

NOVIUS LAB HARDWARE AMENDMENT

This Amendment is made as of the 25th day of August, 2003 between SIEMENS MEDICAL SOLUTIONS USA, Inc, 51 Valley Stream Parkway, Malvern, Pennsylvania 19355 ("Siemens") and San Mateo County, located at 225 West 37th Avenue, San Mateo, California 94403 ("Customer").

Siemens and Customer agree to amend the INVISION RCO AGREEMENT between Customer and Siemens dated as of October 7, 1997, [as amended,] ("Agreement") as follows:

1. **EQUIPMENT AND THIRD PARTY SOFTWARE**. Customer hereby purchases from Siemens and Siemens hereby sells to Customer the items listed in Attachment 1 to this document in accordance with the applicable terms and conditions of the Agreement. All equipment and third party software listed herein shall be delivered to a single location specified by Customer prior to equipment and third party software delivery. Customer shall pay twenty-five percent (25%) of the price listed below on the date hereof and the remaining seventy-five percent (75%) on Delivery.

1.1 In order for Customer to acquire the Risc6000 hardware and receive the necessary maintenance services, Customer must agree to and execute IBM Document 5774 (Agreement for Services Acquired from an IBM Business Partner), IBM Document 5766 (Agreement for Services Acquired from an IBM Business Partner), and IBM Maintenance and Services Instructions Document are attached hereto as Exhibits 1, 2, and 3.

2. **GENERAL**. This Amendment supersedes any contrary or inconsistent provisions of the Agreement and any prior amendments. No provisions of any Customer purchase order shall apply. As amended, the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, intending to be legally bound hereby, Siemens and Customer have executed this Amendment as of the date and year first above mentioned.

SIEMENS MEDICAL SOLUTIONS USA, INC.

SAN MATEO COUNTY

By: _____

By: _____

Typed or Printed Name and Title

Typed or Printed Name and Title

EXHIBIT 1

ATTENTION – PLEASE READ

In order for Siemens to sell IBM services, these instructions must be read and followed:

1. The below document is IBM Document number 5774 (Agreement for Services Acquired from an IBM Business Partner). This document must be signed by the customer along with IBM Document number 5766 (Agreement for Services Acquired from an IBM Business Partner).
2. This document is an official IBM document and can not be altered or modified in any way.
3. If the Siemens contract or amendment includes dollars for IBM Maintenance/Services, both IBM agreements must be signed by the customer and properly submitted. If the customer declines to sign these documents and IBM Maintenance/Services were included in the contract, an amendment must be submitted to correct the contract.
4. The IBM agreements must be submitted to Len Hertzler at Mail Code H08 or fax number 610-219-4535.

IBM Agreement for Services Acquired from an IBM Business Partner

Thank you for your business. We strive to provide you with high quality Services. If, at any time, you have any questions or problems, or are not completely satisfied, please let us know. Our goal is to do our best for you.

IBM ("we") has signed agreements with certain organizations (called "IBM Business Partners") to promote, market, and support certain Services. Some IBM Business Partners also fulfill these functions through other remarketers who are not IBM Business Partners. However, for purposes of brevity in this Agreement, when we use the term IBM Business Partner we mean IBM Business Partners and their remarketers. When the Customer ("you") orders our Services under this Agreement from an IBM Business Partner, we are responsible for providing the Services to you under the warranties and other terms of this Agreement. We are not responsible for 1) the actions of IBM Business Partners, 2) any additional obligations they have to you, or 3) any products or services that they supply to you under their agreements. IBM Business Partners establish the price and terms at which they market IBM Services. In the event that your IBM Business Partner is no longer able to offer our Services, for any reason, we will so notify you in writing. You may continue to receive our Services by instructing us to transfer administration of your Service to either (1) another IBM Business Partner of your choice (who may require you to first execute one of their agreements) who is approved to offer you our Services, or (2) us and signing a separate IBM agreement for services.

This IBM Agreement for Services Acquired from an IBM Business Partner (called the "Agreement") governs the Services you acquire from an IBM Business Partner and we perform.

Part 1 - General

1.1 Definitions

Enterprise is any legal entity (such as a corporation) and the subsidiaries it owns by more than 50 percent. An Enterprise also includes other entities which are mutually agreed-to in writing.

Machine is a machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term "Machine" includes an IBM Machine and any non-IBM

Machine (including other equipment) for which we may provide maintenance Services.

Materials are literary works or other works of authorship (such as programs, program listings, programming tools, documentation, reports, drawings, and similar works) that we may deliver to you as part of a Service. The term "Materials" does not include licensed program products available under their own license agreement.

Service is performance of a task, provision of advice and counsel, assistance, or access to a resource (such as access to an information data base) we make available to you.

PAGES 2 THROUGH 4 ARE ALSO PART OF THIS AGREEMENT. This Agreement and its applicable Attachments and Transaction Documents are the complete agreement between us regarding these Services and replace any prior oral or written communications regarding these Services. No machines or licensed program products are acquired under this Agreement. Such items are available only under the terms of 1) the IBM Customer Agreement (or any equivalent agreement between us) or 2) the applicable third-party agreement. By signing below for our respective Enterprises, each of us agrees to the terms of this Agreement. Once signed, 1) any reproduction of this Agreement, an Attachment, or Transaction Document made by reliable means (for example, photocopy or facsimile) is considered an original and 2) all Services you order under this Agreement are subject to it.

Agreed to: (Enterprise name)

Agreed to:
International Business Machines Corporation

By _____
Authorized signature

By _____
Authorized signature

Name (type or print):

Name (type or print):

Date:

Date:

Enterprise number:

Agreement number:

Enterprise address:

IBM address:

After signing, please return a copy of this Agreement to the "IBM address" shown above.

1.2 Agreement Structure

Attachments

Some Services have terms in addition to those we specify in this Agreement. We provide the additional terms in documents called "Attachments," which are also part of this Agreement. Attachments will be signed by both of us if requested by either of us. Your IBM Business Partner makes the Attachments available to you for signature.

Transaction Documents

For each business transaction, your IBM Business Partner will provide you with the appropriate "Transaction Documents" that confirm the specific details of the transaction. Transaction Documents will be signed by both of us if requested by either of us. The following are examples of Transaction Documents, with examples of the information they may contain:

1. statements of work (scope of Services, responsibilities, deliverables, completion criteria and estimated schedule or contract period); and
2. supplements and order forms (Service type ordered, and contract period).

Conflicting Terms

If there is a conflict among the terms in the various documents, those of an Attachment prevail over those of this Agreement. The terms of a Transaction Document prevail over those of both of these documents.

Our Acceptance of Your Request for Service

A Service becomes subject to this Agreement when we accept your request for Service from your IBM Business Partner by:

1. providing you a transaction document, or
2. providing the Service.

