 11 District: All

Agenda Number:

Kecia Harper-Ihem

Clerk

Departmental Concurrence

Dep't Recomm.: Exec. Ofc.:

Policy

Ø

Policy

Ø

Consent

Form 11: Approve Amendment #1 for software and hardware support and maintenance of the PeopleSoft Financials System with Logicalis Inc.

Date: June 13, 2013

Page 2

BACKGROUND:

On September 30, 2008 (M.O. 3.59) the Board of Supervisors approved the purchase of a hardware/software maintenance agreement with Logicalis, Inc. for support of the County's IBM system. The agreement was for five years and provides support on the IBM hardware, software, and operating system that runs both PeopleSoft Financials and HRMS.

The service agreement is due to expire and it is recommended that the county renew the agreement on the existing hardware and software. Replacement of the hardware has been delayed to avoid any interruption of the completion of the Financials 9.0 upgrade. RCIT will replace the servers upon completion of the upgrade. A Request for Quote (RFQ) will be conducted with Purchasing to procure new replacement hardware.

The requested approval for extension is for a maximum of 12 months however as soon as the hardware is replaced, the service agreement provisions will allow for a 30 day written cancellation notice which will result in a refund of the unused portion of the total cost, less a 10% pre-payment discount. With the purchase of new hardware via the RFQ award, new hardware/software services will be retained at that time.

Price Reasonableness:

In November 2007, on behalf of OASIS, Purchasing and Fleet Services issued a Request for Quote (RFQ) for IBM hardware and maintenance/support services. The maintenance and support services were included as a portion of the total RFQ with options to renew the service for up to five years.

Two bidders responded to the RFQ: Logicalis Inc., with a total bid of \$4,131,626, and IBM Corporation, with a total bid of \$5,202,813. Following technical and financial evaluations of the responses by Purchasing and OASIS, Logicalis Inc. was selected as lower qualified bidder. For this one-year extension of services, Purchasing negotiated a 12% discount from the original quote.

REVIEW/APPROVAL: Purchasing and County Counsel concur with this request.

COUNTY OF RIVERSIDE AMENDMENT NO. 1 TO AGREEMENT WITH LOGICALIS, INC.

CONTRACTOR:

L

Contract Term Extension:

LOGICALIS, INC.

Annual Maximum Contract Amount:

June 1, 2013 through May 31, 2014

\$316,526

The Agreement between the County of Riverside ("COUNTY") and Logicalis, Inc. ("CONTRACTOR") initially approved on September 19, 2008 for IBM hardware and software maintenance is amended as follows:

- 1. The term of the Agreement shall be extended through May 31, 2014 on the terms as stated in the Agreement, and also as stated in the attached Exhibit A (Logicalis quote and IBM service terms, reference agreement #A838BK).
 - 2. All other terms and conditions of the Agreement are to remain unchanged.

EXHIBIT A

SLOGICALIS

Business and technology working as one

Chauntey McDuff 951-480-7785 Chauntey McDuff@RWCeFT.com 7886 Mission Greve Prwy S Riverside, CA 92503

Hvorside Count

Services Representative: Paula Godosth 750 Warrevville Road, Llate, IL 60502 Phone: 331-777-3640

Fax: 630-737-1639

suia geferi**s Q**ue logicalle com

Accessed Representative:
Philip Chait
1920 Main Street, Irvine, CA 92614
Phane: 949-749-6205
Fat: 949-463-0254
Philip Chaitgvs.logicalis.com

A838BK TOTAL SUPPORT COST 06/01/2013 05/31/2014 \$ 264,190.00 \$ 232,487.90 \$ 95,497.00 \$ 84,038.04 \$ 359,668.60 \$ 316,525,94 359,689,690 \$ 316,525.94 Chaustay McOuli

CONTRACT TERM: 06/01/2013 - 05/31/2014

Do you have support agreements with other manufacturers that you would like Logicalis to manage? Ask me how to move them.

