

CONTRACT APPROVAL FORM

(Contract Management Use only)

CONTRACT TRACKING NO.

Cm1454

CONTRACTOR INFORMATION

Name: Physio-Control, Inc.
 Address: P.O. Box 97006 Redmond WA 98073-9706
 Contractor's Administrator Name: Earnest Gray City State Title: Tech Svs. Rep
 Tel#: 800-442-1142 Fax#: 800-772-3340 Email: _____

CONTRACT INFORMATION

Contract Name: Technical Service Support Agree-ment Contract Value: \$ 14,732.50
 Brief Description: Physio-Control, Inc. (formerly Medtronic) provides technical support for Life-pak 12 cardiac monitors used on all Fire Rescue ALS apparatus.
 Contract Dates: 5/2/09 to 5/1/10 Status: New Renew Amend# WA/Task Order
 How Procured: Sole Source Single Source ITB RFP RFQ Coop. Other _____

If Processing an Amendment:

Contract #: _____ Increase Amount of Existing Contract: _____ No Increase _____
 New Contract Dates: _____ to _____ TOTAL OR AMENDMENT AMOUNT: _____

APPROVALS PURSUANT TO NASSAU COUNTY PURCHASING POLICY, SECTION 6

1. [Signature] 7/9/09 01261526-546020
 Department Head Signature Date Funding Source/Acct #
2. Charlotte Young 7/13/09
 Contract Management Date
3. [Signature] 7/12/09
 County Attorney (approved as to form only) Date
4. [Signature] 8/5/09
 Office of Management & Budget Date

RECEIVED CONTRACT MANAGEMENT 2009 JUL -9 PM 4:23

Comments: _____

COUNTY COORDINATOR - FINAL SIGNATURE APPROVAL

[Signature] 8/5/09
 Edward Sealover Date

RETURN ORIGINAL(S) TO CONTRACT MANAGEMENT FOR DISTRIBUTION AS FOLLOWS:

- Original: Clerk's Services; Contractor (original or certified copy)
- Copy: Department
- Office of Management & Budget
- Contract Management
- Clerk Finance

RECEIVED
CONTRACT MANAGEMENT
TECHNICAL SERVICE SUPPORT AGREEMENT

2009 JUN -1 PM 4: 14



Contract Number:

End User # 00546101
NASSAU COUNTY FIRE RESCUE
96135 NASSAU PLACE BOX 1
YULEE, FL 32097

Bill To # 00546101
NASSAU COUNTY FIRE RESCUE
96135 NASSAU PLACE BOX 1
YULEE, FL 32097

This Technical Service Support Agreement begins on 5/2/2009 and expires on 5/1/2010.

The designated Covered Equipment and/or Software is listed on Schedule A. This Technical Service Agreement is subject to the Terms and Conditions on the reverse side of this document and any Schedule B, if attached. If any Data Management Support and Upgrade Service is included on Schedule A then this Technical Service Support Agreement is also subject to Physio-Control's Data Management Support and Upgrade Service Terms and Conditions, rev 7/99-1.

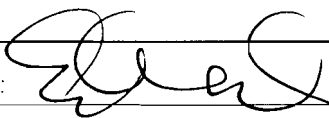
Price of coverage specified on Schedule A is \$14,732.50 per term, payable in a One Time installment.

Special Terms

10% DISCOUNT ON ACCESSORIES
17% DISCOUNT ON LP12 UPGRADES

PHYSIO CONTROL
COPY

Accepted: Physio-Control, Inc.

Customer: 

By: Ernest "Sam" Gray

By: ~~Barry Holloway~~

Title: Technical Services Representative

Print: Edward Sealover

Date: 4/16/09

Title: ~~Chair~~ County Coordinator

Date:

Purchase Order Number:

Territory Rep: EAVV58
Gray, Ernest
Phone: 800-442-1142 x2516
FAX: 800-772-3340

Customer Contact:
Randy Toskin
Phone: 904-491-7525
FAX:

Reference Number: V58-1217

Renewal

Printed: 4/16/2009

Page 1 of 8

PHYSIO-CONTROL, INC.
TECHNICAL SERVICE SUPPORT AGREEMENT TERMS AND CONDITIONS

RENEWAL TERMS

Physio-Control, Inc.'s ("Physio-Control") acceptance of Customer's Technical Service Support Agreement is expressly conditioned on Customer's assent to the terms set forth in this document and its attachments. Physio-Control agrees to furnish the services ordered by Customer only on these terms, and Customer's acceptance of any portion of the goods and services covered by this document shall confirm their acceptance by Customer. These terms constitute the complete agreement between the parties and they shall govern any conflicting or ambiguous terms on Customer's purchase order or on other documents submitted to Physio-Control by Customer. These terms may not be revised in any manner without the prior written consent of an officer of Physio-Control.

