# PHYSIO-CONTROL (CONTRACTOR)/CUSTOMER (CITY OF SANTA FE) ADDENDUM

### INDEMNIFICATION

The Contractor shall indemnify, hold harmless and defend the City from all losses, damages, claims or judgments, including payments of all attorneys' fees and costs on account of any suit, judgment, execution, claim, action or demand whatsoever arising from Contractor's negligent acts or omissions in the performance of this Agreement as well as the performance of Contractor's employees, agents, representatives and subcontractors.

# **NEW MEXICO TORT CLAIMS ACT**

Any liability incurred by the City of Santa Fe in connection with this Agreement is subject to the immunities and limitations of the New Mexico Tort Claims Act, Section 41-4-1, et. seq. NMSA 1978, as amended. The City and its "public employees" as defined in the New Mexico Tort Claims Act, do not waive sovereign immunity, do not waive any defense and do not waive any limitation of liability pursuant to law. No provision in this Agreement modifies or waives any provision of the New Mexico Tort Claims Act.

### <u>APPROPRIATIONS</u>

The terms of this Agreement are contingent upon sufficient appropriations and authorization being made by the City for the performance of this Agreement. If sufficient appropriations and authorization are not made by the City, this Agreement shall terminate upon written notice being given by the City to the Contractor. The City's decision as to whether sufficient appropriations are available shall be accepted by the Contractor and shall be final.

# THIRD PARTY BENEFICIARIES

By entering into this Agreement, the parties do not intend to create any right, title or interest in or for the benefit of any person other than the City and the Contractor. No person shall claim any right, title or interest under this Agreement or seek to enforce this Agreement as a third party beneficiary of this Agreement.

#### **NOTICES**

Any notices required to be given under this Agreement shall be in writing and served by personal delivery or by mail, postage prepaid, to the parties at the following addresses:

City of Santa Fe Fire Department P.O. Box 909 Santa Fe, NM 87504

Physio-Control, Inc. 11811 Willows Road NE P.O. Box 97006 Redmond, WA 98073-9706

IN WITNESS WHEREOF, the parties have executed this Agreement on the date set forth below.

CITY OF SANTA FE:

JAVIER M. GONZALES, MAYOR

DATE: <u>2/13/14</u>

PHYSIO-CONTROL, INC.

Marcle Stoetzel Service Contracts Spervisor

NAME & TITLE

DATE: Dec 4th 2017

CRS# 62-033771000

ATTEST:

YOLANDA Y. VIGIL, CITY CLERK

APPROVED AS TO FORM:

KELLEY A. BRENNAN, CITY ATTORNEY

APPROVED:

ADAM K. JOHNSON, FINANCE DIRECTOR

12087. 510 310 Business Unit/Line Item

# FINANCE DEPARTMENT-FINANCE COMMITTEE

# Finance Packet Checklist

# Physio Control, Inc

The following information should be included in all packets to ensure your item is not pulled,

err is not pulled. VES			
Contracts/Agreements/Grants/BARIs/Bids/RFP's. Memo	Address memo to Finance Committee-Initaled by all Staff Provide explanation if and when Budget available Include Funding Source-Business Unit and Line Item Include approval term if requesting more than 1 yr Verify term in memo matches term of Contract Include Bid/RFP # in memo Submit Electronic /PDF packet to Finance Submit Conginals to the City Clerk's office Contracts and Agreements	Attach Initialed Memo addressed to Finance Committee  Need approval from legal-must be "Aprroved As To Form" by City Attorney Include CRS # in contract Include Business Registration # in contract Attach Summary of Contract and Agreement Form Attach Procurement Checklist Submit single sided copy of contract to Finance Submit Electronic /PDF packet to Finance Forward Originals to the City Clerk's office	Route all contracts, MOU's and agreements through Purchasing 1st for "Procurement Checklist" Forward to City Attorney for "Approved as to Form" Approval Forward complete contract to Budget Officer for review and approval Forward BARS-to Accounting for review and signature (Grants or Special Projects) Forward all other BARS directly to Budget Office for review and approval Contracts >\$50k forward to Finance Committee-all others forward to Finance Department