"PLEASE INCLUDE QUOTE NUMBER ON PURCHASE ORDER "

The information in this proposal is considered preprietary and confidential to Logicalis, Inc. By acceptance of this information, Customer This offer may be accepted by purchase order or other acknowledgement of acceptance, including, without limitation, by signing this quotation. agrees to maintain this confidentiality and use such information for internal purposes only.

in the event Customer chooses to lease the Maintenance from a third party beasing company, Customer remains liable for payment to Logicalis for il Maintenance purchased until Legicalis receives payment from such leasing company.

Any validation in quantity may result in price changes. Prices are valid for 30 days from date of quotation unless otherwise stated Taxes are added at time of invoice. Priose are subject to change without notice in the event the Product's manufactured detributor changes the price to Logicalis.

By signing below, the undersigned accepts this offer and confirms that he/she is authorized to purchase these items on behalf of Customer.

Authorized Signature
Logicals Terms Not 30

LOGICALIS' terms of sale, available at http://www.us.logicalis.com/tcsales.pdf, are incorporated herein by reference.

MM will no longer honor contracts received after the contract start date. Please allow 7 days for processing new contract with IBM

SLOGICALIS

business and technology working as one

Services Representative Paule Colorch Phone: 331-777-3640 Account Representative

Philip Chait Phone: 949-748-6205

Caste Number A038K "PLE/
Quote Date 052 1/2013
Sapport ID A038K
Billing Cyris Proped
Tetal Nacionare Cost \$ \$22,487.00
Tetal Support Cost \$ \$14,086.04
Total Support Cost \$ 316,586.04

"PLEASE INCLUDE QUOTE # ON PURCHASE ORDER "

