

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



ITEM
3.13
(ID # 5292)

MEETING DATE:

Tuesday, September 19, 2017

FROM : RUHS-MEDICAL CENTER:

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM-MEDICAL CENTER: Ratification of the First Amendment to the Management Support Services Agreement with Vereco, Inc. to provide print support services effective September 13, 2017 through September 12, 2022 not to exceed \$1,826,562 annually; 5 years; All Districts; [\$1,826,562 Annually]; Hospital Enterprise Fund.

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify the First Amendment to the Management Support Services Agreement with Vereco, Inc. to extend the total term to September 12, 2022 and authorize the Chairman to execute said amendment on behalf of the County;
2. Approve and accept the Assignments of Warranties from Vereco, Inc. to the County of Riverside and authorize the Chairman to execute the same on behalf of the County;
3. Approve an increase to the annual service fees by \$346,562 from \$1,480,000 to \$1,826,562;
4. Approve an equipment purchase in the amount of \$1,648,479.00; and
5. Authorize the Purchasing Agent, in accordance with Ordinance No. 459 and as approved by County Counsel to: (a) sign amendments that do not change the substantive terms of the Agreement, (b) to sign amendments to renew or extend the term period consistent with the terms in Section 1 of the Agreement, and (c) sign amendments to the compensation provisions that do not exceed twenty percent (20%) annually.

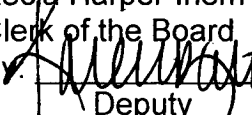
ACTION:


Jennifer Cruikshank, Chief Executive Officer - Health System 9/7/2017

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Jeffries, Tavaglione, Washington, Perez and Ashley
Nays: None
Absent: None
Date: September 19, 2017
xc: RUHS-Medical Center, Purchasing

Kecia Harper-Ihem
Clerk of the Board
By: 
Deputy

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

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 1,826,562	\$ 1,826,562	\$ 9,132,810	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: Hospital Enterprise Fund 40050, through County Line of Credit			Budget Adjustment:	No
			For Fiscal Year:	17/18- 21/22

C.E.O. RECOMMENDATION: [CEO use]

BACKGROUND:

Summary

The requested Board action will allow Riverside University Health System (RUHS) to continue to provide managed print services in its hospital and clinics. At current print volumes, RUHS will enjoy an additional reduction of print service costs totaling approximately \$150,000 over the initial three year term by virtue of the additional per page discount offered by Vereco, Inc.

Riverside University Health System (RUHS) has over one year of experience through its existing Agreement with Vereco, Inc., its managed print services vendor. During that time the vendor has supported the change to a new electronic health record (Epic) and standardized processes throughout the clinics and medical center for operating and maintaining print services. At the inception of the program, Vereco assessed and replaced a large number of photocopiers and multifunctional devices throughout the system – extending its own funds in order to avoid any delay to RUHS’s implementation (the acquired copiers). RUHS desires to obtain ownership of the copiers to assure no disruption of copying capability, should the need arise to exit the contract before its full term. Any future copier purchases will be coordinated by Vereco through regular County procurement requirements and are subject to approval by RUHS administration prior to execution.

Since inception of the program, RUHS print volume has increased from the pre-contract annual average of 1.9 million copies per month to a current volume of 2.3 million copies per month. This increase of 400,000 copies per month necessitates an increase in the total contract cost. In addition, Vereco has accommodated requests by RUHS departments to assist in the acquisition of specialized paper products not covered under the contract, which Vereco coordinates and manages at a lower overall cost than RUHS would otherwise pay. These “pass-through” items, which were not anticipated in the initial contract, totaled approximately \$160,000 in the first year of the Agreement, and that amount has been added to the revised annual totals requested herein.

Impact on Residents and Businesses

This Agreement improves efficiency at the Medical Center and clinics by centralizing print related services (paper ordering, preventative maintenance, etc.)

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

Contract History and Price Reasonableness

On May 3, 2016, Agenda Item 3-31, the Board of Supervisors approved the Agreement with Vereco Inc. to provide managed print services for \$1.48 million per year based on then current printing quantity. Prior to entering into the original Agreement with Vereco, RUHS conducted a fair market value analysis and opportunity to bid against the supplier recommended by its group purchasing organization (GPO).

Vereco's service over the initial year of the Agreement and its current offer to reduce its per page price in exchange for the restructuring addressed in the recommended Amendment herein continue to validate this program as a cost efficient and effective way to provide a consistent level of service in this important aspect of RUHS operations.