# CITY OF SANTA FE RFB PROCUREMENT CHECKLIST

Contractor Name:	Physio Control Inc.
Procurement Title:	Exempt Procurement
Solicitation RFB#:	
Department Reque	sting/Staff Member Greg Cliburn
and all other docum The procurement sh	frements:  Shall be maintained for all contracts, regardless of the method of procurement. The procurement file is on which the award is made, all submitted bids, all evaluation materials, score sheets, quotations entation related to or prepared in conjunction with evaluation, negotiation, and the award process. all contain a written determination from the Requesting Department, signed by the purchasing the reasoning for the contract award decision before submitting to the Committees.
REQUIRED DOCUM	IENTS FOR APPROVAL BY PURCHASING*
Appr Appr Appr Appr Appr Appr Appr Appr	oved Procurement Checklist (by Purchasing) artments Recommendation of Award Memo addressed to Finance ab act, Agreement or Amendment act, Business Registration and CRS numbers on contract or agreement arry of Contracts and Agreements form cate of Insurance
Medical Officer Greg	Cliburn
Department Rep Printe	Name and Title
Pepartment Rep Signat	ture attesting that all information included
Dielon	Trocker crown
	sting that all information is reviewed 01/05/18
EQUIRED DOCUMEN	7.3
Final Bid Final RFG Copy of All adder Plan hold Complete Copies of	legal solicitation published in the newspaper, website, etc.

		Non-Responsive/Non-Responsibility Form and correspondence or letters from Department to vendor regarding disqualifications
[		Oral presentations (sign-in sheets, presentation materials, etc.)  Documentation sent to Bidders/Offerors and responses received assembly to the sent to be a sen
		negotiations, and/or best and final offers, etc.  Reference Reviews/Reference Check Questionnaires Individual evaluations included for each RFP.  Pricing evaluation
		Final overall evaluation matrix or summary of evaluator scores  Other:
A	WARD*	
YE	s N/	
		Fully executed Memo to Committees from the Department with recommendation of award Winning bid (this is a copy that has all confidential/proprietary information excluded) Contract Award Notice Email or notification sent to all Bidders/Offerors that award was made Waiver or "No Action Taken" from Procurement Office If IFB and not awarded to lowest responsive, responsible bidder; written explanation Other:
DIS YES	CLOSUF	RES*
л <u>г</u> з	n/a ⊠	Contractor Disclosures & Conflicts of Interest
		Disclosures & Conflicts of Interest Form(s) (winning bidder(s)/offeror(s))  Contractor — Conflicts of Interest
Ħ		Purchasing Office Letter or e-mail to designated individual regarding potential conflict Conflict of Interest Form signed by all parties
		Letter from Procurement Office regarding the potential conflict  Subcontractor Disclosures  Disclosures & Conflicts of Interest forms of S. I.
		Disclosures & Conflicts of Interest form of Subcontractor(s) Subcontractor —Conflicts of Interest Purchasing Officer Letter or anglish designed by the state of the second
Ä		Purchasing Officer Letter or email to designated individual regarding potential conflict Conflict of Interest form signed by all parties Letter from Legal Office regarding the potential conflict
		Other:
CONT YES	RACT* N/A	
		Copy of Executed Contract
		Copy of all documentation presented to the Committees Finalized Council Committee Minutes Other:
MISCE YES		DUS FILE*
	N/A ⊠	Local Preference Form
H	岗	New Mexico Residence Form Veterans Exemption

		Other:
includ result	de all oti ting cont	her substantive documents and records of communication that pertain to the procurement and any tract.
PROT		applicable)*
YES		Documentation from protester filed with the Purchasing Office Letter from Department to Purchasing Office Providing response to protest Letter from Purchasing Officer to protester and Department on final outcome Other:
Create sensiti	e a sepa ve, con	arate file folder which may contain any documents with trade secrets or other competitively
YES	n/a ⊠	Original bid(s) with no redactions
<b>n</b> 0	Medical	Officer Gret Cliburn
Departm	nent Rep	Printed Name and Title
Departm	ent kep	Signature attesting that all information included



