



Form GSOP 1-PIN (04/98)

STATE OF CALIFORNIA
Department of General Services - Office of Procurement

PURCHASE ORDER

<i>Purchase Order No.</i>	<i>Rev.</i>	<i>Date</i>
62310		2/5/2009

<i>Supplier No.</i>	<i>Solicitation No.</i>	<i>Delivery Date</i>	<i>FOB Point</i>	<i>Invoice Terms</i>
812738	57242	As Specified	Destination	N45

NETSCOUT SYSTEMS, INC
310 LITTLETON ROAD
WESTFORD, MA 01886-4150
Attn: JEFF WAKELY

S DEPT OF GENERAL SERVICES
h OFC TECHNOLOGY RESOURCES
i 707 3RD STREET, 3RD FLOOR
p WEST SACRAMENTO, CA 95605

C GENERAL SERVICES Z-01
h OTR INFOR TECH RESOURCES
a 707 3RD STREET 3RD FL
t WEST SACRAMENTO CA 95605
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g
e

<i>Agency Billing</i>	<i>Agency Purchase Estimate</i>	<i>Purchase Estimate</i>	<i>Revision</i>
30961	3129898	67390	0

Phone: 978-614-4000

<i>Agency Contact</i>	<i>Phone</i>	<i>Date Received</i>
KATHLEEN SCHNABEL	916-376-5360	

<i>Item No.</i>	<i>Quantity</i>	<i>Unit</i>	<i>Commodity Code</i>	<i>Description</i>	<i>Unit Price</i>	<i>Extension</i>
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.						
1. IT General Provisions, GSPD-401IT Revised and Effective 4/12/2007 http://www.documents.dgs.ca.gov/pd/modellang/GPIT0407.pdf						
2. 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 nGenius PM Wkpg Appliance (WIN) Part #5531 Gold Support	2,850.0000	2,850.00
2	1	EA	9091-250-0051-6	SOFTWARE SUPPORT Probe, 2-Port 10/100Base-T Fast Ethernet, Part # 9221/HC Gold Support	1,709.0500	1,709.05
3	1	EA	9091-250-0051-6	SOFTWARE SUPPORT Probe; 2pt HDX/1pt FDX, 10/100/1000 Part #9906/HC Gold Support-	2,450.0500	2,450.05
4	1	EA	9091-250-0051-6	SOFTWARE SUPPORT nGenius Collector 3200/HC Part #3200/HD Gold Support	1,545.5100	1,545.51
5	1	EA	9091-250-0051-6	SOFTWARE SUPPORT Probe, 4-Port 10/100Base-T Fast Enet, Part #9241/HD Gold Support	1,435.8300	1,435.83
6	1	EA	9091-250-0051-6	SOFTWARE SUPPORT Kit, PM v4. Appl Mastercare Wgrp (Win) Part #5582-MCWG Gold Support	0.0000	0.00

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

Buyer

JOHN MEDEIROS

Phone

916-375-4412

BOC Number

STATE OF CALIFORNIA

Department of General Services - Office of Procurement

PURCHASE ORDER CONTINUATION

Form GSOP 2-PIN (04/98)

<i>Purchase Order No.</i>	<i>Revision</i>	<i>Date</i>	<i>Supplier No.</i>	<i>Supplier Name</i>
62310		2/ 5/2009	812738	NETSCOUT SYSTEMS, 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>	
						Total Value:	9,990.44
<p><u>NOTE:</u></p> <p>Software Support services only. There will be no tax charged against this Purchase Order.</p>							

STATE OF CALIFORNIA

Department of General Services - Office of Procurement

PURCHASE ORDER CONTINUATION

Form GSOP 2-PIN (04/98)

<i>Purchase Order No.</i>	<i>Revision</i>	<i>Date</i>	<i>Supplier No.</i>	<i>Supplier Name</i>
62310		2/ 5/2009	812738	NETSCOUT SYSTEMS, 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>
<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 (https://www.scprs.dgs.ca.gov). The Registration Number is: 17600209356544</p>						

DEPARTMENT OF GENERAL SERVICES
INFORMATION TECHNOLOGY RESOURCES DIVISION

STATEMENT OF WORK

NetScout Gold Support

This Statement of Work ("Agreement") reflects the services to be provided by NetScout, hereinafter referred to as the "Contractor," for the The Department of General Services/Information Technology Services Division, hereinafter referred to as the "State".

SCOPE

The Contractor will provide Netscout Gold Support and twelve (12) months Support. Support will include the following services:

- Telephone Support during business hours – 9:00 a.m. to 6:00 p.m.
- 24X7 access to the MasterCare Portal
- Access to software and firmware updates
- 72 hour return for repair on hardware
- Electronic MasterCare newsletter
- Access to Online Learning Center.

Legacy Gold Support customers can expect to receive the following as guidelines to response times:

- Severity 1 – 4 hours or less for initial response; daily for follow-up
- Severity 2 – 8 hours or less for initial response; 1 time, weekly for follow-up
- Severity 3 – 24 hours or less for initial response; as required for follow-up
- Severity 4 – 3 business days for initial response; as required for follow-up
- Severity 5 – 5 business days for initial response; as required for follow-up

Legacy Gold Support customers can expect to receive the following as guidelines to Escalation times

- Severity 1 – Primary Support Immediate*; 2nd Level Immediate; Product Specialist 1 day; Engineering until resolution
- Severity 2 – Primary Support 3 days; 5 days for level 2; 10 days for product specialist; engineering until resolution
- Severity 3 – Primary Support, 5 days; until resolution for level 2
- Severity 4 – Primary Support 10 days; until resolutions for level 2.

* Once verified

PERIOD OF PERFORMANCE

The term of this Agreement will be twelve (12) months effective upon the Agreement start date or upon the date the Purchase Order is signed, whichever is later.

BILLING INFORMATION

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

Department of General Services
Information Technology Resources Division
Payments Unit
707 3rd Street, 3rd Floor
West Sacramento, CA 95605

POINTS OF CONTACT

Contractor Primary Contact:

Stacey Aucoin
310 Littleton Road
Westford, MA 01886
Fax: (978) 614-4004
Email: Stacey.Aucoin@netscout.com

State's Primary Contact:

Bill Haubrich
Department of General Services
Information Technology Resources Division
707 3rd Street, 3rd Floor
West Sacramento, CA 95605
Ph: (916) 376-5360
Fax: (916) 375-4808
Email: Bill.Haubrich@dgs.ca.gov

Please forward renewal notices to the attention of 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.