The proposed amendment would:

- a) Transfer title to the acquired copiers, and related warranties, to the County in exchange for a one-time payment of \$1,648,479. County will use an existing approved line of credit to make this purchase. Vereco will then provide a monthly credit against the routine monthly invoice amount charged for services for a period of forty-eight (48) months in monthly amounts of \$36,375.36 which will equal the total purchase price of the equipment plus interest, effectively fully reimbursing RUHS the cost of the copiers. The Hospital Enterprise Fund will be used to pay the line of credit that was utilized for this acquisition. The County cost will not exceed the approved contract maximum due to the credits given by Vereco;


- b) Reduce the monthly per page rate from \$0.0615 to \$0.0595 per page (until 2020) and then to \$0.0575 (until 2022). The term of the Agreement will be adjusted to add a three year term with two potential one year renewals at the option of RUHS (5 years total), and

- c) Increase the aggregate amount of the contract by \$346,562 to accommodate increased print volumes and "pass-through purchases", for a maximum annual amount not to exceed \$1,826,562 annually.

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



Douglas Cady, Principal Management Analyst 9/11/2017



Teresa Summers, Director of Purchasing 9/7/2017



Gregory Y. Priamos, Director County Counsel 9/11/2017

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By: _____
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SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA



Douglas Cady, Principal Management Analyst 9/11/2017



Teresa Summers, Director of Purchasing 9/7/2017



Gregory V. Priapos, Director County Counsel 9/11/2017

FIRST AMENDMENT
to
MANAGEMENT SUPPORT SERVICES AGREEMENT
between
the **COUNTY OF RIVERSIDE and VERECO, INC.**

This First Amendment ("Amendment") to the Management Support Services Agreement between the COUNTY OF RIVERSIDE, a political subdivision of the State of California, (herein referred to as "COUNTY") on behalf of Riverside University Health System (herein referred to as "RUHS"), and VERECO, INC., a California Corporation ("VERECO") is effective September 13, 2017.

RECITALS

WHEREAS, VERECO and COUNTY (hereinafter sometime referred to as "the parties") entered into a Management Support Services Agreement, effective as of May 1, 2016 (the "Agreement"); and

WHEREAS, since entering into that Agreement it was determined that the state of the RUHS copier fleet required replacement of a large number of the existing copiers which had passed the end of their useful life; and

WHEREAS, VERECO advanced the amount of funds necessary to obtain such replacements in July 2106 in order to avoid any delay to RUHS's implementation of critical clinical software systems; and

WHEREAS, the parties desire to amend the Agreement to provide for a purchase of the copiers needed to upgrade RUHS's copier fleet; and

WHEREAS, the parties desire to reduce the per page rate due to VERECO under the Agreement;

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

1. The definition of "Effective Date" set forth in Section 2. of the Definitions is replaced with the following,

 "Effective Date" means May 1, 2016,"
2. The definition of "Initial Term" set forth in Section 7. of the Definitions is replaced with the following,

SEP 19 2017 3:13

“**Initial Term**” means the period that commenced on the Effective Date and ended on September 12, 2017;”

3. The definition of “Renewal Term” set forth in Section 8. of the Definitions is replaced with the following,

“**Renewal Term**” means either a period of three (3) years commencing on September 13, 2017 or two (2) one (1) year periods after this three (3) year term.”

4. Section 1 is replaced with the following,

“**1. Term.** The Initial Term of this Agreement commenced on the Effective Date of May 1, 2016 and continued to September 12, 2017. The term of this Agreement is hereby renewed from September 13, 2017 for a period of three (3) years to September 12, 2020. Upon expiration, the parties may extend the Agreement for two additional one (1) year renewal terms through execution of a written amendment for each additional one (1) year term.”

5. Paragraph C. Compensation, Section 2., Subsection 2.1 of Exhibit “A” is replaced with the following.,

“2.1 September 13, 2017 – September 12, 2020: \$0.0595 per page;
2.2 Assuming this Agreement is renewed for two (2) additional one (1) year terms, September 13, 2020 – September 12, 2022: \$0.0575 per page.

Maximum payments by COUNTY to VERECO for services and related supplies under this Agreement shall not exceed \$1,826,562.00 annually including all expenses. The COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products.”

6. Section 12. is added to Paragraph C. Compensation of Exhibit A to read as follows,

“**12. Copiers.** RUHS has elected to purchase photocopiers from VERECO. Title to the previously purchased copiers will pass to RUHS upon payment by RUHS to VERECO of its original acquisition cost, which is \$1,648,479. VERECO shall also execute, cause to be executed by the manufacturer, and deliver an assignment of all warranties related to the equipment in the form attached hereto as Exhibit D. Thereafter, RUHS will be entitled to off-set, while this Agreement remains in effect, the monthly amount of \$36,375.36 which includes principal and interest against its monthly invoice due to VERECO, each month for forty-eight (48) months.

12.1. **Future Additions to the Copier Fleet.** It is anticipated that there will be future additions to the Copier Fleet. Such additions will be treated as follows:

12.1.1. When VERECO identifies a need for RUHS to purchase an additional copier or multifunctional device(s), VERECO will recommend the characteristics of the devices(s) needed and follow established COUNTY procedures for procuring such a device.

12.1.2. The purchase or lease of such devices(s) shall be approved and funded by RUHS, title and warranties shall immediately reside with RUHS or its chosen lessor and the total cost of such purchase or lease shall be offset against the COUNTY's monthly per page invoice in increments of 1/60th per month of the total cost so long as this Agreement is in effect.

