



STATE OF CALIFORNIA
Department of General Services - Office of Procurement

Purchase Order No. Rev. Date
61993 4/14/2008

PURCHASE ORDER

Form GSOP I-PIN (04/98)

Supplier No.	Solicitation No.	Delivery Date	FOB Point	Invoice Terms
809920	56788	As Specified	Destination	N45

GOV BUYS 7900 WISCONSIN AVENUE #303 BETHESDA, MD 20814 Attn: GARY BLOCK Phone: 301-652-1600	S DEPT OF GENERAL SERVICES h T OFC TECHNOLOGY RESOURCES i o 707 3RD STREET, 3RD FLOOR P WEST SACRAMENTO, CA 95605	C GENERAL SERVICES Z-01 h OTR INFOR TECH RESOURCES a T 707 3RD STREET 3RD FL r'o WEST SACRAMENTO CA 95605 e		
	Agency Billing 30961	Agency Purchase Estimate 3120926	Purchase Estimate 67131	Revision 0
	Agency Contact KATHY SCHNABEL	Phone 916-375-4789	Date Received	

Item No.	Quantity	Unit	Commodity Code	Description	Unit Price	Extension
<p><u>TERMS AND CONDITIONS:</u></p> <p>THE ATTACHED STATEMENT OF WORK CONSISTING OF THREE (3) PAGES IS PART OF THIS AGREEMENT.</p> <p>THE FOLLOWING DOCUMENTS ARE INCORPORATED INTO THIS AGREEMENT AND MAY BE VIEWED AT THE WEBSITE LISTED.</p> <p>IT General Provisions, GSPD-401IT Revised and Effective 4/12/2007 http://www.pd.dgs.ca.gov/modellang/genprovit.htm</p> <p>Information Technology Software License Special Provisions (Effective 01/21/2003) http://www.pd.dgs.ca.gov/modellang/Software%20Special%20Provisions%2001-21-03.htm</p>						
1	2	EA	7090-000-0007-4	SOFTWARE MAINTENANCE (AS DESCRIBED) CRYSTAL ENT PRO CPU RNWL MFG PART NO: R-UPG-E-WA-00	9,225.0000	18,450.00
2	1	EA	7090-000-0007-4	SOFTWARE MAINTENANCE (AS DESCRIBED) CRYSTAL ENT PRO TEST/DEV RNWL MFG PART NO: R-UTM-E-WA-00	4,830.0000	4,830.00
3	15	EA	7090-000-0007-4	SOFTWARE MAINTENANCE (AS DESCRIBED) CRYSTAL REPORTS DEV RNWL MFG PART NO: R-1RD-E-WA-00	85.0000	1,275.00
Total Value:						24,555.00
<p><u>NOTE:</u></p> <p>There will be no tax charged against this Purchase Order.</p> <p><u>CHANGE ORDERS:</u></p> <p>This Purchase Order may be amended, modified, or</p>						

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

Buyer DIANA MERCADO	Phone 916-375-4430	BOC Number
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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> 61993	<i>Revision</i>	<i>Date</i> 4/14/2008	<i>Supplier No.</i> 809920	<i>Supplier Name</i> GOV BUYS
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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>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 (https://www.scpns.dgs.ca.gov). The Registration Number is: 17600408298688</p>						

**Department of General Service
Office Technology Resources, ITSD**

STATEMENT OF WORK

**Crystal Enterprise 10 Pro Annual Maintenance and Support Contract Renewal
(Including Crystal Reports 10 Developer Maintenance and Support)**

This Statement of Work ("Agreement") reflects the services to be provided by (Contractor Name), hereinafter referred to as the "Contractor," for the Department of General Services (DGS), hereinafter referred to as the "State".

SCOPE

The Contractor will provide the purchase of renewed annual maintenance and support contract for Crystal Enterprise 10 Pro at DGS, Office of Technology Resources. Maintenance and Support to be provided by Business Objects will include the following services:

- Technical support available via phone, email, or web.
- Technical support available during a 24X7 business day (excluding published holidays).
- 1-business-hour response time for critical issues.
- Availability of the most current fixes, patches, updates, upgrades, workarounds, releases and versions of Crystal Enterprise 10 Pro and Crystal Reports 10 Dev products from Business Objects.

The availability of maintenance and support will help the State streamline the product support model by providing quick resolution to questions, trouble shooting solutions, and updates that will help lead to the highest application availability possible.

PERIOD OF PERFORMANCE

The term of this Agreement will be effective April 15, 2008 through April 14, 2009.

CONTRACTOR REQUIREMENTS

The Contractor shall assist the State in renewing the annual maintenance and support contract for Crystal Enterprise 10 Pro and Crystal Reports 10 Dev at DGS, Office of Technology Resources.

BILLING INFORMATION

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

Department of General Services
Information Technology Services Division
707 Third Street, 3rd Floor
West Sacramento, CA, 95605
Attn: Doris Blueford

POINTS OF CONTACT

Contractor Primary Contact:

Gary Block
7900 Wisconsin Avenue, #303
Bethesda, MD 20814
Ph: (301) 652-1600
Fax: (301) 652-1601
Email: garyb@govbuys.com

State's Primary Contact:

Administrative:

Kathy Schnabel, AGPA
Department of General Services
Information Technology Resources Division
707 Third Street, 3rd Floor
West Sacramento, CA, 95605
Ph: 916-375-4789
Fax: (916) 375-4808
Email: Kathy.Schnabel@dgs.ca.gov

Technical:

Jessica Chin, Crystal Enterprise System Administrator
Department of General Services
Office of Technology Resources
707 Third Street, 3rd Floor
West Sacramento, CA, 95605
Ph: 916-375-4740
Fax: 916-376-6251
Email: Jessica.Chin@dgs.ca.gov

Please forward renewal notices to the above State's Primary Contacts.

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.