REPAIR SERVICES

If "Repair" services are designated, subject to the Exclusions identified below, they shall include, for the designated Covered Equipment, all repair parts and materials required, all required Physio-Control service technician labor, and all related travel expenses. For offsite (ship-in) services, units will be returned to Customer by Physio-Control freight prepaid.

INSPECTION SERVICES

If "Inspection" services are designated, subject to the Exclusions identified below, they shall include, for the designated Covered Equipment, verification of proper instrument calibration, verification that instrument mechanical operations and output measurements are consistent with applicable product specifications, performance of an electrical safety check in accordance with National Fire and Protection Guidelines, all required Physio-Control service technician labor and all related travel expenses. For offsite (ship-in) services, units will be returned to Customer by Physio-Control freight prepaid.

DOCUMENTATION

Following each Repair and/or Inspection, Physio-Control will provide Customer with a written report of actions taken or recommended and identification of any materials replaced or recommended for replacement.

LOANERS

If a Physio-Control product is designated as a unit of Covered Equipment for Repair Services and needs to be removed from service to complete repairs, an appropriate Loaner unit will be provided, if available, until the removed unit is returned. Customer assumes complete responsibility for the Loaner and shall return the Loaner to Physio-Control in the same condition as received, at Customer's expense, upon the earlier of the return of the removed unit or Physio-Control's request.

EXCLUSIONS

This Technical Service Support Agreement does not include: supply or repair of accessories or disposables (e.g., patient cables, recorder paper, etc.); repair of damage caused by misuse, abuse, abnormal operating conditions, operator errors, and/or acts of God; repairs to return an instrument to normal operating equipment at the time of initial service by Physio-Control under this Technical Service Support Agreement; case changes; repair or replacement of items not originally distributed or installed by Physio-Control; and exclusions on Schedule B to this Technical Service Support Agreement, if any, which apply to Covered Equipment.

SCHEDULE SERVICES

Designated Repair and Inspections Services will be performed at the designated service frequency and during designated service hours except where service technicians are rendered unavailable due to mandatory training commitments, in which case Physio-Control will provide alternate coverage. Customer is to ensure Covered Equipment is available for Repair and/or Inspection at scheduled times. If Covered Equipment is not available as scheduled and Customer requests additional services to be performed or if Physio-Control is requested to perform Repair or Inspection services not designated in this Technical Service Support Agreement (due to the nature of services selected, instruments involved not being Covered Equipment, request being outside of designated service frequency or hours, or application of the Exclusions); Customer shall reimburse Physio-Control at Physio-Control's standard labor rates less 10% (including overtime, if appropriate), plus standard list prices for related parts and materials less 15%, plus actual travel costs incurred.

PAYMENT

The cost of services performed by Physio-Control shall be payable by Customer within thirty (30) days of Customer's receipt of Physio-Control's Invoice (or such other terms as Physio-Control confirms to Customer in writing). In addition to the cost of services performed, Customer shall pay or reimburse Physio-Control for any taxes assessed Physio-Control. If the number or configuration of Covered Equipment is altered during the Term of this Technical Service Support Agreement, the price of Services shall be adjusted accordingly.

PHYSIO-CONTROL, INC.
TECHNICAL SERVICE SUPPORT AGREEMENT
SCHEDULE A

Contract Number:

Servicing Rep: Gray, Ernest. EAVV58
 District: GULF COAST
 Phone: 800-442-1142 x2516
 FAX: 800-772-3340

Equipment Location: NASSAU COUNTY FIRE RESCUE. 00546101
 96135 NASSAU PLACE BOX 1
 YULEE, FL 32097

Scope Of Service On Site Repair and 1 On Site Inspection per Year:M-F/8-5

Model	Part Number	Serial Number	Ref. Line	Effective Date	Expiration Date	Total Inspections
BATTERY SUPPORT SYSTEM 2	VBSS2-02-000009	30827381	4	5/2/2009	5/1/2010	1
BATTERY SUPPORT SYSTEM 2	VBSS2-02-000009	14251562	5	5/2/2009	5/1/2010	1
BATTERY SUPPORT SYSTEM 2	VBSS2-02-000009	14251563	6	5/2/2009	5/1/2010	1
BATTERY SUPPORT SYSTEM 2	VBSS2-02-000009	14251566	7	5/2/2009	5/1/2010	1
BATTERY SUPPORT SYSTEM 2	VBSS2-02-000009	14254410	8	5/2/2009	5/1/2010	1
BATTERY SUPPORT SYSTEM 2	VBSS2-02-000009	14254415	9	5/2/2009	5/1/2010	1
BATTERY SUPPORT SYSTEM 2	VBSS2-02-000009	14254416	10	5/2/2009	5/1/2010	1
LIFEPAK * 10	804200-28	011121	17	5/2/2009	5/1/2010	1
LIFEPAK * 10	804200-28	007441	18	5/2/2009	5/1/2010	1
LIFEPAK * 10	804200-14	006544	19	5/2/2009	5/1/2010	1
LIFEPAK * 10	804200-28	038682	20	5/2/2009	5/1/2010	1
LIFEPAK * 12	VLP12-02-003974	30807008	1	5/2/2009	5/1/2010	1
LIFEPAK * 12	VLP12-02-003974	30807009	2	5/2/2009	5/1/2010	1
LIFEPAK * 12	VLP12-02-003974	30828280	3	5/2/2009	5/1/2010	1
LIFEPAK * 12	VLP12-02-002940	14319579	11	5/2/2009	5/1/2010	1
LIFEPAK * 12	VLP12-02-002940	14319582	12	5/2/2009	5/1/2010	1
LIFEPAK * 12	VLP12-02-002940	14319585	13	5/2/2009	5/1/2010	1
LIFEPAK * 12	VLP12-02-002940	14319588	14	5/2/2009	5/1/2010	1
LIFEPAK * 12	VLP12-02-002940	14330919	15	5/2/2009	5/1/2010	1
LIFEPAK * 12	VLP12-02-002940	14330920	16	5/2/2009	5/1/2010	1