12.2. **Printer Replacements** – In the case of printers, in the normal course of replacing printers, printers are provided by VERECO as if they are consumables and no financing is required, except under circumstances where the new printers are required because of:

12.2.1. a capital expansion project; or

12.2.2. a project that entails a change in enterprise or clinical software systems that requires the purchase of different printers; and

12.2.3. the cost of the printers for either such project exceeds \$10,000. In such event the parties shall discuss the most appropriate way to purchase such printers and no purchase shall be made without the written approval of RUHS.

7. Section 13 is added to Paragraph C. Compensation of Exhibit A to read as follows,

13. **Specialty Printing and Supplies.** It is hereby confirmed by the parties that the services provided include only the following supplies:

13.1. **Toner, ink and parts:**

13.1.1. Toner, parts, and service related to laser printers;

13.1.2. Ink, parts, and service related to inkjet printers that are used to print primarily text-based content;

13.1.3. Toner, ink, developer, parts and service related to copiers;

13.2 **Paper:**

13.2.1. White bond paper up to 20LB, 8-1/2 x 11, 8-1/2 x 14, 11 x 17;

13.2.2. Clinical pre-printed forms.

8. **Full Force and Effect.** Except as expressly modified herein, all the covenants, terms, provisions and conditions of the Agreement shall remain unchanged and continue in full force and effect. This Agreement, together with this 1st Amendment may not be amended or modified except by mutual written agreement.

9. **Release of Claims.** VERESCO acknowledges that it is familiar with, and has been advised by its legal counsel, regarding the provisions of California Civil Code Section 1542, which provides as follows:

“A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her, must have materially affected his or her settlement with the debtor.”

VERESCO hereby waives, releases and otherwise relinquishes any and all rights and benefits which it may have under, or which may be conferred upon it by the provisions of Section 1542.

10. **Integration.** The parties acknowledge and agree that the Agreement, together with this Amendment, constitutes the entire understanding of the parties and supersedes any and all prior understandings or agreements between the parties, whether written or oral, with respect to the subject matter of this Agreement. All capitalized terms not defined herein shall have the meanings assigned to them in the Agreement.

11. **Counterparts.** This Amendment may be executed in counterparts, each of which shall be deemed an original but, when taken together, shall constitute one instrument.

12. **Captions.** Section captions in this Amendment are for convenience only and shall not be used in construing this Amendment or the Agreement.

13. **Authority of Signatories.** Each signatory and party warrants and represents that he, she or it is the duly authorized representative of the party on whose behalf he, she or it has executed this Amendment.

IN WITNESS WHEREOF, the parties have caused their duly authorized representatives to execute this Amendment.

"COUNTY"

County of Riverside on behalf of
Riverside University Health System

By: 

Name: John F. Tavaglione

Title: Chairman, Board of Supervisors

Date: SEP 19 2017

"VERECO"

Vereco, Inc.

By: 

Name: Jacques Terblanche

Title: President

Date: 9/1/2017

ATTEST:

Kecia Harper-Ihem
Clerk of the Board

By: 

Deputy

APPROVED AS TO FORM:
GREGORY P. PRIAMOS
County Counsel

By: 

~~Deputy~~ Assistant County Counsel




Exhibit D

Assignment of Warranties



ASSIGNMENT OF WARRANTIES

This **ASSIGNMENT OF WARRANTIES** ("**Assignment**") is entered into as of _____ 2017 (the "**Effective Date**") by and between Vereco, Inc., a California corporation ("**Vereco**"), and the COUNTY OF RIVERSIDE, a political subdivision of the State of California ("**COUNTY**") on behalf of Riverside University Health System ("**RUHS**").

RECITALS

A. In connection with its obligations under that certain Management Support Services Agreement between Vereco and COUNTY dated May 1, 2016 (the "**Agreement**"), Vereco advanced funds for the acquisition of a fleet of copiers (the "**Copiers**") from MRC Smart Technology Solutions, Inc., a California Corporation ("**MRC**"), the details of which Copiers are attached hereto as **Exhibit 1**.

B. MRC provided Vereco with certain warranties associated with the Copiers and the service thereof, as per **Exhibit 2** hereto. Any warranties and warranty enforcement rights provided to Vereco by MRC with respect to the Copiers are collectively referred to herein as the "**Warranties**."

C. Upon payment being made to Vereco by the COUNTY for the Copiers, Vereco desires to assign its rights as to the Warranties to COUNTY, and COUNTY desires to accept such assignment.

NOW, THEREFORE, IN CONSIDERATION of the mutual covenants and promises of the parties, and for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto agree as follows:

AGREEMENT

1. **Definitions**. Unless otherwise provided herein, all capitalized terms used herein without definition shall have the meanings given to such terms in the Agreement.

2. **Assignment**. Effective as of the Effective Date, Vereco hereby assigns, conveys and transfers to COUNTY all of Vereco's rights as to the Warranties to COUNTY.

