STATE OF CALIFORNIA
Department of General Services - Office of Procurement

PURCHASE ORDER

Form GSOP 1-PIN (04/98)

Purchase Order No.	Rev.	Date
61904		12/11/2007

Supplier No.	Solicitation No.	Delivery Date	FOB Point	Invoice Terms
808750	56576	As Specified	Destination	N45

CONTROL ESI, INC
(DBA SUPPLY AND SERVICE)
4500 S LAKE SHORE DRIVE
TEMPE, AZ 85282
Attn: BARBARA RITTER

Phone: 480-584-5925

Ship To: DGS/RESD
707 3RD STREET
WEST SACRAMENTO CA 95605
Attn: JESSICA FINCH

Charge To: DGS/RESD
707 3RD STREET
WEST SACRAMENTO CA 95605

Agency Billing	Agency Purchase Estimate	Purchase Estimate	Revision
30501	3114454	66909	0

Agency Contact	Phone	Date Received
JESSICA OATES	916-375-4993	

Item No.	Quantity	Unit	Commodity Code	Description	Unit Price	Extension

TERMS AND CONDITIONS:

THE ATTACHED STATEMENT OF WORK CONSISTING OF TWO (2) PAGES IS PART OF THIS AGREEMENT.

THE FOLLOWING DOCUMENTS ARE INCORPORATED INTO THIS AGREEMENT AND MAY BE VIEWED AT THE WEBSITE LISTED.

IT General Provisions, GSPD-401IT Revised and Effective 4/12/2007
http://www.documents.dgs.ca.gov/pd/modellang/GPIT0407.pdf

Information Technology Software License Special Provisions (Effective 01/21/2003)
http://www.documents.dgs.ca.gov/pd/modellang/softwarespecial012103.pdf

1	1	EA	7090-000-0007-4	SOFTWARE MAINTENANCE (AS DESCRIBED) MAXIMO ASSET MANAGEMENT SITE LICENSE ANNUAL SW MAINT RNWL PART # E036MLL	53,000.0000	53,000.00

Total Value: 53,000.00

THERE WILL BE NO TANGIBLE GOODS SHIPPED OR TAX CHARGED AGAINST THIS PURCHASE ORDER.

CHANGE ORDERS:

This Purchase Order may be amended, modified, or terminated at any time by mutual agreement of the parties in writing. Change orders amending, modifying or terminating the Purchase Order, including any modifications of the compensation payable, may be issued only by the State Procurement Officer. All such change orders shall be in writing and issued only upon written concurrence of the supplier.

Sales and/or use tax to be extra unless noted above

Buyer	Phone	BOC Number
DIANA MERCADO	916-375-4430	

STATE OF CALIFORNIA

Department of General Services - Office of Procurement

PURCHASE ORDER CONTINUATION

Form GSOP 2-PIN (04/98)

Purchase Order No.	*Revision*	*Date*	*Supplier No.*	*Supplier Name*
61904		12/11/2007	808750	CONTROL ESI, INC

Item No.	*Quantity*	*Unit*	*Commodity Code*	*Description*	*Unit Price*	*Extension*

Termination, as that term is used in this section, does not include termination for default of the supplier.

STATE CONTRACTS AND PROCUREMENT REGISTRATION:

This Purchase Order has been registered into the State Contracts and Procurement Registration System (https://www.scprs.dgs.ca.gov). The Registration Number is: 17601207275015

DEPARTMENT OF GENERAL SERVICES
REAL ESTATE SERVICES DIVISION

STATEMENT OF WORK

MAXIMO MAINTENANCE SYSTEM

Scope of Services

This Statement of Work reflects the annual support services to be provided by IBM Corporation, hereinafter referred to as the "Contractor," for the Department of General Services, Real Estate Services Division, Building and Property Management Branch, for the facilities maintenance program known as Maximo, Version 5, plus all upgrades.

Period of Performance

The term of this maintenance agreement shall be effective upon the Agreement start date or upon the date the Purchase Order is signed, whichever is later, through September 30, 2008.

Contractor's Responsibilities

The Contractor's customer support shall include information and assistance on technical issues related to the administration and operation of IBM Software product features and functions, as well as assistance in determining whether and why the product may not be performing in accordance with its documentation. Instructional assistance will be limited to 30 (thirty) minutes per call.

The Contractor's Software Support Services Organization will also provide the following support under this agreement:

- Support of All MAXIMO/IBM Applications as Installed
- Support All Reports as Installed: Acutate
- Support Limited Screen Customizations
- Priority Escalation on All Priority 1 (one) Reported Issues
- Provide Patches; Both Hot fixes and Standard Patches as Necessary
- Provide 24 (twenty-four) hour App Server Availability (Hosted Environments)
- Backup and Monitor Databases on a Predetermined Schedule (Hosted Environments)
- Act as the Liaison to All Software Vendors in Hosted Environment
- Access to All Support Web Pages For Latest Information on Product

Contacts

The contract contacts during the term of this agreement will be:

Department Contact
Brian Curtis
Department of General Services
Office of Technology Resources
707 Third Street, 3rd Floor
West Sacramento, California 95605
Phone: (916) 376-5356

Contractor Contact
Nancy Fuery
Maximo Maintenance Renewals
100 Crosby Drive
Redford, MA 01730
Ph: (718) 280-6783
Fax: (781) 280-2280
Email: nfuery@us.ibm.com

Billing Information

Invoice(s) shall be mailed to the following address:

Department of General Services
Building and Grounds
707 3rd Street, 5th Floor
West Sacramento, California
Attention: Jessica Finch

Cancellation Provisions

The State reserves the right to cancel maintenance at anytime with a thirty (30) written notice.