Scope Of Service On Site Repair Only: M-F/8-5

Model	Part Number	Serial Number	Ref. Line	Effective Date	Expiration Date	Total Inspections
LIFEPAK * 12	VLP12-02-007228	37068661	21	7/25/2009	5/1/2010	0

** Denotes an inventory line that has changed since the last contract revision or addendum.

Reference Number: V58-1217

Printed: 4/16/2009

Renewal

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MEDTRONIC EMERGENCY RESPONSE SYSTEMS, INC.
TECHNICAL SERVICE SUPPORT AGREEMENT
SCHEDULE A

Contract Number:
Additional Items

Service Type	Item	Quantity	Start Date	End Date
CASE CHANGE	LP12/15/20 CASE CHG 1-5	1	5/2/2009	5/1/2010

** Denotes an additional item line that has changed since the last contract revision or addendum.

PHYSIO-CONTROL, INC.
TECHNICAL SERVICE SUPPORT AGREEMENT
SCHEDULE B

LIFEPAK® 10 DEFIBRILLATOR/MONITOR/PACEMAKER

- Paddle repairs are included. (Paddle attachments are excluded: i.e. pediatric and anterior attachments).
- Auxiliary Power Supply included when listed on equipment inventory (Schedule A).
- Pacemaker repair is included.
- Case changes are excluded.
- Pacing and patient cables are excluded.
- FAST-PATCH® adapters and QUIK-COMBO™ pacing/defibrillation adapters are included.
- Repair coverage for Physio-Control® ECG, Pacing and Defibrillation Simulators included.

Physio-Control® Battery Pak

- Customer retains the responsibility to perform the battery maintenance and evaluation procedures outlined in the service manual and to replace batteries that do not pass the conditions outlined under "Discarding/Recycling Batteries." Batteries failing to meet battery performance tests should be removed from service and properly discarded (recycled).
- If customer provides evidence that a Physio-Control Battery Pak fails to meet the performance tests noted above and/or the Battery Pak age exceeds 2 years, Physio-Control shall replace said Physio-Control Battery Pak (like for like) i.e. FASTPAK for FASTPAK, up to a maximum of 4 Physio-Control Battery Paks every two years (including prior Support Plan periods) per LIFEPAK® 10 defibrillator/monitor/pacemaker (listed on Schedule A). To assist in proper recycling and removal of low capacity batteries, replaced Battery Paks become the property of Physio-Control and must be returned at the time of exchange.
- Only batteries manufactured by Physio-Control are covered under this Service Agreement. Any batteries manufactured by other sources are expressly excluded from coverage under this Service Agreement. Physio-Control cannot guarantee the operation, safety and/or performance of our product when operating with a non-Physio-Control battery. Repairs and inspections performed under this Agreement meet original equipment manufacturer's product specifications only when operating with a Physio-Control battery. Any repairs, as determined by a Physio-Control Service Representative, resulting from the use of a non-Physio-Control battery, will be billed at our standard list prices for parts and labor, including actual travel charges incurred.

PHYSIO-CONTROL, INC.
TECHNICAL SERVICE SUPPORT AGREEMENT
SCHEDULE B

LIFEPAK[®] 12 (LP 12) Defibrillator/Monitor Includes:

Standard detachable hard paddle repairs

LP12 upgrade installed by Physio-Control Technical Services Representative at a rate of 17% less than the then current field-installed list price

When listed in Equipment Inventory, Schedule A, LP 12 Defibrillator/Monitor Includes:

AC Power Adapter
DC Power Adapter

LP 12 Defibrillator/Monitor Excludes:

Internal, sterilizable and pediatric paddles
SpO2 sensors and cables
Communication cables
Therapy cables
Patient cables
PCMCIA modems
Case changes

Discounts will not be combined with other special terms, discounts, and/or promotions.

