



STATE OF CALIFORNIA  
Department of General Services - Office of Procurement

**PURCHASE ORDER**

Purchase Order No. Rev. Date  
62079 6/30/2008

Form GSOP 1-PIN (04/98)

<b>Supplier No.</b> 637408	<b>Solicitation No.</b> 56872	<b>Delivery Date</b> As Specified	<b>FOB Point</b> Destination	<b>Invoice Terms</b> N45
<b>S</b> OFC OF INFORMATION SVCS <b>h T</b> DEPT OF CONSUMER AFFAIRS <b>i o</b> 1625 N MARKET BL #N-327 <b>p</b> SACRAMENTO CA 95834 Attn: APPLICATION SERVICES		<b>C</b> DEPT OF CONSUMER AFFAIRS <b>h a T</b> OFC OF INFO SERVICES <b>r o</b> PO BOX 980518 <b>g e</b> W SACRAMENTO CA 957980518		
<b>Agency Billing</b>		<b>Agency Purchase Estimate</b>		<b>Purchase Estimate</b> <b>Revision</b>
58023		8023E1510-7		67182    0
<b>Agency Contact</b>		<b>Phone</b>		<b>Date Received</b>
STEVE DEL RIO		916-574-7737		

SOFTWARE HOUSE INTERNATIONAL  
2725 VALLEY HEIGHTS DRIVE  
SAN JOSE, CA 95133  
Attn: MARLA ZAMCZYK

Phone: 408-954-7346

Item No.	Quantity	Unit	Commodity Code	Description	Unit Price	Extension
<b>TERMS AND CONDITIONS:</b>						
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 <a href="http://www.pd.dgs.ca.gov/modellang/genprovit.htm">http://www.pd.dgs.ca.gov/modellang/genprovit.htm</a>						
Information Technology Software License Special Provisions (Effective 01/21/2003) <a href="http://www.pd.dgs.ca.gov/modellang/Software%20Special%20Provisions%2001-21-03.htm">http://www.pd.dgs.ca.gov/modellang/Software%20Special%20Provisions%2001-21-03.htm</a>						
1	1	EA	9091-250-0052-8	SOFTWARE SUPPORT & MAINTENANCE COLLAGE SOFTWARE SUPPORT ITEM #: 403646-20125961	36,260.0000	36,260.00
<b>Total Value:</b>						36,260.00
<p>This purchase order is being awarded on July 08, 2007 pursuant to Government Code Section 13332.17. Any encumbrances made pursuant to this purchase order shall be construed to have been made on the last day of the preceding fiscal year.</p> <p><b>NOTE:</b></p> <p>Electronic download only. There will be no tax charged against this Purchase Order.</p>						

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

<b>Buyer</b> <i>Diana Mercado</i> 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)

Page 2 (Last)

<i>Purchase Order No.</i>	<i>Revision</i>	<i>Date</i>	<i>Supplier No.</i>	<i>Supplier Name</i>
62079		6/30/2008	637408	SOFTWARE HOUSE INTERNATIONAL

<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: 11100708320119</p>						

**DEPARTMENT OF CONSUMER AFFAIRS  
OFFICE OF INFORMATION SERVICES**

**STATEMENT OF WORK**

**Collage Software Support**

This Statement of Work ("Agreement") reflects the services to be provided by Software House International, hereinafter referred to as the "Contractor," for the Department of Consumer Affairs, Office of Information Services, hereinafter referred to as the "DCA OIS".

**SCOPE**

The Contractor agrees to provide the DCA OIS with a software subscription and support services Agreement for the Collage software (see attached Serena Online Services document for support details).

The services shall be provided at the DCA OIS located at 1625 North Market Street, 3<sup>rd</sup> Floor, Sacramento, CA 95834.

**PERIOD OF PERFORMANCE**

The software subscription and support services Agreement will be for a period of one year effective June 30, 2008 through June 29, 2009.

**POINTS OF CONTACT**

The project representatives during the term of this agreement will be:

Department of Consumer Affairs

Name: Vicki Kinman  
Phone: 916-574-8145  
FAX: 916-574-8603

Serena Software Inc.

Name: Holly Nordess  
Phone: (503) 617-2413  
FAX: (503)690-2213

Direct all agreement inquiries to:

Department of Consumer Affairs

Attention: Internet Team  
1625 N Market Blvd., Suite S-300  
Sacramento, CA 95834  
Phone: (916) 574-8145  
FAX: (916) 574-8603

Serena Software, Inc

Attention: Holly Nordess  
PO Box 201448  
Dallas, TX 75320-1448  
Phone: (503) 617-2413  
FAX: (503) 690-2213

## **BUDGET DETAIL AND PAYMENT PROVISIONS**

**Invoicing and Payment:** For services satisfactorily rendered and upon receipt and approval of the invoices, the State agrees to compensate the Contractor for actual expenditures incurred in accordance with the rates specified herein.

Itemized invoices shall include the Agreement Number and be submitted, in triplicate, not more frequently than monthly in arrears to:

Department of Consumer Affairs  
Office of Information Services  
Agreement Number: # 8023C0723-7.  
PO Box 980518  
West Sacramento, CA 95798-0518

**Budget Contingency Clause:** It is mutually agreed that if the Budget Act of the current year and/or any subsequent years covered under this Agreement does not appropriate sufficient funds for the program, this Agreement shall be of no further force and effect. In this event, the State shall have no liability to pay any funds whatsoever to the Contractor or to furnish any other considerations under this Agreement and the Contractor shall not be obligated to perform any provisions of this Agreement.