# City of Santa Fe Summary of Contracts, Agreements, & Amendments

RECEI	VFn
.15 ON	127
JAN n g	2010

# Section to be completed by department for each contract or contract amendment

			RACT 🔽 or CONTRA	ACT AMENDMENT	C) FINANCE DEPT
2	Name of 0	Contractor Ph	ysio-Control Inc.		OF SANTA
3	Complete	information red	quested		Plus GRT
	Orig	inal Contract A	Amount:	<b>\$59.060.00</b>	☐ Inclusive of GR1
	1611	nination Date:	June 3	<u>30, 2021</u>	
*	. 「	Approved	by Council Date:		•
	Γ	or by City	Manager Date:		
Contra	ct is for:	Maintenance a Department	greement for service and repai	r of cardiac monitor-defibrillators	for Fire
			to the Origi		
			) Amount \$		
			Date to:		
	Γ	Approved b	ov Council		
	Γ	or by City M	<del></del>		
mendn	nent is for:		_		
	and bread from board from	plante			
4 H	listory of C	ontract & Am	endments: (option: attach spre	eadsheet if multiple amendments	) F Plus GRT
					☐ Inclusive of GRT
	Amount \$		of original Contract#	Termination Da	ate:
		Reason:			
	Amount \$ _		amendment #	Termination Da	te:
	A	Reason:			
	Amount \$ _	D		Termination Da	te:
	Amount \$	Reason:		-	
	· · · · · · ·	Reason:		Termination Da	te:



# City of Santa Fe Summary of Contracts, Agreements, & Amendments

	Procurement Method of Original Contract: (complete one	e of the lines)	
	RFP#	Date:	
	RFQ [		
	Sole Source		
	Other Excempt per Purchasing Manual 18.1		·
6	Procurement History: First year of three-year contract example: (First year of 4 year contract)		
	Purchasing Officer Review		
	Comments or Exceptions:		
7	Funding Source:		12087.510310
	AM		
	Budget Officer Approval		
	Comments or Exceptions:		<del></del>
8	Any out-of-the ordinary or unusual issues or concerns:	•	
	(Memo may be attached to explain detail.)		<del></del>
9	Staff Contact who completed this form: Greg Cliburn		
	Phone #ext. 3123		
10	Certificate of Insurance attached. (if original Contract)	,	
Retu	nit to City Attorney for review/signature ard to Finance Director for review/signature rn to originating Department for Committee(s) review or for nd approval (depending on dollar level).	vard to City Manager for review	
ed oT	recorded by City Clerk:		
Contra	act#		
Date o	of contract Executed (i.e., signed by all parties):		
Note:	If further information needs to be included, attach a separate me	emo.	
	nents:		



Physio-Control, Inc. | Lifesaving starts here."

#### ADDRESS

11811 Willows Road NE Redmond, WA 98052

#### **PHONE**

GENERAL 425 867 4000 TOLL-FREE 800 442 1142

www.physio-control.com

#### November 15, 2017

Dear Customer,

Physio-Control, Inc. is the sole-source provider in the Hospital (hospitals and hospital-owned facilities), Emergency Response Services and Emergency Response Training (paramedics, professional and volunteer fire) markets for the following products:

- New LIFEPAK® 15 monitor/defibrillators
- New LIFEPAK 20e defibrillator/monitors
- New LIFEPAK 1000 automated external defibrillators
- New LUCAS® Chest Compression Systems
- TrueCPR™ Coaching Devices

Physio-Control, Inc. is the sole-source provider in all markets for the following products & services:

- RELI<sup>SM</sup> (Refurbished Equipment from the Lifesaving Innovators) devices
- LIFENET® System and related software
- Factory-authorized inspection and repair services which include repair parts, upgrades, inspections and repairs
- HealthEMS® Software
- HomeSolutions.NET® Software
- ACLS (non-clinical) LIFEPAK® defibrillator/monitors

Physio-Control is also the sole source distributor of the following products for EMS customers in the U.S. and Canadian markets:

- McGRATH® MAC EMS Video Laryngosope
- McGRATH® MAC Disposable Laryngoscope Blades
- McGRATH® X Blade™

Physio-Control does not authorize any resellers to sell these products or services in the markets listed above. We will not fulfill orders placed by non-authorized businesses seeking to resell our products. If you have questions, please feel free to contact your local Physio-Control sales representative at 800.442.1142.