Your Acceptance of Additional Terms

You accept the additional terms in an Attachment or Transaction Document by doing any of the following:

1. signing the Attachment or Transaction Document
2. using the Service, or allowing others to do so; or
3. making any payment to your IBM Business Partner for the Service.

1.3 Charges and Payment

Your IBM Business Partner sets the charges and terms governing charges. You will make payment directly to your IBM Business Partner. However, we may charge you directly for expenses incurred to perform your Service request, e.g., actual travel and living expenses, out-of-pocket expenses. We will not incur these expenses without your prior approval.

1.4 Changes to the Agreement Terms

In order to maintain flexibility in our Services, we may change the terms of this Agreement by giving you three months' written notice. However, these changes are not retroactive. They apply, as of the effective date we specify in the notice, only to new requests for Service and on-going transactions.

Part 3 of this Agreement contains additional provisions for changes to the terms of individual Service transactions.

Otherwise, for a change to be valid, both of us must sign it. Additional or different terms in any written communication from you are void.

1.5 Limitation of Liability

Circumstances may arise where, because of a default on our part or other liability, you are entitled to recover damages from us. In each such instance, regardless of the basis on which you are entitled to claim damages from us (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), we are liable for no more than

1. damages for bodily injury (including death) and damage to real property and tangible personal property; and
2. the amount of any other actual direct damages, up to the greater of U.S. \$100,000 (or equivalent in local currency), or the charges (if recurring, 12 months' charges apply) you paid to your IBM Business Partner for the Service that is the subject of the claim.

This limit also applies to any of our subcontractors. It is the maximum for which we and our subcontractors are collectively responsible.

Items for Which We are Not Liable

Under no circumstances are we or our subcontractors liable for any of the following:

1. third-party claims against you for damages (other than those under the first item listed above);
2. loss of, or damage to, your records or data; or
3. special, incidental, or indirect damages or for any economic consequential damages (including lost profits or savings), even if we are informed of their possibility.

1.6 Mutual Responsibilities

Both of us agree that under this Agreement:

1. neither of us grants the other the right to use its (or any of its Enterprise's) trademarks, trade names, or other designations in any promotion or publication without prior written consent;
2. all information exchanged is nonconfidential. If either of us requires the exchange of confidential information, it will be made under a signed confidentiality agreement;
3. each is free to enter into similar agreements with others;
4. each grants the other only the licenses and rights specified. No other licenses or rights (including licenses or rights under patents) are granted;
5. each may communicate with the other by electronic means and such communication is acceptable as a signed writing to the extent permissible under applicable law. An identification code (called a "user ID") contained in an electronic document is sufficient to verify the sender's identity and the document's authenticity;
6. each will allow the other reasonable opportunity to comply before it claims that the other has not met its obligations;
7. neither of us will bring a contract legal action more than two years after the cause of action arose unless otherwise provided by local law without the possibility of contractual waiver or limitation; and
8. neither of us is responsible for failure to fulfill any obligations due to causes beyond its control.

1.7 Your Other Responsibilities

You agree:

1. not to assign, or otherwise transfer, this Agreement or your rights under this Agreement, delegate your obligations, or resell any Service, without our prior written consent. Any attempt to do so is void;

2. that you are responsible for the results obtained from use of the Services; and
3. to provide us with sufficient, free, and safe access to your facilities for us to fulfill our obligations.

3. do not expire and are available for your use until either of us terminate the Service.

3.2 Personnel

Each of us will be responsible for the supervision, direction, and control of our respective personnel.

We reserve the right to determine the assignment of our personnel.

We may subcontract a Service, or any part of it, to subcontractors selected by us.

3.3 Materials Ownership and License

We will specify Materials to be delivered to you. We or third parties have all right, title, and interest (including ownership of copyright) in Materials created during the Service performance period or otherwise (such as those that preexist the Service). We will deliver one copy of the specified Materials to you. We grant you an irrevocable, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, and distribute, within your Enterprise only, copies of these Materials.

You agree to reproduce the copyright notice and any other legend of ownership on any copies made under the license granted in this Section.

Any idea, concept, know-how, or technique which relates to the subject matter of a Service and is developed or provided by either of us, or jointly by both of us, in the performance of a Service may (subject to applicable patents and copyrights) be freely used by either of us.

3.4 Changes to Service Terms

We may change the terms of Services that are renewable or non-expiring by giving you three months' written notice. However, these changes are not retroactive. They apply immediately to renewal transactions and as of the effective date we specify in the notice to all existing transactions. If

we make a change to the terms of a renewable Service that 1) affects your current contract period and 2) you consider unfavorable, at the request of your IBM Business Partner, we will defer it until the end of that contract period.

When both of us agree to change any Services statement of work other than as described above,* we will prepare a written description of the agreed change (called a "Change Authorization"), which both of us must sign. The terms of a Change Authorization prevail over those of the statement of work and any of its previous Change Authorizations.

3.5 Renewal

Not Applicable.

3.6 Termination and Withdrawal

Either of us may terminate a Service if the other does not meet its obligations concerning the Service.

You may terminate a Service transaction on one month's written notice to us and to your IBM Business Partner.*

We may withdraw a renewable or non-expiring Service or support for an eligible product on three months' written notice to you. If we withdraw a Service for which you have prepaid and we have not yet fully provided it to you, your IBM Business Partner will give you a prorated refund.

Any terms which by their nature extend beyond termination or withdrawal remain in effect until fulfilled and apply to respective successors and assignees.

1.8 Agreement Termination

You may terminate this Agreement on written notice to your IBM Business Partner and to us following the expiration or termination of your obligations.

Either of us may terminate this Agreement on written notice to the other and to your IBM Business Partner, if the other does not comply with any of its terms.

Any terms of this Agreement which by their nature extend beyond the Agreement termination remain in effect until fulfilled, and apply to both of our respective successors and assignees.

1.9 Geographic Scope

All your rights and all our obligations are valid only in the United States and Puerto Rico, except that all licenses to Materials are valid as specifically granted.

1.10 Governing Law

The laws of the State of California govern this Agreement.

Nothing in this Agreement affects any statutory rights of consumers that cannot be waived or limited by contract.

Part 2 - Warranty Terms

2.1 Warranty for IBM Services

For each IBM Service, we warrant that we perform it:

1. using reasonable care and skill; and
2. according to its current description (including any completion criteria) contained in this Agreement, an Attachment, or a Transaction Document.

2.2 Extent of Warranty

THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

2.3 Items Not Covered by Warranty

We do not warrant uninterrupted or error-free operation of any deliverable or Service.