Physio-Control FASTPAK[®], FASTPAK 2, LIFEPAK SLA, and LIFEPAK NiCd Battery

Battery maintenance, performance testing, evaluation, removal, recycling, and replacement are the responsibility of the Customer, and should be performed in accordance with the LP 12 Series Operating Instructions section entitled Discarding/Recycling Batteries.

Batteries replacement is available on a one-for-one basis, up to the number of devices listed in Equipment Inventory, Schedule A, upon the earlier of either (i) reported battery failure as determined by Customer's performance testing and evaluation in accordance with the LP 12 Operating Instructions section entitled Discarding/Recycling Batteries, or (ii) upon completion of the second year of use. Replacement Battery Pak shall be like for like, i.e. FASTPAK for FASTPAK, FASTPAK 2 for FASTPAK 2, etc. During the Term of this Agreement replacement shall occur no more than four times per two year period, notwithstanding prior Support Plans.

Battery replacement is dependent upon Customer's notice to Physio-Control of the existence of either of the conditions referenced in (i) and (ii) above. At the discretion of Physio-Control, battery replacement shall be effected by shipment to Customer and replacement by Customer, or by on-site delivery and replacement by a Physio-Control Service Technician. Upon Customer's receipt of replacement battery, the affected battery referenced above shall become the property of Physio-Control, and must be returned to Physio-Control for proper disposal. In the event that Physio-Control does not receive the affected battery referenced above, Customer will be charged at the then current rate for the replacement battery.

Only batteries manufactured by Physio-Control are covered under this Service Agreement. Batteries not manufactured by Physio-Control are expressly excluded from coverage under this Service Agreement. Physio-Control does not guarantee the operation, safety, and/or performance of our product when operating with a battery not manufactured by Physio-Control. Repairs and inspections performed under this Agreement meet original equipment manufacturer's product specifications only when operating with a battery manufactured by Physio-Control. Any repairs, as determined by a Physio-Control Service Representative, resulting from the use of a battery not manufactured by Physio-Control, will be billed at Physio-Control's then current standard list prices for parts and labor, including actual travel costs incurred.

LIFEPAK 12 Software Updates

If combined Repair and Inspection services are designated for LP 12 units listed in Schedule A, a Physio-Control Technical Service Representative will install LP 12 software updates at no additional cost, provided it is installed at the time of a regularly scheduled inspection. In addition, during the Term of this Agreement, where an assembly, i.e., printed circuit board, must be replaced to accommodate installation of new software, such assembly may be purchased by the Customer at a rate of 50% less than the then current list price. Software updates, when installed at a time other than the regularly scheduled inspection, will be billed at the [discounted] rate of \$205.00 per unit per software update. The cost of such software update will be billed in a separate invoice. Dependent upon availability of Customer software loading tool, and at Customer's request, Technical Services Representative shall provide Customer access to software loading tool at no additional charge.

Reference Number: V58-1217

Renewal

Printed: 4/16/2009

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PHYSIO-CONTROL, INC.
TECHNICAL SERVICE SUPPORT AGREEMENT
SCHEDULE B

If Repair-Only services are designated for LP 12 units listed in Schedule A, a Physio-Control Technical Services Representative will install a LP 12 software update at the discounted rate of \$205.00 per unit per software update. In addition, during the Term of this Agreement, where an assembly, i.e., printed circuit board, must be replaced to accommodate installation of new software, such assembly may be purchased by the Customer at a rate of 50% less than the then current list price. The cost of such software update will be billed in a separate invoice. Dependent upon availability of Customer software loading tool, and at Customer's request, Technical Services Representative shall provide Customer access to software loading tool at no additional charge.

Physio-Control will replace the internal coin cell battery according to the number of such batteries listed in the Additional Items section of Schedule A. It is the Customer's responsibility to request such coin cell battery replacement, gather in a single location all devices that will receive such battery replacement, and to provide to the Physio-Control Technical Services Representative access to those devices. Coin cell battery replacement will take place during the Term of this Agreement, according to the number of coin cell batteries listed in the Additional Items section of Schedule A.

TECHNICAL SERVICE SUPPORT AGREEMENT



Contract Number:

End User # 00546101
NASSAU COUNTY FIRE RESCUE
96135 NASSAU PLACE BOX 1
YULEE, FL 32097

Bill To # 00546101
NASSAU COUNTY FIRE RESCUE
96135 NASSAU PLACE BOX 1
YULEE, FL 32097

This Technical Service Support Agreement begins on 5/2/2009 and expires on 5/1/2010.

The designated Covered Equipment and/or Software is listed on Schedule A. This Technical Service Agreement is subject to the Terms and Conditions on the reverse side of this document and any Schedule B, if attached. If any Data Management Support and Upgrade Service is included on Schedule A then this Technical Service Support Agreement is also subject to Physio-Control's Data Management Support and Upgrade Service Terms and Conditions, rev 7/99-1.

Price of coverage specified on Schedule A is \$14,732.50 per term, payable in a One Time installment.