Red User Riversite County
Primary Contact Chaustay McDulf
Primare S51-d8-7765

Cheuntay.McDus@PhyColT.com 7886 Mission Greve Plany S Riverside, CA 92503

City, State Zip

Coverage Ferm

Mart Date End Date

89/01/2013 98/01/2014

QPV 3.16.16

		بعد		ند		ود	.30			- 30	300	350			20			30	30	30	20	33	33	299	3	
	-		-	-			-			-		-	-	-	-	-		***			**	-				
22	- 22				i DE																					
PURTOR		POWER SYSTEM S70 2427 HAV MAINTENAND	POWER	SAS PER	BY SYS	BYS LEE	SAS POR	BY 578	SAS PRE	# 2 TE	100 to	E 6 13	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	161016	TO HOSE UNITED AT A TAPE CHARGE SALT MAY HARRISHAVE	20.00	151946	24x7 H	753550	101948	THESAS	BYS MEE	SAS PER	BAS PER	EAS THE	
PRIOTAL HANDWARE SUPPORT BLEMBN	OHER SYSTEM 570 24/7 HW LARVIEWHOL	PLEAS	OWER SYSTEM 570 2427 HRV LIAMITENANC	IN SYSTEM X3755 24x7 HW MAINTENANCE	BM System X3756 24x7 MW IMANTENANCI	m system x3785 24x7 mm maintenance	M System X3755 24X7 MW MARTEMAND	4 System X3766 24x7 HW Haintenanc	I System X3756 2467 HW HAPITEMANCE	I 7816-IF3 BACK INCLINING PLAT PARKE COMBOLE INT SAIT HIS	THE COME CHA RACK ACCUMINED WARRY LIBERT COMBINE BAST HE	and 13042-cha rack-mounted harby light corecte hat he	HE 19849-CHI RACK-MOUNTED HARBY LIGHT COMBOLE 9407 H	TO THE UNITED BY A TAPE DRIVE 24.7 HEY MARK TOWARD	THE	18 1840 LE TREBES A TAPE CHEVE 24/7 WHI MARKETENANCE	STORD UT TRAUM A TAPE DRIVE 2427 HW MARCHEMANCH	MAY HAVE HAVE HAVE	SOSSO TAPE LIBRARY 24x7 HIV MADIFEHANCE	itistishi storaga ospico 2417 kw imantahingg	Lighted Stormor Orosoo Say, 1886 Production	bu system storage samber 3 267 mm mantenance	u system storage sambbig 247 hav mantemakt	em sasem blogwor syndset sal him myndshwol	em system suppose elements Amburelem stormer elements	
	M 570 24	R OSS P	M 570 34	785 24x	758 24x	188 SA	785 24×	28 XX	755 24x	EX E	E CX	E CX	FACK	MATAP	HAT'S	MATAS	MATA				100 PE	SOME	CAMOR	OFFICE		
		乙基		X MM N	712 2	THE R	7 THE	7 3 3	7 HW M	GREN	MOCA	HATOR	THOUSE.	W CANA	M CAR	A COMM	A DAME	M	247 H	138 24	1100 24			STATE		
	THE STATE	THE PARTY	HANTE	MATEM	THE LAW	THE PERSON	MIN	AWTEN	THE PERSON		E0 144	NO XX	SI	E SAME	E 2447 Y	E 24x7+	W 24.7		H		CHE	0-3 SE	事32条	B-124	22	
LINGWE	NAME OF	NAME OF TAXABLE PARTY.	NAME OF	₹	R	₹ M	R	O	Š	STATE OF	DIV.LE	NA PAGE	ST. FEB.	H	34 146				EMMAS	HALLOW		7 3 4	I	Z	Ž	
_											THE CO	MICO	MACO	1	THE STATE OF		CHEMINA		淅			THE LAND				
										F 75 34	NAME OF REPORT	MC R	P Com	X	R	R	R					E M	A			
										No.																
												•	~													
	100/10/90	06-01/204	06-91-2043	1021090	06-91-2013	N GSA GAS	10040400	08/01/2013	200 B	Newson N	Checken	06/04/201	10001001	201010	3001000	08-01/4045	201.004	2501.004	25/21/201	20-0-t-20-t-2	CHOCKED TO	CH 00-10-10	1004090	266787	06-01-00-0	
	Ž	2	2	8	25	200	8	2	20	2	Š	20	2	Z	E	3	都	2	35	2	3	8	8	2	3	
	7001080	2501051	1001030	10011050	PLOSTIC/SD	2507027	25	400VC/80		2	OSCI CASO	85	8	8	8	8	8	85	8	200	8	ï	ž	Ē	Ē	
	Z	2	201	87	2014	Z	あることをよ		Z	TABLES		TOTAL ST	TOTAL ST	SOLOTA	Terror		Terror	TO TO T	MOUNT	201001A	P+COTION I	SHEETIES	CHESTOR	2412243		
	8	**	* 33	40	•	6 0	60	40	69	••	40	•	60	•	•	4	•	40	•	en E	en M	*	••	•	64	
	37,712.00	27,715,60	37,714,59	86188	81.8	8	を記念	881.98	32.33	CECHE	663.51	12.00	20.51	238.17	2.385.17	348.17	2,365,17		A MARAS	54,70E.95	785.11	971.88	827.28	971.90	27.28	
I	•	••	40	*	69	•	*	**	**	•	40	•	**	40	69	40	49	49	49	***	69	**	49	₩.	w :	
	100 T	17, 18 C. 3	13 THE 2	78.	776.1	774.1	778.4	778.1	778.1	275.8		2	200	2477.0	2,072.55	2.002.8	2,472.5		-	10 x 12 0	224.3	25.2	25.0		Ž	
7	7 9117	6 917	6 9117	S 257	5 227	5	3	77	9	Ì	H	ž	Ž	E		3	3		*	775	2 2 2 E	7 22 6	7 24 3	7 248	X	
	Ē	E	F	ğ	5	Ç	5	2	5	3	2	2	2	-	*	3	F	100	6	#	2	2	要	3	Ę	
	8	8	8	8	8	B	8	2	2	8	2	8	£	8	2	2	2	2	2	2	2	2	8	2	R :	

