



Form GSOP 1-PIN (04/98)

STATE OF CALIFORNIA
 Department of General Services - Office of Procurement
PURCHASE ORDER

Purchase Order No. **62289** Rev. **1/8/2009** Date

Supplier No.	Solicitation No.	Delivery Date	FOB Point	Invoice Terms
812347	57195	As Specified	Destination	N45

BMC SOFTWARE, INC
 2101 CITYWEST BLVD
 HOUSTON, TX 77042-2829
 Attn: CATHY MANCHESTER

S h T i o p	CA DEPT OF FISH AND GAME 1807 13TH STREET, STE 101 SACRAMENTO, CA 95814	C h T a r o g e	FISH & GAME A-43 1807 13TH STREET, STE 201 SACRAMENTO, CA 95811
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Agency Billing	Agency Purchase Estimate	Purchase Estimate	Revision
28128	PE780002	67349	0
Agency Contact		Phone	Date Received
EMAD METIAS		916-327-8451	

Phone: 0

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

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

ATTACHMENTS:

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>
- IT Software License Special Provisions (Effective 01/21/2003)
<http://www.documents.dgs.ca.gov/pd/modellang/softwarepecial012103.pdf>

1	1	EA	9091-250-0051-6	SOFTWARE SUPPORT BMC SERVICE DESK EXPRESS SUITE	14,136.1600	14,136.16
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Total Value: 14,136.16

NOTE:

There will be no 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. 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

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

Buyer JOHN MEDEIROS	Phone 916-375-4412	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)

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<i>Purchase Order No.</i>	<i>Revision</i>	<i>Date</i>	<i>Supplier No.</i>	<i>Supplier Name</i>
62289		1/ 8/2009	812347	BMC SOFTWARE,INC

<i>Item No.</i>	<i>Quantity</i>	<i>Unit</i>	<i>Commodity Code</i>	<i>Description</i>	<i>Unit Price</i>	<i>Extension</i>
				and Procurement Registration System (https://www.scprs.dgs.ca.gov). The Registration Number is: 36000109351731		

**DEPARTMENT OF FISH AND GAME
INFORMATION TECHNOLOGY BRANCH**

STATEMENT OF WORK

BMC Fast Track Support

This Statement of Work ("Agreement") reflects the services to be provided by BMC Software, Inc, hereinafter referred to as the "Contractor," for the Department of Fish and Game, hereinafter referred to as the "DFG".

SCOPE

The Contractor will provide BMC Fast-Track Support for the BMC Service Desk Express Suite. BMC Fast-Track Support will include the following services:

- Services available via phone, email or web
- Support Services must be available to DFG during the hours of 8:00 a.m. to 5 p.m. Pacific Time, Monday through Friday (excluding published holidays)
- One-business-hour response time for critical issues (system outage/non-operational), and 24 hour response time for non-critical issues (functionality)
- Updates of the most current releases and versions of BMC Service Desk Suite including any fixes, patches, or workaround solutions must be emailed or mailed to DFG within 15 business days of release. DFG will be responsible for the installs.

The Contractor's support will help DFG streamline the product support model by troubleshooting and providing resolution to problems, and by providing the most current updates.

PERIOD OF PERFORMANCE

The term of this Agreement will be effective (18) months upon the Agreement start date or upon the date the Purchase Order is signed, whichever is later.

CONTRACTOR REQUIREMENTS

- The Contractor will assist DFG to implement the most effective IT service and support tools for BMC Fast-Track Support for the BMC Service Desk Express Suite.
- The Contractor will accommodate changes to DFG's fluid organization structure with point-and-click customization tools

- The Contractor will provide updates, hot fixes, and whitepapers that are deemed appropriate for DFG's support environment as they become available. The contractor will provide these updates, hot fixes and whitepapers via email or mail with in 15 business days of the new release and will be installed by DFG.

BILLING INFORMATION

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

Department of Fish and Game
Information Technology Branch
1807 13th Street, Suite 101
Sacramento, CA. 95811
Attn: Emad Metias

POINTS OF CONTACT

Contractor Primary Contact:

BMC Software, Inc
Cathy Manchester
2101 Citywest Blvd
Houston, TX 77042-2829
Ph: (925) 369-7178
Fax: (925) 369-7178
Email: cathy_manchester@bmc.com

State's Primary Contact:

Emad Metias
Information Technology Branch
1807 13th Street, Suite 101
Sacramento, CA 95811
Ph: (916) 327-8451
Email: emetias@dfg.ca.gov

TERMINATION

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