Unless we specify otherwise, we provide Materials and non-IBM Services **WITHOUT WARRANTIES OF ANY KIND.**

Part 3 - Services

3.1 IBM Services

Services may be either standard offerings or customized to your specific requirements. Each Service transaction may include one or more Services that:

1. expire at task completion or an agreed upon date;
2. automatically renew as another transaction with a specified contract period. Renewals will continue until either of us terminates the Service; or

3.7 Service for Machines

We provide certain types of repair and exchange Service either at your location or at a service center to keep Machines in, or restore them to, conformance with their official published specifications. We may repair the failing Machine or exchange it at our discretion.

When the type of Service requires that you deliver the failing Machine to us, you agree to ship it suitably packaged (prepaid unless we specify otherwise) to a location we designate. After we have repaired or exchanged the Machine, we will return it to you at our expense unless we specify otherwise. We are responsible for loss of, or damage to, your Machine while it is 1) in our possession or 2) in transit in those cases where we are responsible for the transportation charges.

You agree to:

1. obtain authorization from the owner to have us service a Machine that you do not own; and
2. where applicable, before we provide service —
 - a. follow the problem determination, problem analysis, and service request procedures that we provide,
 - b. secure all programs, data, and funds contained in a Machine, and
 - c. inform your IBM Business Partner of changes in a Machine's location.

When Service involves the exchange of a Machine or part, the item we replace becomes our property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty or Service status of the replaced item. Before we exchange a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under our service. You also agree to ensure that the item is free of any legal obligations or restrictions that prevent its exchange.

Any feature, conversion, or upgrade we service must be installed on a Machine which is 1) for certain Machines, the designated, serial-numbered Machine and 2) at an engineering-change level compatible with the feature, conversion, or upgrade.

Repair and exchange Services do not cover:

1. accessories, supply items, and certain parts, such as batteries, frames, and covers;
2. Machines damaged by misuse, accident, modification, unsuitable physical or operating environment, or improper maintenance by you;
3. Machines with removed or altered Machine or parts identification labels;
4. failures caused by a product for which we are not responsible; or
5. service of Machine alterations.

We manage and install engineering changes that apply to IBM Machines and may also perform preventive maintenance.

We provide maintenance Services for selected non-IBM Machines.

When you request maintenance Services under this Agreement, your IBM Business Partner will inform you of the date on which maintenance Services will begin. We may inspect the Machine within one month following that date. If the Machine is not in an acceptable condition for service, you may have us restore it.* Alternatively, you may withdraw your request for maintenance Services.*

EXHIBIT 2

ATTENTION – PLEASE READ

In order for Siemens to sell IBM services, these instructions must be read and followed:

5. The below document is IBM Document number 5766 (Statement of Work for Services Acquired from an IBM Business Partner). This document must be signed by the customer along with IBM Document number 5774 (Agreement for Services Acquired from an IBM Business Partner).
6. This document is an official IBM document and can not be altered or modified in any way.
7. If the Siemens contract or amendment includes dollars for IBM Maintenance/Services, both IBM agreements must be signed by the customer and properly submitted. If the customer declines to sign these documents and IBM Maintenance/Services were included in the contract, an amendment must be submitted to correct the contract.
8. The IBM agreements must be submitted to Len Hertzler at Mail Code H08 or fax number 610-219-4535.



Statement of Work for Services Acquired from an IBM Business Partner
ServiceSuite

1. Scope of Services

We will provide to you the Services described in this Statement of Work for the Machines we specify (called "Eligible Machines"). We will identify the Eligible Machines, and the Services that apply to them, in a Schedule to this Statement of Work. The Schedule will also identify the Specified Locations at which the Services will be provided. A Specified Location may be your entire information processing environment, or a portion thereof, which may be resident at multiple sites or a single building.

These Services are available for Machines used solely for business, professional, or trade purposes and not for personal, family, or household purposes.

2. Contract Period

Start Date:

End Date:

Eligible Machines, Specified Locations, or new Services added to this Statement of Work following its Start Date will assume the remaining portion of the existing contract period.

Renewal Contract Period (years): 0

We will renew the Services that apply for each Specified Location on the Contract Period End Date for the number of years (called the "Renewal Contract Period") specified above. Thereafter, we will automatically renew for the same length periods unless you notify us and your IBM Business Partner in advance of your desire to change the length of the renewal. Either of us can select not to renew by providing written notification (at least one month prior to the end of the current contract period) to the other and to your IBM Business Partner of their decision not to renew.

Each of us agrees that the complete agreement between us about this transaction consists of 1) this Statement of Work and its Schedules, 2) supplemental terms referenced herein, and 3) the IBM agreement for Services Acquired from an IBM Business Partner (or any equivalent agreement in effect between us) identified below.

Agreed to: (Customer Name)

Agreed to:
International Business Machines Corporation

By _____
Authorized signature

By _____
Authorized signature

Name (type or print):

Name (type or print):

Date:

Date:

Customer Company address:

Statement of Work number:

Agreement number:

IBM Services Assistant number:

Customer number:

Telephone number:

IBM address:

Billing address:

4111 Northside Parkway

Atlanta, GA

30327

After signing, please return a copy of this Statement of Work to the "IBM address" shown above.

3. Your Responsibilities

You agree:

1. to provide your IBM Business Partner with an inventory in which you identify all Eligible Machines to be covered at each Specified Location. All Eligible Machines of the same type at a Specified Location must be included in the coverage. You also agree to identify all Eligible Machines for which we are to provide warranty service;
2. to notify your IBM Business Partner whenever you wish to add Eligible Machine types to an existing Specified Location or set up new Specified Locations;
3. to ensure that any access codes we provide to you are used only by those who are authorized to do so;
4. to provide your IBM Business Partner with information we request which is related to our provision of these Services to you and notify your IBM Business Partner of any changes;
5. to allow us to store your contract information, such as names, phone numbers and email addresses, in any country where IBM does business and to use such information internally and to communicate with you for the purpose of our business relationship;
6. to use any electronic diagnostic and service delivery facilities we provide to you only in support of the Eligible Machines identified in the Schedule to this Statement of Work;
7. that electronic access to our support centers and certain databases may require a separate network services agreement*;
8. to pay any communications charges associated with assessing these Services unless we specify otherwise;
9. to use the information obtained under these Services only for the support of the information processing requirements within your Enterprise; and
10. that your acceptance of any software Services does not alter your responsibilities for DSLO licenses.

4. Mutual Responsibilities

If at any time either of us requests a review of the inventory count, each of us will cooperate in updating the last formal inventory.

5. Services Program License

The following terms apply to each Program we provide with a Service that is not otherwise accompanied by a license agreement.

We grant you a nonexclusive license to use the Program on the Eligible Machine we designate to assist us in problem determination or other system support in conjunction with these Services.