Best regards,

PHYSIO-CONTROL, INC.

Vice-President, Americas Sales

# CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY) 01/05/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE IS ISSUED AS A MALIER OF INFORMATION UNLT AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

	URED, the policy(ies) must h itions of the policy, certain plieu of such endorsement(s).			A statement on this
on Risk Services Central, Inc.	CONTACT NAME:			
and Rapids MI Office Louis Street NW	PHONE (A/C. No. Ext): (61	6) 456-5366	FAX (A/C. No.): (616	5) 456-7451
itte 200 and Rapids MI 49503 USA	E-MAIL ADDRESS:			, 100 / 132
and Rapids MI 49503 USA		INSURER(S) AFF	ORDING COVERAGE	
URED Same Same			Insurance Company	NAIC#
ryker Corporation & Subsidiaries 25 Airview Boulevard	INSURER B:	- nepublic .	insurance Company	24147
lamazoo MI 49002 USA	INSURER C:			
	INSURER D:			
	INSURER E:			
OVERAGES CERTIFICATE NUMBER:	INSURER F:			
		F	EVISION NUMBER:	
XCLUSIONS AND CONDITIONS OF SUCH POLICIES, LIMITS SHOP			ED HEREIN IS SUBJECT	=CT TO WHICH THIS TO ALL THE TERMS.
TYPE OF INSURANCE ADDL SUBRI INSD WYD POL	ICY NUMBER POLICY EF		VIO.   imite el	hown are as requeste
X COMMERCIAL GENERAL LIABILITY Y MWZY 30991	9 (MM/DD/YYY 02/01/20	Y) (MM/DD/YYYY 17 02/01/2018	EACH OCCURRENCE	
CLAIMS-MADE X OCCUR			DAMAGE TO RENTED	\$1,000,00
		ľ	PREMISES (Ea occurrence) MED EXP (Any one person)	\$500,00
		ľ	PERSONAL & ADV INJURY	\$1,000,000
GEN'L AGGREGATE LIMIT APPLIES PER:  X POLICY PRO- LOC		1	GENERAL AGGREGATE	\$2,000,000
OTHER:			PRODUCTS - COMP/OP AGG	\$2,000,000
AUTOMOBILE LIABILITY MWTB 309910	)   02/01/201	17 02/01/2018	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000
OWNED SCHEDULED			BODILY INJURY ( Per person)	
AUTOS ONLY AUTOS NON-OWNED			BODILY INJURY (Per accident) PROPERTY DAMAGE	
X Phys-Drnge-Self insq AUTOS ONLY			(Per accident)	
UMBRELLA LIAB OCCUR		<del></del>		
EXCESS LIAB CLAIMS-MADE		1 1	EACH OCCURRENCE	
DED RETENTION		1	AGGREGATE	
WORKERS COMPENSATION AND EMPLOYERS' LIABILITY MWC 309915	00 02/01/201	7 02/01/2018	I DED OTHER HE	
ANY PROPRIETOR / PARTNER / EXECUTIVE Y/N AOS	1	! .	X PER STATUTE OTH-	
OFFICER/MEMBER EXCLUDED? N/A MWXS 309917 (Mandatory in NH) If yes, describe under EXCESS WC -	102/01/201	.  ,,	E.L. EACH ACCIDENT	\$1,000,000
DESCRIPTION OF OPERATIONS below	,	1 +	E.L. DISEASE-EA EMPLOYEE	\$1,000,000
		<del>                                     </del>	E.L. DISEASE-POLICY LIMIT	\$1,000,000
				!
	arks Schedule may be attached in			
RIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Rem	Jonesone, may be attached if more	space is required		
and its arrittated companies are n	amed under the reference			
and its airillated companies are n	amed under the reference	red by writt	an continue :	
RIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remio-Control, Inc. and its affiliated companies are not santa Fe is included as Additional Insured (CG cy provisions of the general liability policy.	amed under the reference	red by writt	en contract, in accor	rdance with the
and its airillated companies are n	amed under the reference	red by writt	en contract, in acco	rdance with the
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of Santa Fe is included as Additional Insured (CG cy provisions of the general liability policy.  TIFICATE HOLDER  City of Santa Fe	CANCELLATION  SHOULD ANY OF THE EXPIRATION DATE THERE POLICY PROVISIONS.	ABOVE DESCRIB	ED DOUGES AT	rdance with the
of Santa Fe is included as Additional Insured (CG cy provisions of the general liability policy.	CANCELLATION  SHOULD ANY OF THE ACTION DATE THERE	ABOVE DESCRIB	ED DOUGES AT	rdance with the