Special Terms

10% DISCOUNT ON ACCESSORIES
17% DISCOUNT ON LP12 UPGRADES

**Customer
Copy**

Accepted: Physio-Control, Inc.

Customer:

By: ERNEST "SAY" GRAY

By: ~~Barry Holloway~~ 4/7/09

Title: Technical Services Representative

Print: **Edward Sealover**

Date: 4/16/09

Title: ~~Chair~~ County Coordinator

Date:

Purchase Order Number:

Territory Rep: EAVV58

Customer Contact:

Gray, Ernest

Randy Toskin

Phone: 800-442-1142 x2516

Phone: 904-491-7525

FAX: 800-772-3340

FAX:

Reference Number: V58-1217

Renewal

Printed: 4/16/2009

Page 1 of 8

PHYSIO-CONTROL, INC.
TECHNICAL SERVICE SUPPORT AGREEMENT TERMS AND CONDITIONS

RENEWAL TERMS

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REPAIR SERVICES

If "Repair" services are designated, subject to the Exclusions identified below, they shall include, for the designated Covered Equipment, all repair parts and materials required, all required Physio-Control service technician labor, and all related travel expenses. For offsite (ship-in) services, units will be returned to Customer by Physio-Control freight prepaid.

INSPECTION SERVICES

If "Inspection" services are designated, subject to the Exclusions identified below, they shall include, for the designated Covered Equipment, verification of proper instrument calibration, verification that instrument mechanical operations and output measurements are consistent with applicable product specifications, performance of an electrical safety check in accordance with National Fire and Protection Guidelines, all required Physio-Control service technician labor and all related travel expenses. For offsite (ship-in) services, units will be returned to Customer by Physio-Control freight prepaid.

DOCUMENTATION

Following each Repair and/or Inspection, Physio-Control will provide Customer with a written report of actions taken or recommended and identification of any materials replaced or recommended for replacement.

LOANERS

If a Physio-Control product is designated as a unit of Covered Equipment for Repair Services and needs to be removed from service to complete repairs, an appropriate Loaner unit will be provided, if available, until the removed unit is returned. Customer assumes complete responsibility for the Loaner and shall return the Loaner to Physio-Control in the same condition as received, at Customer's expense, upon the earlier of the return of the removed unit or Physio-Control's request.

EXCLUSIONS

This Technical Service Support Agreement does not include: supply or repair of accessories or disposables (e.g., patient cables, recorder paper, etc.); repair of damage caused by misuse, abuse, abnormal operating conditions, operator errors, and/or acts of God; repairs to return an instrument to normal operating equipment at the time of initial service by Physio-Control under this Technical Service Support Agreement; case changes; repair or replacement of items not originally distributed or installed by Physio-Control; and exclusions on Schedule B to this Technical Service Support Agreement, if any, which apply to Covered Equipment.

SCHEDULE SERVICES

Designated Repair and Inspections Services will be performed at the designated service frequency and during designated service hours except where service technicians are rendered unavailable due to mandatory training commitments, in which case Physio-Control will provide alternate coverage. Customer is to ensure Covered Equipment is available for Repair and/or Inspection at scheduled times. If Covered Equipment is not available as scheduled and Customer requests additional services to be performed or if Physio-Control is requested to perform Repair or Inspection services not designated in this Technical Service Support Agreement (due to the nature of services selected, instruments involved not being Covered Equipment, request being outside of designated service frequency or hours, or application of the Exclusions); Customer shall reimburse Physio-Control at Physio-Control's standard labor rates less 10% (including overtime, if appropriate), plus standard list prices for related parts and materials less 15%, plus actual travel costs incurred.

PAYMENT

The cost of services performed by Physio-Control shall be payable by Customer within thirty (30) days of Customer's receipt of Physio-Control's Invoice (or such other terms as Physio-Control confirms to Customer in writing). In addition to the cost of services performed, Customer shall pay or reimburse Physio-Control for any taxes assessed Physio-Control. If the number or configuration of Covered Equipment is altered during the Term of this Technical Service Support Agreement, the price of Services shall be adjusted accordingly.

WARRANTY

Physio-Control warrants Services performed under this Technical Service Support Agreement and replacement parts provided in performing such Services against defects in material and workmanship for ninety (90) days from the date a Service was performed or a part was provided. Customer's sole remedy shall be reservicing the affected unit and/or replacement of any part determined to be defective, without any additional Customer charge, provided Customer notifies Physio-Control of any allegedly defective condition within ten (10) calendar days of its discovery by Customer. Physio-Control makes no other warranties, express or implied, including, without limitation, **NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND IN NO EVENT SHALL PHYSIO-CONTROL BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR OTHER DAMAGES.**

TERMINATION

Either party may terminate this Technical Service Support Agreement at any time upon sixty (60) days prior written notice to the other, except that Physio-Control may terminate this Technical Service Support Agreement immediately upon Customer's failure to make timely payments for services rendered under this Technical Service Support Agreement. In the event of termination, Customer shall be obligated to reimburse Physio-Control for that portion of the designated price which corresponds to that portion of the Term and the scope of Services provided prior to the effective date of termination.

