

COUNTY CLERK'S OFFICE  
**CONTRACT APPROVAL FORM**

(Contract Management Use only)  
**CONTRACT TRACKING NO.**  
CM1652

10 AUG 12 AM 8:23

**CONTRACTOR INFORMATION**

Name: Principal Decision Systems Intl  
Address: 50 Corporate Park Irvine CA 92606  
City State Zip  
Contractor's Administrator Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Tel#: (900) 850-7374 Fax#: (714) 703-3000 Email: \_\_\_\_\_

**CONTRACT INFORMATION**

Contract Name: Telestaff Contract Value: \$4,748.10

Brief Description: Telestaff Annual Service and Support: 1 yr access to PDS I technical services via phone & web portal; webstaff usage fee

Contract Dates : From \_\_\_\_\_ to \_\_\_\_\_ 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] 7/2/10 04223522-546020  
Department Head Signature Date Funding Source/Acct #
2. Charlotte Young 8/11/10  
Contract Management Date
3. [Signature] 8/11/10  
County Attorney (approved as to form only) Date
4. [Signature] 8-12-10  
Office of Management & Budget Date

RECEIVED  
CONTRACT MANAGEMENT  
2010 JUL 26 PM 3:11

Comments: \_\_\_\_\_

**INTERIM COUNTY MANAGER - FINAL SIGNATURE APPROVAL**

[Signature] 8/12/10  
Ted Selby 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

Nassau County Board of County Commissioners  
Sole Source/Single Source Certification Form

Vendor Name: PDSI  
Address: 50 Corporate Park  
Irvine, CA 92606  
Phone: (800) 850-7374  
Contact Name: \_\_\_\_\_  
Account: 04223522-546020

Department: Fire Rescue  
Department Head Signature: [Signature]  
Date: 7-21-10  
Cost: \$4,748.10

Description of Commodity:  
Telestaff Annual Service and Support; Webstaff  
usage (1 yr)

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

Sole Source: The goods or services can be legally purchased from only one source.

Single Source: The goods or services can be purchased from multiple sources, but, in order to meet certain functional or performance requirements, there is only one economically feasible source for this purchase.

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)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Approval:

[Signature] 8/12/10  
County Coordinator Date  
Manager 8.12.10

## Appendix C – Annual Service and Support

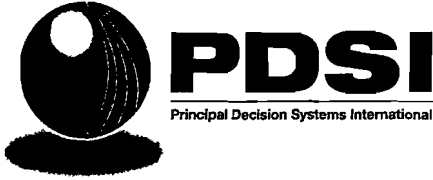
All Software Errors reported by CUSTOMER shall be resolved as set forth below. Initial response by PDSI will be based upon CUSTOMER's full description of the problem. Resolution response will be based upon the priority assigned by PDSI as defined below. If CUSTOMER determines that a Software Error exists, CUSTOMER shall notify PDSI by telephone. Telephone notification will be made to PDSI's support line at (800) 850-7374.

"Normal Business Hours" are 8:00 AM through 5:00 PM (Pacific Standard Time), Monday through Friday, excluding holidays.

The main support line will be answered either by an attendant or automated attendant at all hours. During Normal Business Hours, each trouble report will be assigned a Help Desk Log Number. The Log Number shall be used for all subsequent inquiries relating to the original problem. During Normal Business Hours, the attendant will ring the TeleStaff Support Department and the call will be handled according to the priority assigned by PDSI. In the case of priority-one problems, as noted below, CUSTOMER may be able to speak directly to a TeleStaff Support Representative if one is available. Outside of Normal Business Hours, Priority 1 support, as described in this appendix, will be made available through a pager system. The phone number is 800-850-7374. Priority 1 support is available 24 hours per day, 7 days per week to CUSTOMER's with LIVE status. All other problems will be handled on a callback basis. If requested or so stipulated in the response time criteria below, a PDSI representative will return the call in a manner consistent with the priority and order in which the call was received. CUSTOMER shall make every effort to respond to PDSI in a timely fashion when requests are made to follow-up calls or additional documentation on the reported problem.

