



Form GSOP 1-PIN (04/98)

STATE OF CALIFORNIA  
Department of General Services - Office of Procurement

**PURCHASE ORDER**

<b>Purchase Order No.</b>	<b>Rev.</b>	<b>Date</b>
61934		1/18/2008

<b>Supplier No.</b>	<b>Solicitation No.</b>	<b>Delivery Date</b>	<b>FOB Point</b>	<b>Invoice Terms</b>
798944	56658	As Specified	Destination	N45

SYNERGY SOFTWARE TECHNOLOGIES  
66 PEARL STREET  
ESSEX JUNCTION, VT 05452  
Attn: TIMOTHY RILEY

**S** CA DEPT OF AGING  
**h** 1300 NATIONAL DRIVE, #200  
**i** SACRAMENTO, CA 95834  
**o**  
**p**

**C** CA DEPT OF AGING  
**h** (SAME AS SHIP TO ADDRESS)  
**a** ATTN: SCOTT HART  
**T**  
**r**  
**o**  
**g**  
**e**

Attn: JANA MATAL

<b>Agency Billing</b>	<b>Agency Purchase Estimate</b>	<b>Purchase Estimate</b>	<b>Revision</b>
10370	CDA07097	66978	0

Phone: 802-878-8514

**Agency Contact**

MINDY KING

**Phone**

916-419-7537

**Date Received**

Item No.	Quantity	Unit	Commodity Code	Description	Unit Price	Extension
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TERMS AND CONDITIONS:

THE ATTACHED STATEMENT OF WORK CONSISTING OF THREE (3) 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.pd.dgs.ca.gov/modellang/genprovit.htm>

Information Technology Software License Special Provisions (Effective 01/21/2003)  
<http://www.pd.dgs.ca.gov/modellang/Software%20Special%20Provisions%2001-21-03.htm>

1	36	EA	7090-000-0003-7	SOFTWARE LICENSE OmbudsManager Software Site License Renewal	1,000.0000	36,000.00
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**Total Value:** 36,000.00

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

<b>Buyer</b> DIANA MERCADO	<b>Phone</b> 916-375-4430	<b>BOC Number</b>
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STATE OF CALIFORNIA

Department of General Services - Office of Procurement

**PURCHASE ORDER CONTINUATION**

Form GSOP 2-PIN (04/98)

<i>Purchase Order No.</i> <b>61934</b>	<i>Revision</i>	<i>Date</i> 1/18/2008	<i>Supplier No.</i> 798944	<i>Supplier Name</i> SYNERGY SOFTWARE TECHNOLOGIES
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<i>Item No.</i>	<i>Quantity</i>	<i>Unit</i>	<i>Commodity Code</i>	<i>Description</i>	<i>Unit Price</i>	<i>Extension</i>
<p><u>CHANGE ORDERS:</u></p> <p>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. Termination, as that term is used in this section, does not include termination for default of the supplier.</p> <p><u>STATE CONTRACTS AND PROCUREMENT REGISTRATION:</u></p> <p>This Purchase Order has been registered into the State Contracts and Procurement Registration System (<a href="https://www.scprs.dgs.ca.gov">https://www.scprs.dgs.ca.gov</a>). The Registration Number is: 41700108282397</p>						

California Department of Aging  
Office of Long Term Care Ombudsman

**STATEMENT OF WORK**

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OmbudsManager Software License Renewal

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This Statement of Work ("Agreement") reflects the services to be provided by Synergy Software Technologies Inc., hereinafter referred to as the "Contractor," for the Department of Aging, hereinafter referred to as the "State".

**SCOPE**

The Contractor will renew support on thirty six (36) OmbudsManager software site licenses. Support will be for twelve (12) months and include the following:

- Services available via phone, email, and web.
- Support Services available between the hours of 8:30 a.m. to 8:00 p.m. Eastern Standard Time Monday through Friday, excluding holidays.
- 1-business-hour response time for critical issues.
- Ensure that changes to the NAPIS/NORS specification by AoA are reflected in a timely basis by the NAPIS Reporter and the NORS Reporter.

The OmbudsManager site license renewal will give the local Ombudsman Programs and the Office of the State Long Term Care Ombudsman the ability to capture and submit data mandated by the Federal Administration on Aging. Failure to renew these licenses will cause the State to be non-compliant in submission of mandated federal reports.

**PERIOD OF PERFORMANCE**

The term of this Agreement will be effective upon the date of the Purchase Order through January 14, 2009.

**BILLING INFORMATION**

The Contractor shall submit invoices (including the purchase order number) to the following address:

Department of Aging  
1300 National Drive, Suite 200  
Sacramento, CA 95834  
Attn: Jana Matal

## **POINTS OF CONTACT**

### Contractor Primary Contact:

Timothy Riley, Title  
66 Pearl Street  
Essex Junction, VT 05452  
Phone: (802) 878-8514 x60  
Fax: (802) 288-9504  
Email: triley@synergysw.com

### State Primary Contact:

Jana Matal, Manager  
Ombudsman Section  
1300 National Drive, Suite 200  
Phone: (916) 419-7514  
E-mail: JMatal@aging.ca.gov

All maintenance renewal notices shall be sent to the State's Primary Contact.

## **TERMINATION**

The State shall have the right to terminate maintenance upon delivery of written notice at least thirty (30) calendar days prior to any scheduled renewal date.