3. **Representations and Warranties**. Vereco hereby represents and warrants to COUNTY that all of Vereco's right, title and interest to the Warranties being assigned by Vereco hereunder are free and clear of any adverse claim, lien or right of others.

4. **Notice to MRC**. By its signature below, MRC acknowledges this Assignment and that MRC shall be obligated to answer to COUNTY with respect to MRC's warranty obligations under Exhibit 2 with respect to all warranty claims arising on and after the Effective Date with respect to the Warranties described in Recital B until expiration of the warranty period.


5. **Choice of Law**. This Assignment shall be construed and enforced in accordance with the laws of the State of California.

6. **Counterparts**. This Assignment may be executed in one or more counterparts, each of which, when taken together, shall constitute one entire agreement.

7. Entire Agreement. This Assignment, together with the Agreement referenced herein, sets forth all of the covenants, promises, conditions and understandings between Vereco and COUNTY concerning the Warranties, and there are no covenants, promises, agreements, conditions or understandings, either oral or written, between the Vereco and COUNTY with respect to the Warranties other than as are set forth in this Assignment and the Agreement referenced above.

IN WITNESS WHEREOF, Vereco and COUNTY have executed this Assignment as of the day and year first hereinabove written.

"Vereco"
Vereco, Inc.
a California corporation

By: 
Jacques Terblanche
President

COUNTY OF RIVERSIDE

By: _____

Print Name

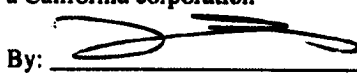
Print Title

Date

MRC Acknowledgment:

By its signature below, MRC acknowledges receipt of notice of this Assignment, and agrees that all Warranties provided by MRC under Exhibit 2 with respect to the Copiers shall be deemed transferred to, and enforceable by, COUNTY, effective on the Effective Date of this Assignment.

"MRC"
MRC Smart Technology Solutions, Inc.
a California corporation

By: 

Lavander Oinsberg
Print Name

Director, Healthcare/MRC
Print Title

Print Title

8-21-2017
Date

Date

Riverside University Health System

Attachment "A"

List of Equipment delivered and installed by Vereco



Installed

No.	Unit	Model	Serial No.	Location	Installed
1	Xerox	WorkCentre 3325	LA6291310	Arlington - Admitting (ITF ET-2)	✓
2	Xerox	WorkCentre 3325	LA6294312	RUHS - Courier services (F0121)	✓
3	Xerox	WorkCentre 3325	LA6294708	RUHS - Detention care unit (4d) (D4088)	✓
4	Xerox	WorkCentre 3325	LA6294300	RUHS - Clinic management (C0103)	✓
5	Xerox	WorkCentre 3325	LA6294286	Arlington - ETS (ET-20)	✓
6	Xerox	WorkCentre 3325	LA6295363	RUHS - GI/Endo (E0146)	✓
7	Xerox	WorkCentre 3325	LA6294285	RUHS - Information Services (B0088)	✓
8	Xerox	WorkCentre 3325	LA6294873	RUHS - Information services (B0088)	✓
9	Xerox	WorkCentre 3325	LA6294591	RUHS - Nutrition services (E4030)	✓
10	Xerox	WorkCentre 3325	LA6294522	Arlington - Eligibility - MISP (ITF SE-1)	✓
11	Xerox	WorkCentre 3325	LA6292685	RUHS - Radiology (F1070)	✓
12	Xerox	WorkCentre 3325	LA6294284	RUHS - Radiology Workroom (F1106/F1096)	✓
13	Xerox	WorkCentre 3325	LA6295475	RUHS - Family Care Clinic 2 (D1025)	✓
14	Xerox	WorkCentre 3325	LA6294311	RUHS - Operating room (F2025)	✓
15	Xerox	WorkCentre 3325	LA6294639	Arlington - Mental Health ICU (Unit A)	✓
16	Xerox	WorkCentre 3325	LA6294275	RUHS - Information Services (B0088)	✓
17	Xerox	WorkCentre 3325	LA6294613	Moreno Valley Campus - Admitting (E1020)	✓
18	Xerox	WorkCentre 3325	LA6295511	RUHS - Main Medical Various	✓
19	Xerox	WorkCentre 3325	LA6296210	CPC - Purchasing (Z08)	✓
20	Xerox	WorkCentre 3325	LA6296216	RUHS - Main Medical Various	✓
21	Xerox	WorkCentre 3325	LA6296221	RUHS - Emergency Department (F1195)	✓
22	Xerox	WorkCentre 3325	LA6296280	RUHS - Main Medical Various	✓
23	Xerox	WorkCentre 3325	LA6296238	RUHS - Family Care Clinic 2 (D1028)	✓
24	Xerox	WorkCentre 3325	LA6297255	Rubidoux - Various	✓
25	Xerox	WorkCentre 3325	LA6297260	ITF - Pharmacy (D-12)	✓
26	Xerox	WorkCentre 3325	LA6297519	Moreno Valley Campus - Medicine (E4015)	✓
27	Xerox	WorkCentre 3325	LA6296881	RUHS - Pediatric (E3012)	✓
28	Xerox	WorkCentre 3325	LA6296862	RUHS - Main Medical Various	✓
29	Xerox	WorkCentre 3655	C7X255827	Arlington - (ITF ETS E-21)	✓
30	Xerox	WorkCentre 3655	C7X256388	Arlington - Case Management (ITFAD-8)	✓
31	Xerox	WorkCentre 3655	C7X256417	Arlington - MISP (ITFAD-17)	✓
32	Xerox	WorkCentre 3655	C7X256419	Arlington - Central Support (AM-16)	✓
33	Xerox	WorkCentre 3655	C7X256386	RUHS - Infection Control (B0042)	✓
34	Xerox	WorkCentre 3655	C7X255986	RUHS - Nutrition services (E004)	✓
35	Xerox	WorkCentre 3655	C7X255987	Arlington - Mental Health ICU (Unit A Hallway)	✓
36	Xerox	WorkCentre 3655	C7X255997	RUHS - Medical Records (HIM) (E0056)	✓
37	Xerox	WorkCentre 3655	C7X256055	RUHS - PRINTSHOP (F0028)	✓
38	Xerox	WorkCentre 3655	C7X256056	RUHS - Neonatal Icu (3f) (F3062)	✓
39	Xerox	WorkCentre 3655	C7X255961	RUHS - Obgyn clinic (C1002)	✓
40	Xerox	WorkCentre 3655	C7X256361	RUHS - Family Medicine (B2017)	✓