DELAYS

Physio-Control will not be liable for any loss or damage of any kind due to its failure to perform or delays in its performance resulting from any cause beyond its reasonable control, including, but not limited to, acts of God, labor disputes, labor shortages, the requirements of any governmental authority, war, civil unrest, delays in manufacture, obtaining any required license or permit, and Physio-Control's inability to obtain goods from its usual sources. Any such delay shall not be considered a breach of Physio-Control's obligations and the performance dates shall be extended for the length of such delay.

MISCELLANEOUS

- a) Customer agrees to not employ or offer employment to anyone performing Services on Physio-Control's behalf during the Term of this Technical Service Support Agreement or for one (1) year following its expiration without Physio-Control's prior written consent.
- b) This Technical Service Support Agreement, and any related obligation of other party, may not be assigned in whole or in part without the prior written consent of the other party.
- c) The rights and obligations of Physio-Control and Customer under this Technical Service Support Agreement shall be governed by the laws of the State in which the service is provided. All costs and expenses incurred by the prevailing party related to the enforcement of its rights under this document, including reasonable attorney's fees, shall be reimbursed by the other party.

.....END.....

PHYSIO-CONTROL, INC.
TECHNICAL SERVICE SUPPORT AGREEMENT
SCHEDULE A

Contract Number:

Servicing Rep: Gray, Ernest, EAVV58
 District: GULF COAST
 Phone: 800-442-1142 x2516
 FAX: 800-772-3340

Equipment Location: NASSAU COUNTY FIRE RESCUE, 00546101
 96135 NASSAU PLACE BOX 1
 YULEE, FL 32097

Scope Of Service On Site Repair and 1 On Site Inspection per Year:M-F/8-5

Model	Part Number	Serial Number	Ref. Line	Effective Date	Expiration Date	Total Inspections
BATTERY SUPPORT SYSTEM 2	VBSS2-02-000009	30827381	4	5/2/2009	5/1/2010	1
BATTERY SUPPORT SYSTEM 2	VBSS2-02-000009	14251562	5	5/2/2009	5/1/2010	1
BATTERY SUPPORT SYSTEM 2	VBSS2-02-000009	14251563	6	5/2/2009	5/1/2010	1
BATTERY SUPPORT SYSTEM 2	VBSS2-02-000009	14251566	7	5/2/2009	5/1/2010	1
BATTERY SUPPORT SYSTEM 2	VBSS2-02-000009	14254410	8	5/2/2009	5/1/2010	1
BATTERY SUPPORT SYSTEM 2	VBSS2-02-000009	14254415	9	5/2/2009	5/1/2010	1
BATTERY SUPPORT SYSTEM 2	VBSS2-02-000009	14254416	10	5/2/2009	5/1/2010	1
LIFEPAK * 10	804200-28	011121	17	5/2/2009	5/1/2010	1
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LIFEPAK * 12	VLP12-02-002940	14319588	14	5/2/2009	5/1/2010	1
LIFEPAK * 12	VLP12-02-002940	14330919	15	5/2/2009	5/1/2010	1
LIFEPAK * 12	VLP12-02-002940	14330920	16	5/2/2009	5/1/2010	1

Scope Of Service On Site Repair Only: M-F/8-5

Model	Part Number	Serial Number	Ref. Line	Effective Date	Expiration Date	Total Inspections
LIFEPAK * 12	VLP12-02-007228	37068661	21	7/25/2009	5/1/2010	0

** Denotes an inventory line that has changed since the last contract revision or addendum.

Reference Number: V58-1217

Printed: 4/16/2009

Renewal

Page 4 of 8

MEDTRONIC EMERGENCY RESPONSE SYSTEMS, INC.
TECHNICAL SERVICE SUPPORT AGREEMENT
SCHEDULE A

Contract Number:
Additional Items

Service Type	Item	Quantity	Start Date	End Date
CASE CHANGE	LP12/15/20 CASE CHG 1-5	1	5/2/2009	5/1/2010

** Denotes an additional item line that has changed since the last contract revision or addendum.

PHYSIO-CONTROL, INC.
TECHNICAL SERVICE SUPPORT AGREEMENT
SCHEDULE B

LIFEPAK® 10 DEFIBRILLATOR/MONITOR/PACEMAKER

- Paddle repairs are included. (Paddle attachments are excluded: i.e. pediatric and anterior attachments).
- Auxiliary Power Supply included when listed on equipment inventory (Schedule A).
- Pacemaker repair is included.
- Case changes are excluded.
- Pacing and patient cables are excluded.
- FAST-PATCH® adapters and QUICK-COMBO™ pacing/defibrillation adapters are included.
- Repair coverage for Physio-Control® ECG, Pacing and Defibrillation Simulators included.