If we do not supply a backup copy, you may make one copy of the Program for backup purposes provided you reproduce the copyright notice and any other legend of ownership on the copy. The backup copy is subject to the same terms as the original. You may not 1) modify the Program's Program machine readable instructions or data or merge them into another Program, 2) reverse assemble, reverse compile, or otherwise translate the, 3) sublicense, assign, or transfer the license for the Program, or 4) distribute the Program to any third party. We provide the Program **WITHOUT WARRANTIES OF ANY KIND**.

Your license terminates when 1) the Service terminates, is withdrawn or expires and is not renewed, 2) the Program is no longer needed to perform the Service, or 3) the Eligible Machine which we designated for the Program is removed from productive use within your Enterprise.

We may terminate your license if you fail to comply with these terms.

Upon termination, you agree to destroy the Program and any backup copy you were given or made.

6. Automatic Inventory Increases

We will automatically increase the inventory count at a Specified Location whenever:

1. an Eligible IBM Machine is added to the inventory. If the Machine is under warranty when added, maintenance Services will commence at warranty exit. If the Machine is not under warranty when added, maintenance Services will commence at the later of a) the date of installation or b) the previous yearly anniversary of the start of the contract period. IBM Machines specifically excluded from coverage at contract period start will remain outside the scope of this Statement of Work unless you request we add them during the contract period. However, all Eligible IBM Machines added to your inventory during the contract period will be included in the inventory count and receive maintenance Services as set out in this Section; or
2. an Eligible non-IBM Machine, of the same type as other non-IBM Machines already covered that Specified Location, is added to the inventory. If the Machine is under warranty when added, Maintenance Services will commence at warranty exit. If the Machine is not under warranty when added, maintenance Services will commence at the later of a) the date of installation or b) the previous yearly anniversary of the start of the contract period.

The maintenance Services that apply for these Machines will be the same as that which you are receiving for all other Eligible Machines of the same type.

Newly installed IBM Machines of the same type for which you have already selected Warranty Service Upgrade will be added at date of actual installation and will be covered at the same Warranty Service Upgrade support level.

7. Charges and Payment

Your IBM Business Partner sets the charges and terms governing charges. Your IBM Business Partner may impose an additional charge for some actions, e.g., termination, or for our provision of some additional services, e.g., Service upgrades, additional Systems Administrators, additional reports, or support for other Products. These actions or additional services are identified in this Statement of Work with an asterisk ("**"). Where you see an asterisk, check with your IBM Business Partner to determine if you will incur an additional charge. You will make payment directly to your IBM Business Partner.

8. Termination

You may terminate Services for an Eligible Machine, on notice to us and to your IBM Business Partner, * if you permanently remove it from productive use within your Enterprise. You may also terminate Services by providing us (copy to your IBM Business Partner) one month's written notice, after the Services have been covered under this Statement of Work for at least one year.

You will receive a credit for any remaining pre-paid period associated with Services you terminate in accordance with the provisions of this Statement of Work.

9. Satisfaction Guarantee

If, for any reason, you are not completely satisfied with a Service we provide to you under this Statement of Work, notify us in writing within one month of the time you first become dissatisfied. We will try to resolve the problem to your satisfaction. If we are unable to do so, you will receive a credit equal to the prorated charge for the Service for the period of time you were dissatisfied.

10. ServiceSuite Advanced Service Package

**** MAINTENANCE SERVICES**

Maintenance of IBM Machines

We will provide Service for Machines, as described in our Agreement, for those Eligible IBM Machines specified in the Schedule.

**** Support Services**

IBMLink

The following terms apply whenever a Service under this Statement of Work includes IBMLink electronic access to our databases containing IBM Product support information.

We will:

1. provide instructions for accessing the databases; and
2. provide user IDs to your designated IBMLink Customer Service Administrator.

You agree to:

1. designate and authorize your users of the IBMLink databases. You may designate only yourself and your employees as users;
2. assign a user to be the IBMLink Customer Service Administrator (called "CSA"). The CSA is responsible for:
 - a. following the CSA procedures we provide,
 - b. registering your users for access to Product databases, and
 - c. acting as the primary interface between your users and us;
3. ensure your users use the information obtained from IBMLink only for the support of your information processing requirements. You may not use information obtained from IBMLink for any product development purpose or in any sales or marketing activity or to provide support to any third parties;
4. provide the equipment (such as workstations, modems, and communication features) necessary to use IBMLink;

5. obtain programs necessary to establish dial access to IBMLink;
6. be responsible for any unauthorized use of your user IDs; and
7. pay the charges of any third party telecommunications service provider you use to access IBMLink.

Support Line

We will provide you remote assistance with the operation of supported programs within specific product groups running under selected operating systems for eligible hardware platforms. In addition, you may order certain optional features which are enhancements to this Service.

These terms also apply for each of these optional features unless we specify otherwise.

Definitions

Customer Critical Problem means a problem for which you have no known work around resulting in a critical disruption in your business operations.

Full Shift means 24 hours a day, seven days a week, including national holidays.

Off Shift means all hours outside of Prime Shift.

Prime Shift means 8 a.m. to 5 p.m. in the local time zone where you receive the Service, Monday through Friday (excluding national holidays).

Supported Products means those products contained within designated product groups that run under identified operating systems for eligible hardware platforms. Supported Products are identified in the Supported Products List located at IBM's Internet address <http://www.ibm.com/services/pss/www/sl/products>, or as otherwise provided by IBM. The Supported Products List will identify the products, product groups, operating system groups, and hardware platforms that are eligible for this Service. The Supported Products List will change periodically to reflect Supported Product additions (for example, adding new products) or deletions (for example, deleting products at their end of currency date).

Our Responsibilities

We will provide you remote assistance (via telephone from our support center or via an electronic search and questioning capability) for the following requests related to Supported Products in your specified product groups and operating system groups:

1. basic, short duration installation, usage, and configuration questions;
2. code-related problem questions; #
3. questions regarding IBM Supported Product publications;
4. diagnostic information review to assist in isolation of a problem cause (for example, assistance interpreting traces and dumps for installation and code related problems); # and
5. for known defects, a available corrective service information and program fixes which you are entitled to receive under the terms of your program license agreement. #

Note: For IBM S/390 Supported Products, this defect assistance from our support center is included in your license charge and therefore not covered under the terms of this Statement of Work.

When you report a problem with covered non-IBM products on the Supported Products List, we will assist you to isolate the problem cause and provide you recovery information, if available, from the vendor. We will provide corrective service information and program fixes, if available and we are authorized to provide to you, for known defects. If a new (unknown) defect is identified, we will report it to the appropriate vendor and notify you of our actions. At this point we will consider our support requirement fulfilled. Resolution of these problems is the responsibility of the vendor.