6

MRZ

Riverside University Health System

Attachment "A"

List of Equipment delivered and installed by Vereco



No.	Mfr	Model	Serial No.	Location	Installed
41	Xerox	WorkCentre 3655	C7X256362	RUHS - Patient and family services (F0089)	✓
42	Xerox	WorkCentre 3655	C7X256412	RUHS - Medical Records (HIM) (E0011)	✓
43	Xerox	WorkCentre 3655	C7X256416	Palm Springs - (152)	✓
44	Xerox	WorkCentre 3655	C7X256418	RUHS - Dietary (E0004)	✓
45	Xerox	WorkCentre 3655	C7X256063	RUHS - Adult Critical Care 3 (B2063)	✓
46	Xerox	WorkCentre 3655	C7X255957	RUHS - Labor and Delivery (F3076)	✓
47	Xerox	WorkCentre 3655	C7X256390	RUHS - Provider relations (E0006)	✓
48	Xerox	WorkCentre 3655	C7X256057	RUHS - PROVIDER RELATIONS (E0006)	✓
49	Xerox	WorkCentre 3655	C7X256433	RUHS - Pharmacy (E1106)	✓
50	Xerox	WorkCentre 3655	C7X255818	RUHS - Medical Records (HIM) (E0011)	✓
51	Xerox	WorkCentre 3655	C7X256389	RUHS - Materials Management (B0013)	✓
52	Xerox	WorkCentre 3655	C7X255993	RUHS - Main Medical Various	✓
53	Xerox	WorkCentre 3655	C7X265552	Banning - REGISTRATION (FRONT DESK)	✓
54	Xerox	WorkCentre 3655	C7X265469	Banning - PROVIDER RELATIONS (11)	✓
55	Xerox	WorkCentre 3655	C7X257067	Hemet - NURSE STATION (8)	✓
56	Xerox	WorkCentre 3655	C7X265536	Hemet - Rear Nurses Station	✓
57	Xerox	WorkCentre 3655	C7X265608	Lake Elsinore - CHART ROOM (43)	✓
58	Xerox	WorkCentre 3655	C7X265604	Palm Springs FCC - NURSE STATION	✓
59	Xerox	WorkCentre 3655	C7X265538	Rubidoux - REGISTRATION (FRONT DESK)	✓
60	Xerox	WorkCentre 3655	C7X274473	RUHS - Main Medical Various	✓
61	Xerox	WorkCentre 3655	C7X265613	RUHS - Neurosurgery (A2006)	✓
62	Xerox	WorkCentre 3655	C7X265453	ITF - Intake (ET 35)	✓
63	Xerox	WorkCentre 5330	AE9573976	RUHS - Hospital administration (E1008)	✓
64	Xerox	WorkCentre 5330	AE9574988	RUHS - OT/PT (E1047)	✓
65	Xerox	WorkCentre 5330	AE9574996	RUHS - Main Medical Various	✓
66	Xerox	WorkCentre 5330	AE9575008	RUHS - Main Medical Various	✓
67	Xerox	WorkCentre 5330	AE9574053	RUHS - Medicine Clinic (C0002)	✓
68	Xerox	WorkCentre 5330	AE9574042	RUHS - Materials Management (B0018)	✓
69	Xerox	WorkCentre 5330	AE9574990	Indio - (Cubicle Area)	✓
70	Xerox	WorkCentre 5330	AE9574977	RUHS - Detention care unit (4d) (D4088)	✓
71	Xerox	WorkCentre 5330	AE9574037	RUHS - Orthopedics clinic (D0007)	✓
72	Xerox	WorkCentre 5330	AE9574806	Hemet - REGISTRATION (25)	✓
73	Xerox	WorkCentre 5330	AE9574238	RUHS - Adult Critical Care 1 (D2051)	✓
74	Xerox	WorkCentre 5330	AE9573426	RUHS - Adult Critical Care 1 (D2056)	✓
75	Xerox	WorkCentre 5330	AE9574991	RUHS - infusion (C1078)	✓
76	Xerox	WorkCentre 5330	AE9574081	RUHS - Information Services (B0088)	✓
77	Xerox	WorkCentre 5330	AE9574059	RUHS - Operating room (C0112)	✓
78	Xerox	WorkCentre 5330	AE9574989	Jurupa - REGISTRATION (FRONT DESK)	✓
79	Xerox	WorkCentre 5330	AE9573880	RUHS - ENT Clinic (D0002)	✓
80	Xerox	WorkCentre 5330	AE9575006	RUHS - Document Services (F0028)	✓