Physio Control, Inc. 11811 Willows Road NE P.O. Box 97006 Redmond, WA 98073-9706 U.S.A www.physio-control.com tel (800) 442.1142 fax (800) 772.3340

**Quote Number** 

00098581

Create Date

Quote Expiration Date 01/13/2018

Quote Consultant Trish Lundeen (425) 867-4785

10/13/2017 8:35 AM

WECC74

# Service Plan Quote

Account: 02227701	Service Plan Detail	
SANTA FE CITY FD	Type	Renewal
Attn: Greg Cliburn, Medical Officer	Service Plan Start Date	
200 MURALES RD	Service Plan End Date	06/30/2021
SANTA FE,NM 87501	Reference Plan	
(505) 955-3123	Billing Frequency	Annual
gbcliburn@santafenm.gov	Terms	All quotes subject to credit approval and the
		following terms and conditions
	Net Terms	
	Promotion	
	Coverage Details-Brochure	www.physio-control.com/ServicePlans/
Notes		
Service plan customers receive 15%	discount on Accessories and Disposables.	

Product	Start Date	End Date	Qty	Term List Price	Disc %	Annual Net Price Per Unit	Term Net Price Per Unit	Extended Term Net Price
LP15-OSCOMP-3- POS Renewal	07/01/2018	06/30/2021	2	5,184.00	15.00	1,468.80	4,406.40	8,812.80
LP15-OSCOMP-3	07/01/2018	06/30/2021	10	5,184.00	5.00	1,641.60	4,924.80	49,248.00

<sup>\*</sup> Denotes Proration

Product Descriptions provided below signature line.

Subtotal

**Estimated Tax** 

Estimated Shipping & Handling

\_\_\_\_\_

**Grand Total** 

USD 58,060.80

Pricing Summary Totals USD 62,208.00

Total Discount

List Price Total

Estimated Tax + S&H

USD -4,147.20 USD 0.00

USD 58,060.80

USD 0.00

USD 0.00

Tax will be calculated at time of invoice and is based on the Ship To location where product will be shipped.

GRAND TOTAL FOR THIS QUOTE USD 58,060.80

Please Select One:  MY COMPANY USES A PO SYSTEM-please acknowledge On all orders \$5,000 or greater before applicable freight ta is required. (If under \$5,000, a purchase order number is suf	the following:  xes, a hard copy purchase order, referencing the quote number,  fficient. Please provide purchase order # here
MY COMPANY DOES NOT USE A PO SYSTEM-section be	low must be completed prior to order submission.
BILLING ADDRESS	SHIPPING ADDRESS
Address	Address
CityState	City State
Zip Code	Zip Code
A/P Email	A/P Email
Phone Number	Phone Number
Signature Required For Non-PO using: Physio-Control Inc. Requires Written Verification Of This Order.	Please Check Applicable Tax Status:  We are a Tax Exempt Entity (Tax Exempt Certificate Must Be Provided)
The Undersigned is Authorized To Place This Order in Accordance With The Terms and Prices Denoted Herein.	■ We are Taxable Entity (Applicable Tax will be Applied at Time of Invoice)
AUTHORIZED SIGNATURE	
NAME	
TITLE	

To add or modify account information fill out the form found on the hyperlink provided.