Service Support Quotation



			· In				SUSTIONAL SOFTWARE SUPPORT ELEMENTS	
0000000000	RISKS SITUAL	10		60	240 West	06-01/2043	SWEAT FOR FORMERVIN STANDARD TO FULL 24/7 SW MAN TENANCE	WHITE PRINTING STO-A
000000000	10.34 9417 MAK	\$ 7,2	234.98	40 90	9501291A	06-01/2013	SWALA FOR FOWEREA STO SO FULL DAY SWALLANDENANCE	MALANEL PINNINA STO-R
20000000	X23 917 MA	\$ \$2	247.99	90 N	recuese.	25-01-25-C3	SWALA FOR GETS SERVER FULL 2M7 SW LANGTERWAYCH	THREE COPYS SHAPE
0000000000	WAR 21:16 GE S	\$ P.E.	361.13	٠٠ ق	20212014	08/01/2013	SWAM FOR AR STO EDITION FULL 26/7 SW ASSAUTEMANCE	SAMPLY VERLINE
00000000000	H.99 917 MM	* 54	77.8	<u>ب</u>	1462A 6750	05-01/2013	SE FOR AX 5.3 PRIME 9X5 SW FARITERS SCIE	NE FCM ANY 6.3 PM A
00000047476	X43 9117 MM	S 2,E		en N	F10275.050	06-04-2043	SWALA FOR POSSERVAL STANDARD ED PARL SAY SWILLAMTENANCE	THURST PHINNEY STO-R
000000470	10.31 9117 MAA	27.28	23.25	64 (D)	TOTAL	20000000	SWIMA FOR FORMERINA STO ED FULL DET SEV LABORTEMBRICE	BRUMAL PROBLEM STO-R
OCK CONTROL	X 20 22 7 3 3 4	22		60 80	2507001	20010013	DOWN FOR GORS SERVER FULL 24x7 SEV LALLY THE PARTY.	MMAFL GPFS SRV-R
SET CONTRACTOR OF THE PERSON O	No MITTER	60 50 50	14. 15. 15.	69 5	2007502	06-91-09-13	SEEMA FOR AN STO BOTTOM PULL 9/87 SW HARVIELESCH	WILLIAM ANGED-R
OF FORDER	HAN SHIP BELL	5.0	Z	4 0	1007 C/20	CHANGE	SET FOR AN SUPPLEM SEGRET FASTERIALED	所である天気のである
7,000,000	X40 917 14X	**		**	ROTET	36-41-2013	SWIAA FOR FOMERYM STANDARD NO FULL 2487 SW MARKEMENDE	PRIMARL PRIMAL STU-R
1,0000000	201 217 EX	S 72	278.00	40 90	Yerrer	000000013	TOWNA FOR POWERNA STO SO FULL 24/7 SW MANNETHANCE	HUMAN PROMISE STOR
00000071	KU SITE	\$ 29	27.38	ده. دو	SOCOT	CHOCAGO	SWEAR FOR GRANGE PULL 2017 SWEETSWARDE	MATTER SALE STATE
00000000	K 2 9 7 K K	\$ P.E	201.13	جه خ	200000	Creares	STREAT FOR ACCOUNT OF FUEL DOCT SEE ASSESSMENTS	SHAMMAN VARCE LO-MA
1,65000000	7.40 217 MA		276	6 0	21021A	Crosmoso	SM TOTAL AND SW PERSON SW CAREST STATE OF THE SWITTER OF THE SWITT	R FOR AN CURA
BONNOOD	NO SEE SEE	**	多	49	20000	6106710/00	THE RELEDTE SUPPORT FULL DWY SW MANNEYANDE	ACT MELOTE SUPT FL-R
	NA MACH	**	8	•	2000	00.01.0013	- NOT READTH SUPPORT FULL SHY SW MARTHMANCH	ST READ THE SET FLA
SECTION OF	NACON SECON	⇔	4	47	25.50	814671948	TO REMOTE SUPPORT FULL SAY BY LAND TO SANDE	AND RELICIES SUPT FLA
	24 24 24 25 25 25 25 25 25 25 25 25 25 25 25 25	*	1	60	X 65108	CACTOR	SE STOR BETERFROM STORAGESTS FULL SAY OR LEAVER AND	HEROT CHIPL GARACT
	X	*	L	60	2012	2222	SI STOR SPANSED STORAGESTS FULL 24/7 SEP LAWFIELDANCE	HERCH BATTLE SYSTEM
distriction of	121.12 2013 2015	**	Service Servic	•	COMPA	CHENGES	SIL STOR SAN DE PAGTALO NUMBERO PALL DAY SAN MANUFANANCE	TOTOM SALESTERS TEL-2
	コンド かまな 国気	**	を見	*	CHORNES	06-04-0013	SI STOR SAN DETRICITATION FULL MAN SEN DANGERANCE	ASTOR SAMPOFRETFLA
	17.24 MASS 00 15.	••	25.2	60	CHOCALCOLI	2501000	IL STOR SAN DEPLACIFIC PLEEPING FULL 24/7 SPI LIMING MAION	ILS TOPL SAMBLE PROTECT PLAN
9:40:57	T. W 2000 000	**	250.00	•	Closvi octi	06-01-2013	SE STOR SAX BETTAGTIFIC TURETURE FULL SAXT SET LEARNING	H.STOR SAMMYRETH, P
		Washington, and		And the state of t	1			