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Riverside University Health System

Attachment "A"

List of Equipment delivered and installed by Vereco

No.	Unit	Model	Serial No.	Location	Installed
81	Xerox	WorkCentre 5330	AE9575014	RUHS - Medical Library (E2056)	✓
82	Xerox	WorkCentre 5330	AE9573974	Arlington - Medical Records (HIM) (1TF-OP2)	✓
83	Xerox	WorkCentre 5330	AE9574399	RUHS - Radiology Front Desk (F106Z)	✓
84	Xerox	WorkCentre 5330	AE9573973	RUHS - Patient and family services (F0089)	✓
85	Xerox	WorkCentre 5330	AE9574815	RUHS - Pediatrics clinic (C1037)	✓
86	Xerox	WorkCentre 5330	AE9574823	RUHS - Peds critical care unit (3d) (D3069)	✓
87	Xerox	WorkCentre 5330	AE9574987	Perris - REGISTRATION (65)	✓
88	Xerox	WorkCentre 5330	AE9574986	Perris - NURSE STATION (56)	✓
89	Xerox	WorkCentre 5330	AE9574227	RUHS - Language & Cultural Services (F0022)	✓
90	Xerox	WorkCentre 5330	AE9574225	RUHS - Peds critical care unit (3d) (E0159)	✓
91	Xerox	WorkCentre 5330	AE9574984	RUHS - CPC Purchasing	✓
92	Xerox	WorkCentre 5330	AE9575024	RUHS - Family Care Clinic (D1060)	✓
93	Xerox	WorkCentre 5330	AE9573414	NEIGHBORHOOD HEALTH - CHART ROOM	✓
94	Xerox	WorkCentre 5330	AE9575021	Neighborhood Health HIV Outpatient Office	✓
95	Xerox	WorkCentre 5330	AE9573963	RUHS - Central services & supply (F0111)	✓
96	Xerox	WorkCentre 5330	AE9575007	RUHS - Nursing administration (A1035)	✓
97	Xerox	WorkCentre 5330	AE9570807	RUHS - Patient acct svc (A0007)	✓
98	Xerox	WorkCentre 5330	AE9574969	RUHS - Outpatient registration (E1018)	✓
99	Xerox	WorkCentre 5335	AE9574331	RUHS - (E4023)	✓
100	Xerox	WorkCentre 5335	AE9574309	RUHS - Central services & supply (F0124)	✓
101	Xerox	WorkCentre 5335	AE9571182	Moreno Valley - Clinical scheduling (CPC 201)	✓
102	Xerox	WorkCentre 5335	AE9570805	RUHS - Environmental Services (F0036)	✓
103	Xerox	WorkCentre 5335	AE9570996	RUHS - Main Medical Various	✓
104	Xerox	WorkCentre 5335	AE9571006	Arlington - Administration (1TF Ste 1 lobby)	✓
105	Xerox	WorkCentre 5335	AE9574298	Arlington - Pharmacy (1TF PH-2)	✓
106	Xerox	WorkCentre 5335	AE9574315	RUHS - Peds critical care unit (3d) (D3066)	✓
107	Xerox	WorkCentre 5335	AE9574473	RUHS - Family Care Clinic (D1027)	✓
108	Xerox	WorkCentre 5335	AE9574485	RUHS - Plant operations (F0057)	✓
109	Xerox	WorkCentre 5335	AE9574290	CPC - Fiscal Services (209-12)	✓
110	Xerox	WorkCentre 5335	AE9574299	CPC - Fiscal Services (206 - 5)	✓
111	Xerox	WorkCentre 5335	AE9574365	CPC - MISP (102)	✓
112	Xerox	WorkCentre 5335	AE9574096	Moreno Valley Campus - Admktng (F1011)	✓
113	Xerox	WorkCentre 5335	AE9574314	RUHS - Peds Admin (E3011)	✓
114	Xerox	WorkCentre 5335	AE9574492	EDU BLDG - Information Services (117)	✓
115	Xerox	WorkCentre 5335	AE9574326	NEIGHBORHOOD HEALTH - REGISTRATION	✓
116	Xerox	WorkCentre 5335	AE9574077	RUHS - Conference Room (E4015)	✓
117	Xerox	WorkCentre 5335	AE9574427	Primary Care - RESIDENTS ROOM	✓
118	Xerox	WorkCentre 5335	AE9575612	Lake Elsinore - Dept. of Mental Health (50)	✓
119	Xerox	WorkCentre 5335	AE9574329	Palm Springs FCC - REGISTRATION (104)	✓
120	Xerox	WorkCentre 5335	AE9574327	Palm Springs FCC - HIV/STD (186)	✓