Physio-Control® Battery Pak

- Customer retains the responsibility to perform the battery maintenance and evaluation procedures outlined in the service manual and to replace batteries that do not pass the conditions outlined under "Discarding/Recycling Batteries." Batteries failing to meet battery performance tests should be removed from service and properly discarded (recycled).
- If customer provides evidence that a Physio-Control Battery Pak fails to meet the performance tests noted above and/or the Battery Pak age exceeds 2 years, Physio-Control shall replace said Physio-Control Battery Pak (like for like) i.e. FASTPAK for FASTPAK, up to a maximum of 4 Physio-Control Battery Paks every two years (including prior Support Plan periods) per LIFEPAK® 10 defibrillator/monitor/pacemaker (listed on Schedule A). To assist in proper recycling and removal of low capacity batteries, replaced Battery Paks become the property of Physio-Control and must be returned at the time of exchange.
- Only batteries manufactured by Physio-Control are covered under this Service Agreement. Any batteries manufactured by other sources are expressly excluded from coverage under this Service Agreement. Physio-Control cannot guarantee the operation, safety and/or performance of our product when operating with a non-Physio-Control battery. Repairs and inspections performed under this Agreement meet original equipment manufacturer's product specifications only when operating with a Physio-Control battery. Any repairs, as determined by a Physio-Control Service Representative, resulting from the use of a non-Physio-Control battery, will be billed at our standard list prices for parts and labor, including actual travel charges incurred.

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SCHEDULE B

LIFEPAK[®] 12 (LP 12) Defibrillator/Monitor Includes:

Standard detachable hard paddle repairs

LP12 upgrade installed by Physio-Control Technical Services Representative at a rate of 17% less than the then current field-installed list price

When listed in Equipment Inventory, Schedule A, LP 12 Defibrillator/Monitor Includes:

AC Power Adapter
DC Power Adapter

LP 12 Defibrillator/Monitor Excludes:

Internal, sterilizable and pediatric paddles
SpO2 sensors and cables
Communication cables
Therapy cables
Patient cables
PCMCIA modems
Case changes

Discounts will not be combined with other special terms, discounts, and/or promotions.

Physio-Control FASTPAK[®], FASTPAK 2, LIFEPAK SLA, and LIFEPAK NiCd Battery

Battery maintenance, performance testing, evaluation, removal, recycling, and replacement are the responsibility of the Customer, and should be performed in accordance with the LP 12 Series Operating Instructions section entitled Discarding/Recycling Batteries.

Batteries replacement is available on a one-for-one basis, up to the number of devices listed in Equipment Inventory, Schedule A, upon the earlier of either (i) reported battery failure as determined by Customer's performance testing and evaluation in accordance with the LP 12 Operating Instructions section entitled Discarding/Recycling Batteries, or (ii) upon completion of the second year of use. Replacement Battery Pak shall be like for like, i.e. FASTPAK for FASTPAK, FASTPAK 2 for FASTPAK 2, etc. During the Term of this Agreement replacement shall occur no more than four times per two year period, notwithstanding prior Support Plans.

Battery replacement is dependent upon Customer's notice to Physio-Control of the existence of either of the conditions referenced in (i) and (ii) above. At the discretion of Physio-Control, battery replacement shall be effected by shipment to Customer and replacement by Customer, or by on-site delivery and replacement by a Physio-Control Service Technician. Upon Customer's receipt of replacement battery, the affected battery referenced above shall become the property of Physio-Control, and must be returned to Physio-Control for proper disposal. In the event that Physio-Control does not receive the affected battery referenced above, Customer will be charged at the then current rate for the replacement battery.

Only batteries manufactured by Physio-Control are covered under this Service Agreement. Batteries not manufactured by Physio-Control are expressly excluded from coverage under this Service Agreement. Physio-Control does not guarantee the operation, safety, and/or performance of our product when operating with a battery not manufactured by Physio-Control. Repairs and inspections performed under this Agreement meet original equipment manufacturer's product specifications only when operating with a battery manufactured by Physio-Control. Any repairs, as determined by a Physio-Control Service Representative, resulting from the use of a battery not manufactured by Physio-Control, will be billed at Physio-Control's then current standard list prices for parts and labor, including actual travel costs incurred.

LIFEPAK 12 Software Updates

If combined Repair and Inspection services are designated for LP 12 units listed in Schedule A, a Physio-Control Technical Service Representative will install LP 12 software updates at no additional cost, provided it is installed at the time of a regularly scheduled inspection. In addition, during the Term of this Agreement, where an assembly, i.e., printed circuit board, must be replaced to accommodate installation of new software, such assembly may be purchased by the Customer at a rate of 50% less than the then current list price. Software updates, when installed at a time other than the regularly scheduled inspection, will be billed at the [discounted] rate of \$205.00 per unit per software update. The cost of such software update will be billed in a separate invoice. Dependent upon availability of Customer software loading tool, and at Customer's request, Technical Services Representative shall provide Customer access to software loading tool at no additional charge.