Named Callers

You may designate two users ("Named Callers") per selected operating system group for which you select Prime Shift coverage. You may designate six Named Callers per selected operating system group for which you select Full Shift coverage. Each Named Caller is eligible to submit Support Line Service requests for all products you have covered under this Service.

You must notify us of the identity of your Named Callers as well as one Primary Technical Contact (who may be one of your Named Callers) to whom we may direct general technical information pertaining to your Supported Products and who has the authority to change your designated Named Callers and communicate those changes to us. You may request, through your IBM Business Partner, an increase to your allowed number of Named Callers.*

Response Criteria

We will use commercially reasonable efforts to respond, by telephone, to Support Line Service calls from your Authorized Callers within two hours during Prime Shift. Our initial response may result in resolution of your request or it will form the basis for determining what additional actions may be required to achieve technical resolution of your request. During Off Shift we will use commercially reasonable efforts to respond to Support Line Service calls which your Authorized Callers specify to be Customer Critical Problems within two hours and all other Support Line Service calls within four hours.

Electronic Support

Your Authorized Callers will also be able to electronically submit Support Line Service requests for Supported Products, provided you meet the prerequisites we specify for electronic access. We will use commercially reasonable efforts to respond to each electronic Service request from your Authorized Callers within two hours of receipt during Prime Shift. For electronic Service requests received during Off Shift, we will use commercially reasonable efforts to respond within two hours of the start of Prime Shift on the next business day. IBM is not responsible for delays in response delivery caused by systems and network problems.

Your Additional Responsibilities

You agree to:

1. ensure you are properly licensed to all Supported Products for which you request assistance;
2. retrieve and review a current Supported Products List on a monthly basis to verify whether there have been any additions or deletions of products within your covered product groups;
3. ensure that any access codes we provide to you are used only by your current Authorized Callers;
4. provide us with all relevant and available diagnostic information (including product or system information) pertaining to problems you request assistance with;
5. provide us with appropriate remote access to your system to assist you in isolating the problem cause. You will remain responsible for adequately protecting your system and all data contained therein whenever we remotely access it with your permission; and
6. provide us with written notice of changes to your machine inventory within one month after the change occurs. Such changes may cause a revision to your charges for this Service

Termination

You may terminate a Support Line Service or optional feature on one month's written notice to us and your IBM Business Partner after it has been covered under this Statement of Work for at least one year. However, you may not terminate an operating system group if you have elected to continue support for a product group for which it is a prerequisite. Also, you may not terminate Support Line if you have elected to continue feature support.

We may withdraw support for products on the Supported Products List at any time without written notice to you or your IBM Business Partner.

If we withdraw or either of us terminate a Support Line Service or optional feature as provided in this Statement of Work, and it is a Service or feature for which you have prepaid and we have not yet fully provided to you, you may request a prorated credit from your IBM Business Partner. This will apply if IBM withdraws support for an entire product group but not if we simply withdraw support for individual products.

Account Advocate

We will provide you remote access (via telephone or electronic access) to an Account Advocate team which will assist you with coordination of support activities for Supported Products you have covered by Support Line. Account Advocate is an optional feature of Support Line and therefore the Support Line Service terms apply. You may select Account Advocate support for any or all of your Support Line product groups and operating system groups. Account Advocate is available during Prime Shift only.

Our Responsibilities

The Account Advocate team will provide enhanced problem management support. In addition to Support Line assistance, for your selected products the Account Advocate team will:

1. coordinate your reported problems until they are resolved;
2. provide problem escalation assistance;
3. assist with problem circumvention when possible; and
4. track the status of reported problems and keep you informed of resolution progress.

Also, you may request that we coordinate submission of problems for additional non-IBM software products (two products, not included in the Supported Product List, per each of your Account Advocate covered operating systems) for which you have prearranged with the product vendors to enable us to remotely interface with them on your behalf. Resolution of non-IBM product problems remains the responsibility of the applicable vendor and you are responsible for any associated vendor charges.

In additions, we will assign you an Account Advocate Problem Manager who will work with you to develop your account profile and become familiar with your environment such that the Problem Manager will:

1. have a working knowledge of your systems and support structure;
2. develop and maintain an inventory of your Supported Products and their current levels based on your account profile and other information you provide to us;
3. monitor the status of your reported problems with Supported Products; and
4. conduct monthly reviews with you (by telephone during Prime Shift) summarizing your account activity.

Response Criteria

We will respond to your Account Advocate requests per commitment under Support Line.

Your Additional Responsibilities

You agree to:

1. complete an account profile at the start of the contract period documenting information regarding your system environment; and
2. keep the Account Advocate Problem Manager informed of changes to your account profile (for example, additions or changes to your Supported Products).

RS/600 Software Services

RS/6000 System Alert provides automatic weekly notification of the following for selected IBM Products: 1) High Impact and Pervasive Authorized Program Analysis Reports (called "HIPER APARS") and 2) any Program Temporary Fixes we discover to be defective (called "PE PTFs"). We provide notification via your choice of available delivery methods.

RS/6000 System Expert provides you with information for planning and managing you system resources. Using data gathered from your system by a monitoring Program that we supply, we will prepare, encrypt, and deliver to your designated system daily reports that provide an analysis of system performance, capacity, configuration, and security. We will also supply a graphical viewer to enable you to view the encrypted reports.

In a ddition, we will make a feature available that enables your system to alert your designated support personnel whenever monitored system parameter values you select are exceeded.

You agree to:

1. provide the Internet or dial-up network connection to be used for transfer of data for this service; and
2. install and configure, with remote assistance from us, the monitoring and graphical viewer Programs we supply.

NO LICENSE TO THE MONITORING PROGRAM IS GRANTED TO YOU.

You may not:

1. use or copy the monitoring Program;
2. modify the monitoring Program's machine readable instructions or data or merge them into another Program;
3. reverse assemble, reverse compile or otherwise translate the monitoring Program; or
4. distribute, transfer or assign the monitoring Program to any third party.

We grant you a license for the graphical viewer program under the terms of the Services Program License section of the Statement of work. We provide the monitoring and graphical viewer Programs **WITHOUT WARRANTIES OF ANY KIND.**

RS/6000 Technical Library is a subscription service comprised of two optional elements, Information Library and Software service Library. You may subscribe to one or both of these elements which are delivered on CD-ROMs. The CD-ROMs are provided to you subject to the terms of the license agreement that accompanies them.

Information Library is a collection of comprehensive technical Materials for the RS/6000 and current release of AIX. When you subscribe to this element, each calendar quarter you will receive a CD-ROM, formatted in Hypertext Markup Language (HTML), containing up-to-date technical documentation and corrective service information for the RS/6000 and current release of AIX. Also included are answers to frequently asked installation and usage questions.