12 MONTH PREPAY SERVICEELTE CONTRACT

HOTE: BM HAS AMPOUNCED THAT THE 2005-BSK WILL BEACH ENG-OF-SERVICE (EGG) EFFECTIVE 12/31/2013. STOP DATES HAVE BEEN APPLIED TO THE ASSOCIATED LINE ITEMS AND CHARGES ARE PROPATED TO REFLECT THESE STOP DATES.

STANDARD CANCELLATION NOTICE OF 30-DAYS FOR INVENTORY REMOVED FROM PRODUCTIVE USE WILL RESULT IN PROPATED REFUNDS CALCULATED AS "UNUSED PORTION LESS 18%".

Do you have support agreements with other manufacturers that you would like Logicalis to manage? Ask me how to move them!

This offer may be accepted by purchase order or other acknowledgement of acceptance, including, without limitation, by signing this quetation.

The information in this proposal is considered propostary and confidential to Logicatia, Inc. By acceptance of this information, Customer

agrees to maintain this confidentially and use such information for internal purposes only.

In the event Castomer phosons to lease the Maintenance from a third party leasing company, Customer remains liable for payment to Logicalis for all Makitaneaco punchased until Legicalis receives payment from such leasing company.

Any reminition in quantity may result in price changes. Prices are valid for 30 days from date of quotation unless otherwise stated

Prices are subject to change without notice in the event the Product's manufacturer/distributor changes the price to Legicalis. Taxes are added at time of investo.

bee to had comprecions denother, this guote wall expire on location.

^{**} PLEASE INCLUDE QUOTE NUMBER ON PURCHASE ORDER "

IBM Change Authorization for ServiceElite

Each of us agrees to amend the referenced Master Services Attachment for ServiceEfte ("Attachment") and the associated terms for IBM Software Maintenance to include:

AIX 5.3 Service Extension Support

1. Scope of Service

Under this Service IBM will provide remote technical support services for basic how-to, usage, known and new defect support for the Eligible Machines and Supported Products. The terms specified in this section "AIX 5.3 Service Extension" are only applicable to this specific Service and will expire when this Service expires.

You will receive AIX 5.3 Service Extension Support for the Eligible Machines and Supported Products that are identified as such within the Schedule. The Schedule will also specify the hours of support coverage for the Eligible Machines and Supported Products as applicable. Any newly acquired Eligible Machines and Supported Products may be added upon your written request, and once accepted by IBM will be reflected via a Schedule and may result in changes to the charge for this Service.