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Riverside University Health System

Attachment "A"

List of Equipment delivered and installed by Vereco



Installed

No.	Make	Model	Serial No.	Location
121	Xerox	WorkCentre 5335	AE9576325	RUHS - Medicine Clinic (C0042)
122	Xerox	WorkCentre 5875	EX9661695	RUHS - Medical Records (HIM) (E0011)
123	Xerox	WorkCentre 5875	EX9661624	RUHS - Medical Records (HIM) (E1020)
124	Xerox	WorkCentre 5875	EX9662703	Arlington - Hospital administration (Lobby)
125	Xerox	WorkCentre 5875	EX9662718	RUHS - Admitting (E1020)
126	Xerox	WorkCentre 5875	EX9662756	RUHS - Clinic Mgmt (C0108)
127	Xerox	WorkCentre 5875	EX9662786	Arlington - Medical Records (HIM) (ITF OP-5)
128	Xerox	WorkCentre 5875	EX9661213	CPC - Patient accounting - billing (100-6)
129	Xerox	WorkCentre 5875	EX9662801	CPC - Purchasing (208)
130	Xerox	WorkCentre 5890	EX9661206	CPC - Purchasing (208)
131	Xerox	WorkCentre 5945	A2M647653	RUHS - Hospital administration (D4065)
132	Xerox	WorkCentre 5945	A2M731133	RUHS - Patient acct svc (A0007)
133	Xerox	WorkCentre 5945	A2M731584	CPC - MISP (102)
134	Xerox	WorkCentre 5945	A2M738155	RUHS - Pharmacy (E1108)
135	Xerox	WorkCentre 5945	A2M738185	Arlington - Hospital administration (ITF ET-7)
136	Xerox	WorkCentre 5945	A2M738228	Indio - REGISTRATION (FRONT DESK)
137	Xerox	WorkCentre 5945	A2M738221	HIV Outpatient Office - EIP (EIP)
138	Xerox	WorkCentre 5945	X76371530	RUHS - NICU (F3316)
139	Xerox	WorkCentre 5945	X76372377	RUHS - SURGICAL SPECIALTIES (A3075)
140	Xerox	WorkCentre 5945	X76372502	RUHS - Progressive care unit (2c) (C2075)
141	Xerox	WorkCentre 5945	X76372382	RUHS - Medical acute unit (4c) (C4083)
142	Xerox	WorkCentre 5945	X76372406	RUHS - OB/GYN (B3010)
143	Xerox	WorkCentre 5945	X76372407	RUHS - Med #3 (4b) (B4075)
144	Xerox	WorkCentre 5945	X76372309	RUHS - Diagnostic Services (E1060)
145	Xerox	WorkCentre 5945	X76372299	RUHS - Respiratory therapy (E2080)
146	Xerox	WorkCentre 5955	A2M733931	RUHS - Clinical laboratory (E0990)
147	Xerox	WorkCentre 5955	A2M733881	CPC - Information Services (203)
148	Xerox	WorkCentre 5955	A2M734307	RUHS - Family Medicine (B2005)
149	Xerox	WorkCentre 5955	A2M642652	RUHS - Administration (A2037)
150	Xerox	WorkCentre 5955	A2M652475	RUHS - Document Services (F0028)
151	Xerox	WorkCentre 5955	A2M652874	RUHS - Materials Management (B0008)
152	Xerox	WorkCentre 5955	A2M733861	RUHS - Operating room (F2025)
153	Xerox	WorkCentre 5955	X76708617	RUHS - Med #2 (4a) (A4075)
154	Xerox	WorkCentre 5955	X76708600	RUHS - Ophthalmology Clinic (D0015)
155	Xerox	WorkCentre 5955	X76372507	RUHS - Neurosurgery (A2014)
156	Xerox	WorkCentre 5955	X76372422	RUHS - 3500 (C3075)
157	Xerox	WorkCentre 6505	YTB138728	RUHS - CAN Team (E0051)
158	Xerox	WorkCentre 6505	YTB139652	RUHS - Trauma services (A1042)
159	Xerox	WorkCentre 6505	YTB139585	RUHS - Volunteer office (E0040)
160	Xerox	WorkCentre 7225	LX5601732	Corona/ Nurse Station, - BACK OFFICES