Software service Library is a collection of Program Temporary Fixes (PTFs) for the current release of AIX. When you subscribe to this element, each calendar month you will receive a package of CD-ROMs containing all the new PTFs for AIX made available during the previous month.

Our Responsibilities

We will provide you with the following:

1. for Information Library, quarterly deliveries of the CD-ROM containing the most current RS/6000 and AIX information; and
2. for Software service Library, monthly deliveries of the CD-ROM package containing the most current PTFs for the current release of AIX.

Your Responsibilities

You agree:

1. that by accessing using the information contained on the CD-ROMs you acknowledge acceptance of the terms of the license agreement that accompanies them; and
2. to ensure you are properly licensed to the AIX program for which you receive PTFs.

Termination

During a subscription period, you may terminate your subscription but we do not give refunds or credits for mid-year terminations.

EXHIBIT 3

Platform Sales
Last Updated: 4/17/2000

IBM Maintenance and Services Instructions Document

The purpose of this document is to provide the field with the necessary information to sell IBM maintenance and services to our customers. Please read this document carefully and be sure to follow all procedures. The instructions and descriptions in this document apply to net new equipment only. Upgrades require a special quote from Platform Sales.

Our Role

SIEMENS can now resell IBM maintenance and services to our customers. In recent years, there were obstacles that prevented us from offering these items and we generally asked IBM to sell them to our customers directly. Now SIEMENS will assume the following responsibilities.

1. **Quotation of prepaid packages of IBM maintenance and services** – Platform Sales will include pricing for various IBM maintenance and services with every net new Schedule1 and bid (for IBM RS6000 and AS400 hardware only). The standard offering for these services is a 3 year, prepaid package. These services are only available as prepaid. If the customer requests a length of time other than 3 years, or an offering that is not included in our bid, Platform Sales can provide a custom quote.
2. **Preparing the necessary IBM agreements** – Platform Sales will send the proper IBM agreements to the field along with every Schedule1 and bid that involves IBM RS6000 or AS400 hardware. The agreements are (2) separate documents that must be printed, filled out by the field and signed by the customer along with the SIEMENS contract. IBM Maintenance and Services cannot be ordered without the submittal of these signed agreements.
3. **Forwarding the signed IBM agreements** – The IBM agreements must be submitted to Len Hertzler at Mail Code H08 or fax number 610-219-4535.
4. **Renewal** – Platform Sales will track the status of customer IBM maintenance and services contracts. Prior to their expiration, Platform Sales will proactively generate a bid for renewal and send it to the appropriate field personnel.

IBM Agreements

There will be (2) IBM agreement documents included with each Sch1 and bid. These documents will not contain pricing, they are simply IBM contracts that all customers who purchase IBM Maintenance and Services must sign. There is relatively little that SIEMENS is required to fill in. All pricing will be included on our bid document. Following are details on each of the IBM agreements.

1. **Agreement for Services Acquired from an IBM Business Partner (Doc #5774)** –

This is a (4) page contract that documents IBM's terms and conditions and describes what each party is responsible for. The first page is the only page where we are required to supply any information. Below is a copy of the portion of that page that we are required to fill out. Please note the instructions in *RED ITALICS*. **IBM's agreements can not be modified in Microsoft Word. They must be printed and filled out in pen.**

Agreed to:
(Customer Name Here)

Agreed to:
international Business Machines Corporation

By _____
Authorized signature *(Customer Signature Here)*

By _____
Authorized signature *(Do not fill in)*

Name (type or print): *(Customer Representative Name Here)*

Name (type or print): *(Do not fill in)*

Date: *(Today's Date Here)*

Date: *(Do not fill in)*

Enterprise number: *(Do Not Fill In)*

Agreement number: *(Do not fill in)*

Enterprise address: *(Customer Address)*

IBM address: *(Do not fill in)*

**After signing, please return a copy of this Agreement to the "IBM address" shown above.
(Ignore this statement. Agreements are to be submitted with SIEMENS contract package)**

2. Statement of Work for Services Acquired from an IBM Business Partner (Doc #5766) -

This agreement describes the obligations of both parties and documents what IBM must deliver contractually. Again, the first page is the only page where we are required to fill anything in. Below are instructions that show how to fill in all required information. **IBM's agreements can not be modified in Microsoft Word. They must be printed and filled out in pen.**

Agreed to: (Customer Name)
(Customer Name Here)

Agreed to:
International Business Machines Corporation

By _____
Authorized signature (Customer Signature Here)

By _____
Authorized signature (Do not fill in)

Name (type or print): (Customer Representative Name Here) Name (type or print): (Do not fill in)

Date: (Today's Date Here)

Date: (Do not fill in)

Customer Company address:
(Customer Address Here)

Statement of Work number: (Do not fill in)
Agreement number: (Do not fill in)
IBM ServicesAssistant number: (Do not fill in)

Telephone number: (Customer Phone Here)
Billing address: (Customer Billing Address Here)

Customer Company number: (Do not fill in)
IBM Company address:
4111 Northside Parkway
Atlanta, GA
30327

After signing, please return a copy of this Statement of Work to the "IBM address" shown above. (Ignore this statement. Agreements are to be submitted with SIEMENS contract package)

IBM Software Support Services Descriptions

Your customers got a computer to give them a competitive edge and make them more productive. But while it does a wonderful job of data crunching, your customer is finding it hard to keep it up and running that they need additional I/T expertise. You bring that expertise, but do not want to dedicate all of your I/T staff to managing and keep it running at peak performance. *IBM Software Support Services* are flexible to meet your needs. You can choose prime shift support or around-the-clock coverage. IBM wants to make sure that your service support is up to yours and your customers standards.