Definitions

Full Shift - is 24 hours a day, seven days a week, including national holidays. Off Shift - is all hours outside of Prime Shift.

Prime Shift - is 8:00 a.m. to 5:00 p.m. in the tocal time zone where your U.S. based Primary Technical Contact resides, francey to ough Finday (excluding national holidays).

Response Time - is the elapsed time between receipt of a submission by IBM Remote Technical Support, and the admowledgment and initial disposition of the submission.

disposition of the submission.

Severity 1 - is a (Customer Critical Problem) critical business impact which means you are unable to use the program and has no known work around, resulting in a critical disruption to business operations.

Severity 2 - is a significant business impact, which means the program is usable but severely limited.

Severity 3 - is some business impact, which means the program is usable with less significant features.

Severity 4 - is a minimal business impact, which means the problem causes little impact on operations or that a reasonable circumvention to the

problem has been implemented.
Supported Products - refer to the Supported Products listing for the end of service at: http://www-69.lbm.com/services/supline/products/
Technology Level - is an accumulation of fixes, new device support and programming enhancements that is used for preventive maintenance

3. Service Description

3.1 AIX Support

3.1.1 IBM Responsibilities

IBM provides remote usage, known and new defect assistance only to your information Systems ("IS") technical support persons as it is assistance is not available to your end users. This assistance will provide support to United States ("U.S.") callers only for the U.S. English versions of the Supported Products installed on systems which are physically located in the U.S.

Electronic response is only available during Prime Shift. http://www.ibm.com/support/hendbook Electronic access and response details may be found at

Usage and known defect support is available during Full Shift for Severity 1 and during Prime Shift for Severity 2, 3 and 4 problems. New defect support is available during Full Shift for Severity 1 problems and during Prime Shift for Severity 2, 3, and 4 problems.

a. provide you with basic, short duration, remote assistance for installation (or reinstallation), usage and configuration questions;

provide assistance with questions regarding product documentation reteted to the Supported Products: tetermine an applicable resolution which may include patches or worksrounds; review diagnostic information to assist in isolation of a problem cause (which would include, assistance interpreting traces and dumps for

installation problems); and
e. provide assistance on Supported Product known defects for which available corrective service information and program fixes are available and for which you are entitled to receive support under the terms of the IBM Program ficense.

response converts:

IBM will use commercially reasonable efforts to respond, by talephone, to service calls from you within two hours during Prime Shift (Builds install response may result in resolution of your request or it will form the basis for determining what additional actions may be required to achieve technical resolution of your request. During Off Shift IBM will use commercially reasonable efforts to respond to service calls which you specify to be Customer Critical Problems within two hours. Also during Off Shift hours of coverage, IBM will use commercially reasonable efforts to respond to service calls which you specify to to all other severity service calls within four hours.

3.1.2 Your Responsibilities

You agree to:

a. have an IBM software maintenance agreement in place for the duration of this Service on the machines listed in the Schedule b. pay any communication charges associated with accessing this Service unless IBM specifies otherwise; c. ensure you are properly licensed to use all software Supported Products for which you request assistance;

d. for usage and known defect support, ensure that systems covered are at Technology Level 10, 11, or 12, and if requested by IBM you will install the latest available corrective service pack or Technology Level in the event complex debugging or in-depth problem determination is required. For systems at Technology Levels lower than Technology Level 10, usage and known defect support is not available for complex confugging, root cause determination or source code analysis. An update to a higher technology level may be required for problem resolution. Current service packs are documented at the fix central website at http://www-933.ibm.com/support/fixcentral/;