# http://www.physio-control.com/account

### Reference Number TL/02227701/147608

Product	Product Description
LP15-OSCOMP-3-POS	LIFEPAK 15 Service - 3 YEAR.
Renewal	On-site Comprehensive Coverage. Annual Payments.
	Includes:
	-Services performed at customer's location by a Physio-Control Technical Specialist
	-Parts and labor necessary to restore device to original specifications
	-Annual Preventive Maintenance and inspections including quality assurance documentation
	-Discounts on accessories, disposables, and upgrades
	-Updates to the latest software version
	-Preconfigured loaner device provided if needed
	-Battery Replacement Service
LP15-OSCOMP-3	LIFEPAK 15 Service - 3 YEAR.
	On-site Comprehensive Coverage for LIFEPAK® 15

DATE

Includes:
-Services performed at customer's location by a Physio-Control Technical Specialist
-Parts and labor necessary to restore device to original specifications
-Annual Preventive Maintenance and inspections including quality assurance documentation
-Discounts on accessories, disposables, and upgrades
-Updates to the latest software version
-Preconfigured loaner device provided if needed
-Battery Replacement Service

## Service Plan Summary

List of covered equipment by location will be provided upon Customer's signature of this quote.

#### General Terms for all Products, Services and Subscriptions.

Physio-Control, Inc. ("Physio") accepts Buyer's order expressly conditioned on Buyer's assent to the terms set forth in this document. Buyer's order and acceptance of any portion of the goods, services or subscriptions shall confirm Buyer's acceptance of these terms. Unless specified otherwise herein, these terms constitute the complete agreement between the parties. Amendments to this document shall be in writing and no prior or subsequent acceptance by Seller of any purchase order, acknowledgment, or other document from Buyer specifying different and/or additional terms shall be effective unless signed by both parties.

Pricing. Prices do not include freight insurance, freight forwarding fees, taxes, duties, import or export permit fees, or any other similar charge of any kind applicable to the goods and services. Sales or use taxes on domestic (USA) deliveries will be invoiced in addition to the price of the goods and services unless Physio receives a copy of a valid exemption certificate prior to delivery. Discounts may not be combined with other special terms, discounts, and/or promotions.

Payment. Payment for goods and services shall be subject to approval of credit by Physio. Unless otherwise specified by Physio in writing, the entire payment of an invoice is due thirty (30) days after the invoice date for deliveries in the USA, and sight draft or acceptable (confirmed) irrevocable letter of credit is required for sales outside the USA.

Minimum Order Quantity. Physic reserves the right to charge a service fee for any order less than \$200.00.

Patent Indemnity. Physio shall indemnify Buyer and hold it harmless from and against all demands, claims, damages, losses, and expenses, arising out of or resulting, from any action by a third party against Buyer that is based on any claim that the services infringe a United States patent, copyright, or trademark, or violate a trade secret or any other proprietary right of any person or entity. Physio's indemnification obligations hereunder will be subject to (i) receiving prompt written notice of the existence of any claim; (ii) being able to, at its option, control the defense and settlement of such claim (provided that, without obtaining the prior written consent of Buyer, Physic will enter into no settlement involving the admission of wrongdoing); and (iii) receiving full cooperation of Buyer in the defense of any claim.

Limitation of Interest. Through the purchase of Physio products, services, or subscriptions, Buyer does not acquire any interest in any tooling, drawings, design information, computer programming, patents or copyrighted or confidential information related to said products or services, and Buyer expressly agrees not to reverse engineer or decompile such products or related software and information.

Delays. Physio 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 an event beyond its reasonable control, including but not limited to, acts of God, labor disputes, the requirements of any governmental authority, war, civil unrest, terrorist acts, delays in manufacture, obtaining any required license or permit, and Physio inability to obtain goods from its usual sources.

Limited Warranty. Physio warrants its products and services in accordance with the terms of the limited warranties located at http://www.physio-control.com/Documents/. The remedies provided under such warranties shall be Buyer's sole and exclusive remedies. Physic 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 BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR OTHER DAMAGES.

Compliance with Confidentiality Laws. Both parties acknowledge their respective obligations to maintain the security and confidentiality of individually identifiable health information and agree to comply with applicable federal and state health information confidentiality laws.