Priorities are assigned as follows:

<b>Priority One</b>	
Hours of Availability:	24 hours/day, 7 days/week
Description:	A critical software error that severely impacts the ability of CUSTOMER to perform ALL automated staffing functions (TeleStaff is down). This level of priority is only available to CUSTOMER's that are using TeleStaff in a production environment (LIVE accounts ONLY).
Initial Response:	During Normal Business Hours, immediate response if a Support Representative is available. Otherwise, PDSI will respond with a call back within one hour. Outside of Normal Business Hours (including holidays), PDSI will respond with a call back within two hours.
Resolution Response:	PDSI will work aggressively to provide CUSTOMER with a workaround solution or to completely resolve the problem.
Notification:	It is the responsibility of CUSTOMER to alert PDSI of a possible Priority-One issue. PDSI will update CUSTOMER of progress frequently during problem resolution and notify CUSTOMER once the workaround has been provided or the problem has been resolved.
<b>Priority Two</b>	
Hours of Availability:	Monday through Friday, 6:30 AM to 6:00 PM, Pacific Standard Time.
Description:	A non-critical software error, which prevents the user from performing a data entry or system administration function. These do not include cosmetic, documentation, or reporting problems. These also do not include questions or inquiries regarding the operation of the software or its installation and training.
Initial Response:	During Normal Business Hours, PDSI will respond with a call back within three hours. Outside of Normal Business Hours (including holidays), PDSI will respond with a call back the next business day
Resolution Response:	PDSI will provide a workaround for CUSTOMER when possible. PDSI will provide a problem resolution in the form of an Upgrade or modification to the Software in an upcoming Update.
Notification:	PDSI will notify CUSTOMER when a workaround has been provided or the problem has been resolved.
<b>Priority Three</b>	
Hours of Availability:	Monday through Friday, 6:30 AM to 6:00 PM, Pacific Standard Time.
Description:	All other software or documentation errors not described above. These include but are not limited to: <ul style="list-style-type: none"> <li>• Reporting errors or calculation problems</li> <li>• Documentation inaccuracies</li> <li>• Cosmetic issues</li> <li>• Misspellings</li> <li>• Product Enhancement requests</li> <li>• Questions or inquiries relating to TeleStaff Software functionality, system administration or installation</li> </ul>
Initial Response:	PDSI will respond to these items if specifically requested to do so at the time of the request. If a reply is requested, PDSI will respond within an average of twenty-four (24) hours during Normal Business Hours.
Resolution Response:	PDSI will correct documentation errors in upcoming releases of the documentation.
Notification:	If requested, PDSI will notify the CUSTOMER when a workaround has been provided or the problem has been resolved.



NASSAU COUNTY  
FIRE RESCUE

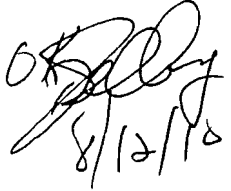
2010 JUL -7 PM 2: 25

**Invoice**

DATE	INVOICE NO.
7/1/2010	2010-1572

**BILL TO:**

**Nassau County Fire Department**  
**96135 Nassau Place Suite 1**  
**Yulee, FL 32097-8625**

P.O. NO.	DUE DATE	REP	SERVICE START DATE
	7/31/2010		9/1/2010
ITEM	DESCRIPTION		AMOUNT
TS-Maint	TeleStaff Annual Service and Support: For a period of one (1) year from the Serviced Date to the left of this description, provides access to PDSI technical services staff via phone and through the web portal; provides minor and enhancement upgrades to the TeleStaff software at no additional cost. Please see Appendix C of TeleStaff Software License Agreement for additional information.  Receipt of payment by Due Date above will prevent disruption of service for lack of payment.		2,480.10
WS-Service	WebStaff Usage Fee: For a period of one (1) year from the Service Date to the left of this description, provides access to specific end-user and administrative TeleStaff functions from the Internet through any supported Web browser.  Receipt of payment by Due Date above will prevent disruption of service for lack of payment.		2,268.00
	Out-of-state Sale  		0.00
If you have any questions, please call Casey Sherman @ (714)703-2150 x 1207  Please make check payable to PRINCIPAL DECISION SYSTEMS INTL.			<b>Total</b> \$4,748.10  <b>Balance Due</b> \$4,748.10



TeleStaff



STAFFeasy



