



# Informational Bulletin

## Virginia Office of EMS Change to ESO

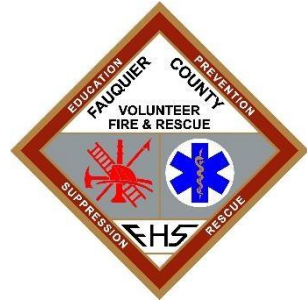
Date: May 25, 2021

Number: 21.029

Effective Date: May 25, 2021

Expiration Date: N/A

Approved By: Darren L. Stevens, Fire Rescue Chief



### **\*Volunteer Organizations\***

As many of you are aware, the Virginia State Office of EMS has changed reporting vendors to ESO.

Recently, your agency should have received a "No Cost Contract" that needs to be filled out and sent to the email it came from. This needs to be completed in order to send reports to the OEMS.

At this time we are going to continue to use ImageTrend, which should have no impact on the user end of the system. However, this ESO contract must be signed in order to have ImageTrend be able to communicate to ESO. Your ImageTrend team here in the county is hard at work to make sure that we do not have any interruption in service or reporting.

Attached you will see a sample copy of what the contract will look like. We will share any and all information as we obtain.

Questions regarding this informational bulletin should be directed to Battalion Chief Arft or Technician II Jonathan Bankston.



Quote Date:  
 Customer Name:  
 Quote #:  
 Quote valid until:  
 ESO Account Manager: **Draft**

CUSTOMER CONTACT

End User  
 Name **Draft**  
 Email  
 Phone

BILLING CONTACT

Payor Virginia Office of EMS/Virginia EMS System  
 Name Alicia Rice  
 Email arice@qlarion.com  
 Phone  
 Address 1944 Peters Creek Road  
 Billing Frequency Annual  
 Initial Term 12 months  
 NW Roanoke VA, 24017-1613

Special Terms and Notes:

Notwithstanding anything to the contrary in this Quote, the Terms and Conditions or any other agreement between the parties related to the SaaS and other services ordered below, the following shall apply:

a) Customer acknowledges that if the Commonwealth of Virginia fails to pay any applicable Fees within 60 days after such Fees become due, ESO may in its sole discretion, and without penalty, cease providing any or all Services hereunder to Customer.

b) The SaaS and other services contained herein shall be exclusively governed by the non-redacted portions of the VA MSA (as defined below) attached hereto. The redacted portions of the VA MSA are exclusively between ESO and The Commonwealth of Virginia and shall not be applicable to Customer and shall have no effect between Customer and ESO and the delivery of the SaaS and services contained herein.

c) If the Commonwealth of Virginia terminates or elects not to renew any of the Services listed herein or the Master Subscription Agreement governing such Services ("VA MSA"), unless Customer provides ESO advanced written notice prior to the end of the then-current Term, Customer agrees that such Services shall automatically renew for successive 12-month terms at the end of the then-current term for the Fees indicated above (subject to any applicable increases in accordance with the VA MSA). All such Services shall be governed under the exact terms and conditions of the non-redacted portions of VA MSA as Customer's Master Subscription Agreement with ESO.

d) The Initial Term and subsequent renewal terms shall end on February 2 of the applicable following year.

EHR

| Product                  | Volume    | Price | Discount | Total  | Fee Type  |
|--------------------------|-----------|-------|----------|--------|-----------|
| EHR Access - VA          | Incidents |       |          | \$0.00 | Recurring |
| EHR Cardiac Monitor - VA | Incidents |       |          | \$0.00 | Recurring |

|                        |    |              |
|------------------------|----|--------------|
| <b>Total Recurring</b> | \$ |              |
| <b>Total One-Time</b>  | \$ | <b>Draft</b> |
| <b>Discounts</b>       | \$ |              |
| <b>TOTAL</b>           | \$ | 0.00         |



Quote Date:  
Customer Name:  
  
Quote #:  
Quote valid until:  
ESO Account Manager:

**Draft**

**Draft**

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[Signature]

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[Print Name]

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[Title]

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[Today's Date]

For , the following payment terms apply:  
Fees are invoiced at the Billing Frequency 15 days after the Effective Date, with recurring fees due on the anniversary.



Quote Date:  
Customer Name:

Quote #:  
Quote valid until:  
ESO Account Manager:

**Draft**

| Product |  | Description |  |
|---------|--|-------------|--|
|---------|--|-------------|--|



Quote Date:  
Customer Name:

Quote #:  
Quote valid until:  
ESO Account Manager:

**Draft**

Please fill in your contact information below:

|                                | <b>Name</b> | <b>Email</b>                                     | <b>Phone</b> |
|--------------------------------|-------------|--|--------------|
| Primary Business Contact       |             |  |              |
| Invoicing Contact              |             |  |              |
| Legal Contact                  |             |  |              |
| Software Administrator Contact |             |  |              |
| Privacy HIPAA Contact          |             |  |              |
| Tax Exempt                     | YES OR NO   | If YES, return Exempt Certificate with Agreement |              |
| Purchase Order Required?       | YES OR NO   | If YES, return PO with Agreement                 |              |

Please email the signed sales order to [legal@eso.com](mailto:legal@eso.com) and your sales representative.