If funding for any fiscal year is reduced or deleted by the Budget Act for purposes of this program, the State shall have the option to either cancel this Agreement with no liability occurring to the State or offer an Agreement Amendment to the Contractor to reflect the reduced amount.



SerenaOnlineServices

## Serena Online Services

The Serena Online Services Web site is always available with solutions to reported problems, latest releases and current product information.

Your support maintenance agreement allows you to access our Serena Online Services, a community of experts, resources and information all focused on helping you leverage the full power of your Serena products. Serena Online Services are available 24 hours a day / 7 days a week. This service includes web or phone access to our award winning support team—winner of the Omega Northface customer satisfaction award for three consecutive years—as well as product updates that are posted on-line to ensure you have ready access to the latest technology at all times.

### ACCESSING THE SOS WEB SITE

To obtain a Support ID visit <http://support.serena.com> and click on register. You will need your Serena serial number to register. To access, a Support User ID is required for the Primary and Alternate technical contacts for each site. Read-only contacts can be setup to for knowledgebase, download and case review access.

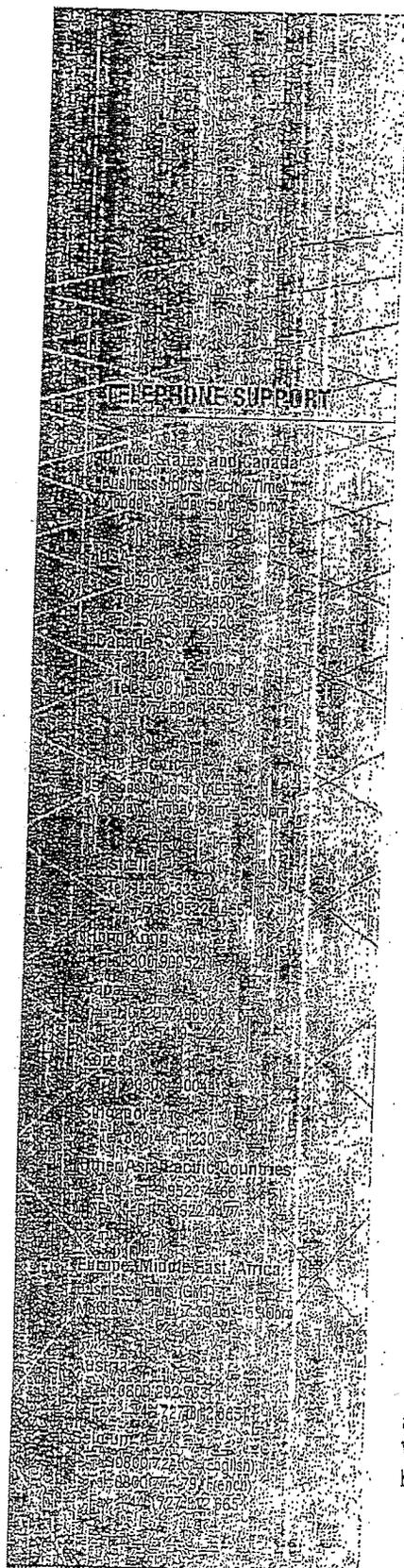
### SOS HIGHLIGHTS

#### Case Manager

With a Support User ID, you may open non-critical cases and check on the status of cases reported to Technical Support. You may also submit an enhancement request via the case manager for consideration by product management for inclusion in future Serena product releases.

#### Knowledge Base/Solutions

Our knowledgebase contains hundreds of technical tips and product usage information that can be searched by keyword, phrase, and other criteria. The knowledgebase also allows you to view solutions and work-around recommendations for existing problems. Where a solution references a known product fix, that fix can be downloaded immediately.



## TELEPHONE SUPPORT

United States

Canada

France

Germany

Italy

Japan

Spain

United Kingdom

Other Countries

### Customer User Forums

Collaborate, exchange ideas, or be notified of discussions with other Serena support customers via the User Forums threaded discussion groups and live chat sessions.

### Product Downloads for Updates, Patches and Fixes

Many of the Serena product updates, latest patches, and fixes are covered under your support agreement. Documentation and current releases can be ordered online and are available on-demand for download.

### 24/7 Emergency support

Serena provides maintenance support 24 hours a day 7 days a week (some holidays may be excluded). During the work week, after hours calls will automatically roll to the open international support center which is staffed to handle incoming questions. Weekend and holiday support is staffed by technical support engineers that carry pagers/cell phones to handle your business critical after hours needs.

### Technical News

Serena will notify customers of new updates and patch releases either directly via e-mail or as part of the quarterly Changing Times customer newsletter. Register to receive Changing Times at <http://www.serena.com/about/>.

### Maintenance Support Sales

With a Support agreement, your designated account representative—whose primary interest is your success—will call throughout the year to check on your satisfaction with Serena Online Services.

### Service Level Objectives

We strive to resolve all of your issues promptly either via electronic submission or for more urgent time sensitive concerns via phone support.

## CONTACT

To learn more about Serena Online Services and to start taking advantage of online support options, visit <http://support.serena.com>.

**serena** Automating Change