Reference Number: V58-1217

Renewal

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PHYSIO-CONTROL, INC.
TECHNICAL SERVICE SUPPORT AGREEMENT
SCHEDULE B

If Repair-Only services are designated for LP 12 units listed in Schedule A, a Physio-Control Technical Services Representative will install a LP 12 software update at the discounted rate of \$205.00 per unit per software update. In addition, during the Term of this Agreement, where an assembly, i.e., printed circuit board, must be replaced to accommodate installation of new software, such assembly may be purchased by the Customer at a rate of 50% less than the then current list price. The cost of such software update will be billed in a separate invoice. Dependent upon availability of Customer software loading tool, and at Customer's request, Technical Services Representative shall provide Customer access to software loading tool at no additional charge.

Physio-Control will replace the internal coin cell battery according to the number of such batteries listed in the Additional Items section of Schedule A. It is the Customer's responsibility to request such coin cell battery replacement, gather in a single location the devices that will receive such battery replacement, and to provide to the Physio-Control Technical Services Representative access to those devices. Coin cell battery replacement will take place during the Term of this Agreement, according to the number of coin cell batteries listed in the Additional Items section of Schedule A.

Sole Source/Single Source Certification Form

Vendor Name: Physio-Control, Inc.
Address: P.O. Box 91006
Redmond, WA 98073-9106
Phone: 800-442-1142
Contact Name: Earnest Gray

Department: Fire Rescue
Department Head Signature: 
Date: 7-13-09
Account: 01261526-546020

Description of Commodity:

Physio-Control, Inc. (formerly medtronic) provides technical support for Life-Pak 12 cardiac monitors used on all Fire Rescue ALS apparatus.

Check one (1) of the following two (2) choices:

- Sole Source: The required goods or services can only be procured from one vendor.
- Single Source: The required goods or services can be purchased from multiple vendors, but in order to meet certain functional or performance requirements only one economically feasible source exists.

Please check all of the following that apply:

- Purchase can only be obtained from original manufacturer-not available through distributors.
- Only authorized area distributor of the original manufacturer.
- Parts/Equipment are not interchangeable with similar parts of another manufacturer.
- This is the only known source that will meet the specialized needs of this department or perform the intended function.
- This source must be used to meet warranty or service maintenance requirements.
- This source is required for standardization.
- None of the above apply.

Comments/Explanations: (required)

CONTRACT RENEWAL

Budget Transfer Request

Requesting Dept: Fire Rescue Fund: General Transfer # _____

Requested By: C. W. Cooper Date: 4/20/2009

Purpose: Funds to cover supplies, maintenance service contract and training

					Fin. Serv. Use Only
					Verified Available
	Acct. Number	Acct. Description	Amount	Available Balance	
Transfer:					
From:	<u>01261526-545310</u>	<u>Insurance - Medical</u>	<u>\$ (326.00)</u>	<u>\$ 326.98</u>	
To:	<u>01261526-551000</u>	<u>Office Supplies</u>	<u>\$ 326.00</u>	<u>\$ 279.50</u>	
From:	<u>01261526-546000</u>	<u>Repairs & Maintenance</u>	<u>\$ (9,488.00)</u>	<u>74,872.44</u>	
To:	<u>01261526-546020</u>	<u>Maint Service Contracts</u>	<u>\$ 9,488.00</u>	<u>5,251.90</u>	
From:	<u>01261526-531034</u>	<u>Contract Svc - Phys</u>	<u>\$ (209.00)</u>	<u>209.00</u>	
To:	<u>01261526-555000</u>	<u>Training</u>	<u>\$ 209.00</u>	<u>313.02</u>	
From:	_____	_____	_____	_____	
To:	_____	_____	_____	_____	
From:	_____	_____	_____	_____	
To:	_____	_____	_____	_____	
From:	_____	_____	_____	_____	
To:	_____	_____	_____	_____	

Approved By: BOCC: _____ Clerk of Courts: _____
 Date: _____ Date: _____

Financial Services Use Only

Action Completed: _____
 Signature/Date: _____



Physio-Control, Inc.
11811 Willows Road NE, P.O. Box 97006, Redmond, WA 98052
Tel 425.867.4000 Toll-free 800.442.1142

www.physio-control.com

April 20, 2009

Chief Sam Young
Nassau County Fire and Rescue
96135 Nassau Place, Box 1
Yulee, FL 32097

Dear Chief Young:

Physio-Control, Inc. is the manufacturer of the LIFEPAK® series of cardiac defibrillators/monitors. Physio-Control, Inc. authorized Technical Service Representatives provide manufacturer authorized maintenance for Physio-Control, Inc. products. Physio-Control is the sole source provider of biomedical repair for its family of LIFEPAK® products. This ensures your critical patient care equipment is serviced by factory-trained representatives, and that parts manufactured expressly for Physio-Control, Inc. are used.

Sincerely,

Physio-Control, Inc.

Cheryl Cutler-Rock

Cheryl Cutler-Rock
Service Contract Specialist