for new defect support, ensure that systems covered are at Technology Level 12, and if requested by IBM, you will install the laisst corrective service pack; f. ensure that any access codes IBM provides to you are used only by your authorized personnel;
g. designate a technically qualified representative (called "Primary Technical Contact") who will be your focal point and to whom IBM may direct general technical information pertaining to your Supported Products. Your Primary Technical Contact and each caller must have sufficient technical knowledge of your Supported Product environment to enable effective communication with the IBM support center; h. provide IBM with all relevant and available diagnostic information (including product or system information) pertaining to soleware problems for which you request assistance; i. If requested by you and appropriate, provide IBM with appropriate remote access to your system, if required to assist you in isolating the software problem cause. You will remain responsible for adequately protecting your system and all data contained therein whenever IBM remotely accesses it with your permission. If you decline providing remote access to your system by IBM, IBM may be limited in its ability to rully provide the Services necessary to resolve the problem and if IBM is unable to do so, IBM will notify you and close out the service call;
j. use the information obtained under this Service only for the support of the information processing requirements within your Enterprise. You may not resell the Service or use it to provide support to third parties: k. acknowledge that IBM does not warrant that all defects will be corrected or that the operation of the program will be uninterrupted; I. acknowledge and understand that AIX 5.3 Service Extension Support is not designed to support additional software function, new application development, new operating system platforms or new hardware. ISM does not warrant that all defects will be corrected or that the operation of the program will be uninterrupted: n. understand that Java support is limited to current levels that are supported on AIX 5.3, as documented at this website: http://www.ibm.com/developerworks/seva/dik/lifecynle/index.html;

n. be responsible for the content of any database, the selection and implementation of controls on its access and use, backup and recovery and the security of the stored data. This security will also include any procedures necessary to safeguard the integrity and security of software and data used in the Services from access by unauthorized personnel; and be responsible for the identification of, interpretation of, and compliance with, any applicable laws, regulations, and statutes that affect your existing systems, applications, programs, or data to which IBM will have access during the Services, including applicable data privacy, export, and import laws and regulations, it is your responsibility to ensure the systems, applications, programs, and data meet the requirements of those laws, regulations and statutes; and o. acknowledge that IBM is permitted to use global resources (non-permanent residents used locally and personnel in locations workwide) for the delivery of Services. 3.1.3 Mutual Responsibilities Each of us will comply with applicable export and import laws and regulations, including those of the U.S. that prohibit or limit export for cartain uses or to certain end users, and each of us will cooperate with the other by providing all necessary information to the other, as needed for compliance, Each of us shall provide the other with advance written notice prior to providing the other party with access to data requiring an expensional expensions. 3.1.4 The following items are outside the scope of this Service:
a. Onsite assistance. Termination IBM may terminate this Service upon three months written notice to you. You may terminate the Service by giving one month written notice to IBM anytime after this Service has been in effect for at least two months for each of the Eligible Machines and/or Supported Products. You will receive a prorated credit for any remaining prepaid period associated with the terminated Service. This Service does not automatically renew. This 1) Change Authorization, 2) the referenced Attachment and any prior Change Authorizations that have not been replaced by this one. 3) the Schedule, and 4) the IBM Customer Agreement or any equivalent agreement in effect between us ("Agreement") comprise the complete agreement regarding the Services in this Change Authorization. Each party accepts the terms of this Change Authorization by signing this Change Authorization by hand or, where recognized by law, electronically.

As used in this Change Authorization, "you" and "Your" refer to the Enterprise identified below:

Agreed to:	Agreed to: International Business Mechines Corpo (10)
By Authorized signature	- Millie Whilest Devices
Name (type or print):	Name (type or print): \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\
Date:	Date: 5-30-13
Enterprise Number: 97852000	Reference Attachment number: MAF9CJR
Enterprise address:	Change Authorization number:
COUNTY OF RIVERSIDE 7898 MISSION GROVE PKWY BLDG 8 STE 200	IBM Address:
RIVERSIDE CA 92508-5054	IBM CORPORATION 7100 HIGHLAND PARKWAY SMYRNA, GA 30062