Compliance with Law. The parties agree to comply with any and all laws, rules, regulations, licensing requirements or standards that are now or hereafter promulgated by any local, state, and federal governmental authority/agency or accrediting/administrative body that governs or applies to their respective duties and obligations hereunder.

Regulatory Requirement for Access to Information. In the event 42 USC § 1395x(v)(1)(I) is applicable, Physio shall make available to the Secretary of the United States Department of Health and Human Services, the Comptroller General of the United States General Accounting Office, or any of their duly authorized representatives, a copy

of these terms, such books, documents and records as are necessary to certify the nature and extent of the costs of the products and services provided by Physio.

No Debarment. Physio represents and warrants that it and its directors, officers, and employees (i) are not excluded, debarred, or otherwise ineligible to participate in the Federal health care programs as defined in 42 USC § 1320a-7b(f); (ii) have not been convicted of a criminal offense related to the provision of healthcare items or services; and (iii) are not under investigation which may result in Physio being excluded from participation in such programs.

Choice of Law. The rights and obligations of Physic and Buyer related to the purchase and sale of products and services described in this document shall be governed by the laws of the state where Buyer is located. All costs and expenses incurred by the prevailing party related to enforcement of its rights under this document, including reasonable attorney's fees, shall be reimbursed by the other party.

#### Additional Terms for Purchase and Sale of Service Plans.

In addition to the General Terms above, the following terms apply to all Physio Service Plans.

Service Plans. Physio shall provide services according to the applicable Service Plan purchased by Buyer and described at http://www.physio-control.com/ServicePrograms.aspx for the length of the subscription purchased and for the devices specified as covered by the Service Plan ("Covered Equipment").

Pricing. If the number or configuration of Covered Equipment changes during the Service Plan subscription, pricing shall be pro-rated accordingly. For Preventative Maintenance, Inspection Only, Comprehensive, and Repair & Inspect Service Plans, Buyer is responsible to pay for preventative maintenance and inspections that have been performed since the last anniversary of the subscription start date and such services shall not be pro-rated.

Device Inspection Before Acceptance. All devices that are not covered under Physio's Limited Warranty or a current Service Plan must be inspected and repaired (if necessary) to meet specifications at thencurrent list prices prior to being covered under a Service Plan.

Unavailability of Covered Equipment. If Covered Equipment is not made available at a scheduled service visit. Buyer is responsible to reschedule with the Physio Service Technician, or ship-in the Equipment to a Physio service depot. Physio reserves the right to charge Buyer a surcharge for a return visit. Surcharges will be based on then-current Physio list price of desired services, less 10% for labor and 15% for parts, plus applicable travel costs. The return visit surcharge will be in addition to the subscription price of the Service Plan. To avoid the surcharge, Buyer may ship devices to a Physio service depot. Buyer shall be responsible for round-trip freight for ship-in service.

Unscheduled or Uncovered Services. If Buyer requests services to be performed on Covered Equipment which are not covered by a Service Plan, or are outside of designated Services frequency or hours, Physio-Control will charge Buyer for such services at 10% off Physio-Control's standard rates (including overtime, if appropriate) and applicable travel charges. Repair parts required for such repairs will be made available at 15% off the then-current list price.

Loaners. If Covered Equipment must be removed from service to complete repairs, Physio will provide Buyer with a loaner device, if one is available. Buyer assumes complete responsibility for the loaner and shall return the loaner to Physio in the same condition as received, normal wear and tear exempted, upon the earlier of the return of the removed Covered Equipment or Physio's request.

Cancellation. Buyer may cancel a Service Plan upon sixty (60) days' written notice to Physio. In the event of such cancellation, Buyer shall be responsible for the portion of the designated price which corresponds to the portion of the Service Plan subscription prior to the effective date of termination and the list-price cost of any preventative maintenance, inspections, or repairs rendered after the last anniversary date of the subscription start date.

No Solicitation. During the Service Plan subscription and for one (1) year following its expiration Buyer agrees to not to actively and intentionally solicit anyone who is employed by Physio to provide services such as those described in the Service Plan.