Software Support Services for:	Description	Benefits
<p>IBM Operational Support Services – Support Line</p>	<p>Support Line is the foundation of IBM's software support services. Support Line offers remote technical assistance for short duration problem resolution and usage questions. This redesigned Support Line provides consistent, cross-platform support for IBM and selected multi-vendor systems, middleware and software applications. IBM technical support specialists answer operational and support "how to" questions.</p> <p><i>Purchasing options:</i> Choose from one of these four Support Line purchasing options:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Total Systems Software Support <input type="checkbox"/> Single Systems Software Support <input type="checkbox"/> Selected Systems Software Support <input type="checkbox"/> Cross-platform Software Support 	<p>Support Line helps ensure that systems remain up and running and provides easy access to technical support, while supplementing the technical staff.</p>

<p>(Redesigned)</p>	<p><i>Application Product Groups:</i> Support Line supports products in the following application product groups:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Application Development and Enabling <input type="checkbox"/> Communications and Networking <input type="checkbox"/> Database Management <input type="checkbox"/> Internet <input type="checkbox"/> Transaction systems <input type="checkbox"/> Network and Systems Management <input type="checkbox"/> Work Group Software <input type="checkbox"/> Systems Options <input type="checkbox"/> Independent Products/Applications <p>Visit the following Web site for more information on specific products covered: http://www.ibm.com/services/pss/www/sl/products You can and should be a named caller on your customer's Support Line contract. Support Line is available through ServiceSuite Advanced or standalone.</p>	<p>Flexible procurement and purchasing options are two of the key benefits of the new Support Line. You and your customers can easily select exactly what support is right from our four flexible options.</p>
<p>Support Line's Standard Description</p>	<p>Telephone support is available 8AM –5PM Monday –Friday, excluding national holidays. IBM Supports the operating system and standard program products. We provide a maximum of 2-hour response time during prime business hours. Each customer is allowed 2 named callers for each operating system covered.</p>	<p>Assists customers with a fast, easy resource for short duration routine "how-to" and usage questions.</p>
<p>System Alert</p>	<p>This remotely delivered service provides automatic notification of software problems, code fixes and defective code fixes. It also provides weekly notification of recently discovered critical problems in software and defective recently issued programs fixes and recommendations on how to deal with them – all tailored to the operating system level.</p>	<p>System Alert provides timely knowledge software problems and fixes. This is a low cost way to gain access to information that is critical to systems availability.</p>

<p>IBM Software Subscription</p>	<p>Now you can keep up with the latest version and release updates. IBM Software Subscription for gives you a simple and predictable way to plan for the cost of keeping current with software. You'll be notified of future releases and version updates of all eligible software you have acquired for your system and receive the right to upgrade at no additional charge - All at a single, flat per machine charge. This service is necessary in order to obtain the right to receive future releases of OS/400 and associated IBM applications.</p>	<p>There's simply no easier way to keep up to date with the rapid developments of software enhancements. With this service, you keep on top of software updates quickly and easily. These updates can be obtained through the IBM Business Partner.</p>
<p>PM/400 Quarterly Report for AS/400</p>	<p>Are you getting the most from your AS/400 system? With this remotely delivered service, you get a regularly scheduled usage report that is professional analyzed and includes detailed information on the performance of your AS/400 system.</p>	<p>The report is easy to obtain and helps you maximize the performance of your AS/400 system</p>
<p>Hardware Maintenance</p>	<p>IBM Hardware Maintenance provides a range of service components to quickly and efficiently meet your needs. These services provide access to a vast network of information, tools, parts and skilled specialists that deliver fast, effective service.</p>	<ul style="list-style-type: none"> • Helps maximize system availability. • Provides flexibility in addressing customer needs. • Provides a single point of contact for problem management and resolution.
<p>RS6000 System Expert</p>	<p>This remotely delivered service monitors the customer's AIX system limits for security, configuration, capacity and performance. This service provides customers with daily reports on the system limits being monitored. The service provides immediate email or pager alerts when local or remote system limits are being exceeded in files, memory, error logs and general housekeeping.</p>	<p>Can reduce technical resource time associated with administration and housekeeping, monitors files to identify dormant or wasted files and improves a high level of integrity to maximize performance and help ensure security.</p>

IBM Services Sales Support Guide
Visit us on the Web:

IBM Global Services Home Page

<http://www.ibm.com/services>

IBM Operational Support Services -- Support Line

<http://www.ibm.com/services/pss/us/swsupport.html>

Product Support Services

<http://www.ibm.com/services/pss/us>

**ATTACHMENT 1
TECHNOLOGY BID SHEET**

Generated for: San Mateo Medical Center, CA
Generated Date: July 16, 2003

NOTICE

This offer is valid for 90 days from the date composed. The prices offered are based on the total package presented below. Changes in the package configuration may result in changes to the prices listed below and may also change Application implementation fee estimates. Please consult your Siemens equipment sales representative for further details.

Workstations, Format Servers, and peripherals are not included. Customer must supply.

NOVIUS Lab

Tracking Code# 030716DW1038B LAB T1 IBM

<u>Qty</u>	<u>Siemens ID Number</u>	<u>Hardware and 3rd Party Software – One Time Fees</u>	<u>Extended Price</u>
1	07678993	NOVIUS Lab App/DB Server IBM	\$128,835
1	07678928	BISCOM Faxcom 3100 – 2 Channels*	\$7,362
1	07679074	NOVIUS Lab Terminal Server	\$2,395
1	07681062	Value Add Technology Integration Service	\$6,240
1	07680437	IBM Prepaid Hardware Maintenance - 3 years 24x7	\$12,770
		Total	\$157,602
		<u>3rd Party Software – Monthly Fees</u>	
1	07680429	Sybase ASE Monthly Maintenance	\$500
		<u>3rd Party Software – Annual Fees</u>	
1	07676807	BEA Message Q Annual Maintenance Fee	\$948

Notes:

- Workstation, Format Server, and peripheral pricing is not included. Please contact Siemens Direct for a quote, based on the number of devices needed.
- The BISCOM Faxcom includes one year of maintenance. Maintenance includes 8x5 Telephone Support. If a hardware problem occurs, BISCOM will over-night a temporary replacement until the problem is corrected. BISCOM can be contacted after year 1 to extend maintenance.
- OPENLink V22.3 or above is required for the HIS and Blood Bank interfaces. For specific technology requirements, please refer to Schedule 1 for Siemens OPENLink.

Application/Database Server

Hardware:

- IBM pSeries 630 model 6C4 with (2) 1.2GHz Processors in a 42U Rack
- CD-ROM drive
- (2) Gigabit Network Interface Cards
- 15" Flat Panel Console Monitor and Keyboard
- 8 Port Console Switch
- (4) 3820 Paradyne modems – supporting Asynch PPP connections

- (1) 3820 Paradyne modem – connected to Remote Control Board
- 2 GB RAM
- (2) 18.2GB Ultra3 SCSI Disk Drives
- FASTT600 Storage Server with Dual Controllers
- EXP700 Storage Shelf
- (12) 18.2GB 10,000 RPM 2Gbps Fibre Disk Drives
- (4) 36.4GB 10,000RPM 2Gbps Fibre Disk Drives
- (2) Fibre Channel Host Bus Adapters
- Dual Channel Ultra3 SCSI Adapter – to tape drives
- (2) 100/200 GB LTO tape drives
- DecServer 716 Terminal Server – Used to support Asynch PPP connections for modems for dial-in support and remote printing

Software:

- IBM AIX5L V5.2
- IBM System Backup/Recovery Software
- VisualAge C++ Professional V6.0 software and single compiler
- (60) Concurrent user Sybase ASE Version 12.5 Licenses – Application Deployment Licenses
- Sybase ASE Version 12.5 Server License – Application Deployment License.
- BEA MessageQ Version 5.0 Application Server License
- VIKING Version 3.8 Screen Manager Software

Services:

- IBM Service Suite Base - 24X7, 4 Hour Response Time Hardware Maintenance for 3 years
- IBM Software Subscription for 3 Years

Biscom Fax Server

Hardware:

- BISCUM Faxcom 3100 (2 fax channels) - rack mount server
- PCL 5e Interpretation Software
- TCP/IP for Ethernet

Terminal Server for Instruments

Hardware:

- (1) DecServer 716 Terminal Server
- (16) MP8 to MMJ adapters
- Ethernet connection

Value-Add Technology Integration includes the following statements of work:

- Material management and procurement from design to delivery.
- Configuration analysis and verification.
- Load licenses and configure the operating system, layered products, and third party software.
- Configure devices, node names, disks, stripesets, IP addresses and partitions. Set customer specific operation parameters.
- Load Siemens application software.
- Assemble and power-up complete system; bring to operational status for quality control. Conduct end-to-end solution testing (hardware and software) and acceptance procedure.
- Label system components, cables, etc.; sequenced for ease of installation. Package the system for shipment; coordinate and execute the delivery.
- Prepare custom configuration (“Read-Me First”) documentation including:
 - Technical journal of entire solution; logical and physical topology.
 - Configuration staging blueprint.
 - Guide for precise installation.
 - Customer reference and maintenance tool.
- Committed on-time delivery and installation.

Hardware Maintenance includes the following statements of work:

- Uplifts and extends the product warranty for hardware components.
- Coverage; 4 hour response time, 24 hours per day, 365 days per year.

On-site Installation includes the following statements of work:

- Fixed price installation for systems, options, and peripherals.
- IBM Field Engineer labor and materials.
- Equipment unpacking, inventory, assembly, and install per specifications.
- Standard testing/diagnostic routines.
- Software products are configured to base level and tested.

SCHEDULE 1

Composed for: San Mateo Medical Center, CA
Date Composed: 7/16/03
Tracking Code: 030716DW1017S LAB T1

<u>Applications</u>	<u>Release</u>
NOVIUS® Lab	26.4

Customer Statistics

Number of workstations used with Lab.	75
Maximum number of concurrent users	60
Average results per day processed	7,000
Maximum number of results per day to be processed	10,000
Number instruments to be interfaced	10
Average number of faxed documents per day	100
Number of Reference Lab interfaces	2

This Siemens Solution is comprised of the following components:

- Common Workstation
- Format Server
- Application/Database Server
- BISCOM Fax Server
- Terminal Server
- Peripherals

Common Workstation

Required Hardware:

- An entry level Intel Pentium II or Pentium III processor(500MHZ or higher)
- 1.44 MB 3.5" diskette drive
- CD ROM drive
- 10/100MB Network Interface Card
- 15" Color Monitor
- Keyboard and Mouse
- 256 MB RAM
- (1) disk drives with 1.2GB of disk space

Required Software:

- Microsoft Windows 2000 Professional or NT 4.0
- Microsoft Internet Explorer Version 5.0
- Microsoft Word 2000
- A VT emulation package for PCs that need to access backup and operator routines; Siemens recommends Wall Data Rumba for NT

Format Server

Two Format servers are required.

Required Hardware:

- Pentium 500MHz processor
- 1.44 MB 3.5" diskette drive
- CD ROM drive
- 10/100MB Network Interface Card
- 15" Color Monitor
- Keyboard and Mouse

- 256 MB RAM (1GB of RAM if using a server class machine)
- (1) disk drives with 1.2GB of disk space

Required Software:

- Microsoft Windows 2000 Professional or NT 4.0
- Microsoft Internet Explorer Version 5.0
- Microsoft Word 2000

Application/Database Server

Required Hardware:

- IBM pSeries 630 model 6C4 with (2) 1.2GHz Processors – 42U Rack
- CD-ROM drive
- (2) 10/100/1000MB Network Interface Card supported by the network
- Monitor and Keyboard
- (4) 3820 Paradyne modems – supporting Asynch PPP connections (2) for dial-in support and (2) for the reference lab interface
- (1) 3820 Paradyne modem – connected to Remote Control Board
- 1 GB RAM
- (2) 18.2GB Ultra3 SCSI Disk Drives – Internal to Server
- FAST600 Storage Server with Dual Controllers
- EXP700 Storage Shelf
- (12) 18.2GB 10,000 RPM Fibre Disk Drives
- (4) 36.4GB 10,000RPM Fibre Disk Drives
- RAID 0+1 on OS and Production Data drives
- (2) Fibre Channel Host Bus Adapters
- Dual Channel Ultra3 SCSI Adapter – to tape drives
- (2) 100/200 GB LTO tape drives
- DecServer 716 Terminal Server – Used to support Asynch PPP connections for modems for dial-in support and remote printing

Required Software:

- IBM AIX5L V5.2
- IBM System Backup/Recovery Software
- VisualAge C++ Professional V6.0 software and single compiler
- Sybase ASE Version 12.5(Based on concurrent users)
- BEA MessageQ Version 5.0 Server license
- VIKING Version 3.8 Screen Manager Software

Required Services:

- IBM Service Suite Base
- 24X7, 4 Hour Response Time Hardware Maintenance
- IBM Software Subscription
- Sybase 24X7 Support

BISCOM Fax Server

Required Hardware:

- BISCOM Faxcom 3100 (2 fax channels) - rack mount server
- PCL 5e Interpretation Software
- TCP/IP for Ethernet

Terminal Server

Lab Instruments require asynchronous connections.

Required Hardware:

- (1) DecServer 716 Terminal Server
- (16) MP8 to MMJ adapters
- Ethernet connection

Peripherals

A variety of peripherals are available for use with NOVIUS Lab. Peripherals are required to provide a complete lab system. The common peripherals utilized with NOVIUS Lab include local printers, remote printers, barcode printers, barcode scanners, pointing devices and modems(for remote printing). Peripherals are not included in this Schedule 1 and Bid. Contact your Siemens Sales Representative for details and pricing on peripheral devices supported by NOVIUS Lab.

Caveats

- For HIS and Blood Bank interfaces OPENLink V22.3 or above is required with NOVIUS® Lab V26. For specific technology requirements, please refer to the schedule 1 for Siemens OPENLink. Contact Siemens prior to installation for current Fix Pack and Service Pack requirements.
- The database server hardware supports 7 years on-line Archive data retention, 2 years Ad-Hoc data retention, and 3 months in production for optimal performance of the system.

* Check with your IBM Business Partner to determine if you will incur an additional charge for this.