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Riverside University Health System

Attachment "A"

List of Equipment delivered and installed by Vereco

No. Unit Model Serial No. Location

161	Xerox	WorkCentre 7225	LX5601758	Corona/Front Counter - REGISTRATION	✓
162	Xerox	WorkCentre 7225	LX5598561	RUHS - Ortho Clinic (B2042)	✓
163	Xerox	WorkCentre 7225	LX5601490	Hemet - PUBLIC HEALTH	✓
164	Xerox	WorkCentre 7225	LX5601648	Lake Elishore - NURSE STATION (39)	✓
165	Xerox	WorkCentre 7225	LX5601394	Lake Elishore - WIC (FRONT DESK)	✓
166	Xerox	WorkCentre 7225	LX5600625	Lake Elishore - CHART ROOM (43)	✓
167	Xerox	WorkCentre 7225	LX5599236	RUHS - OB/GYN (B2020)	✓
168	Xerox	WorkCentre 7225	LX5601795	NEIGHBORHOOD HEALTH - REGISTRATION	✓
169	Xerox	WorkCentre 7225	LX5598559	Moreno Valley - Medical staff admin (CPC 106)	✓
170	Xerox	WorkCentre 7225	LX5598562	RUHS - Surgery (A2021)	✓
171	Xerox	WorkCentre 7845	MX4473844	EDU BLDG - Hospital administration (225A)	✓
172	Xerox	WorkCentre 7845	MX4472441	RUHS - Nutrition services (B1013)	✓
173	Xerox	WorkCentre 7845	MX4473182	RUHS - Main Medical Various	✓
174	Xerox	WorkCentre 7845	MX4482131	RUHS - Administration (A2057)	✓
175	Xerox	WorkCentre 7855	MX4472573	EDU BLDG - Quality assessment (314)	✓
176	Xerox	WorkCentre 7855	MX4472646	RUHS - (ER Trailer)	✓
177	Xerox	WorkCentre 7855	MX4473663	RUHS - Graduate Medical Edu (GME) (A1010)	✓
178	Xerox	WorkCentre 7970	80W867784	RUHS - Main Medical Various	✓

All print equipment come fully equipped with all software, hardware, installation, training manuals, analyst training, professional and delivery fees, dedicated onsite maintenance and rapid response service

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MRC Performance Promise

◆ **98% Uptime Guarantee**

- **If you exceed 2% downtime in a month, MRC will reimburse you for any additional downtime.**

◆ **Equipment Exchange**

- **MRC promises that your equipment will perform at all manufacturer specifications. If we are unable to maintain factory specifications or are unable to repair the equipment, MRC will replace your unit with a like for like unit at no cost to you. This guarantee is in effect for the term of your lease or three (3) years for cash purchases.**

◆ **Local Customer Care**

- **When you call for service, you will speak to a LOCAL Customer Care Representative that will help you with your issue or dispatch a qualified technician.**

◆ **Automated Online Meter Reads**

- **MRC will provide technology for automated meter reads when at all possible.**

◆ **Response Time Guarantee**

- **1-4-24 Guarantee (1-hour response Time/4-hour onsite/24-hour resolution)**

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Smart Technology Solutions
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◆ **MRC Service Advisor**

- **MRC's exclusive Service Advisor technology will not only keep you notified, with real time TEXT updates, as to the status of your service call, but they will also give you the capability to escalate your service call with the push of a button! Why don't you give it a try! All you need to do is text **demo** to 1- 650-669-8434**

98% Uptime guarantee is broken down to 4 hours of downtime in a business month, based on a 5 day 9am to 5pm workweek - weekends not included in calculation. If you exceed that in downtime MRC will credit the service base rate or average click charge


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for that period of downtime. You can request a check, a credit against your account or an extension of your service contract for that amount. A down machine is a machine that cannot make a copy, or scan and/or print if the system is networked. In the event a service loaner is provided, the time the loaner is present is considered Uptime.

Replacement guarantee: If it is determined that despite repeated attempts at fixing an issue, the equipment will not respond to repairs the customer may request an equipment exchange. Requests must be made in writing to the VP of Service or the President of the company. If MRC cannot fix the system to the customer's satisfaction within 2 weeks from notification, the equipment will be replaced with a like for like system or an upgraded system.

Guarantees are contingent upon:

1. Customers must use supplies and service provided solely by MRC or its authorized delegates, i.e. a GISX sister company or a Xerox direct channel location.
2. Equipment must be covered by a MRC maintenance agreement.
3. Equipment that is misused, neglected or abused is not eligible for Service Guarantees.
4. Service issues caused by external sources (such as natural disasters) will not be eligible for Guarantees.

MRC will not be liable for any special or consequential damages, or loss of income or profit related to the performance of the equipment.

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