



STATE OF CALIFORNIA
Department of General Services - Office of Procurement

Purchase Order No. Rev. Date
62286 1/ 6/2009

PURCHASE ORDER

Form GSOP 1-PIN (04/98)

Supplier No.	Solicitation No.	Delivery Date	FOB Point	Invoice Terms
812948	57218	As Specified	Destination	N45

ASSETWORKS INC.
4275 EXECUTIVE SQUARE
SUITE 300
LA JOLLA, CA 92037
Attn: KIMBERLY HAMITER

S h T i O P	DEPT OF GENERAL SERVICES OFC OF FLEET & ASSET MGMT 1700 NATIONAL DRIVE SACRAMENTO, CA 95834	C h a T r O e	GENERAL SERVICES A-01 FLEET ASSET MGMT (SAME AS SHIP TO ADDRESS)
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Agency Billing	Agency Purchase Estimate	Purchase Estimate	Revision
30142	3128546	67370	2

Phone: 858-452-0458

Agency Contact	Phone	Date Received
ALAN KNEISEL	916-928-2083	

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.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/softwarepecial1012103.pdf>

1	1	EA	7090-000-0007-4	SOFTWARE MAINTENANCE (AS DESCRIBED) SOFTWARE MAINTENANCE AND SUPPORT, FLEET FOCUS, RENEWAL	94,500.0000	94,500.00
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Total Value: 94,500.00

NOTE:

Electronic download only. 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.

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

Buyer	Phone	BOC Number
Marty Zubeidi	916-375-4435	14404

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> 62286	<i>Revision</i>	<i>Date</i> 1/6/2009	<i>Supplier No.</i> 812948	<i>Supplier Name</i> ASSETWORKS INC.
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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>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: 17600109351218</p>						

Department of General Services
ISD/OFAM

STATEMENT OF WORK

Fleet Focus Software Maintenance

This Statement of Work ("Agreement") reflects the services to be provided by AssetWorks, Inc., hereinafter referred to as the "Contractor," for Department of General Services, Office of Fleet and Asset Management, hereinafter referred to as the "State".

Scope

AssetWorks (Maximus) will provide annual maintenance support for Fleet Focus software modules, including the basic 10,000 active equipment units, the motor pool module, the weblication module, and Info Center reporting. This support shall include product updates and enhancements and unlimited phone and email support for the period of performance.

Period of Performance

The term of this Agreement will be effective the date the Purchase Order is signed, through 5/31/2009.

Contractor's Responsibilities and Levels of Support

AssetWorks (Maximus) agrees to provide to the Department of General Services the following maintenance support:

Provide reliable levels of service from trained professional support staff.

Provide information and support service by email.

Provide support from Monday through Friday, 5:00am – 5:30pm (Pacific Standard Time)

Provide weekend "on-call" telephone support staff for down production system.

Provide unlimited number of calls, regional support, and response targets within 8 hours and 24 hour down support.

Levels of Support

1. Level 0 – provide support by support coordinators who will forward the request to the appropriate support staff member.
2. Level 1 – provide initial support by Client Service Specialist who will provide problem determination assistance, analysis and resolution, as well as preventive and corrective service information.
3. Level 2 – provide support for in depth analysis of complex problems by Client Service Specialists who are trained to analyze, troubleshoot and reproduce errors, and solve complex technical issues.
4. Level 3 – provide development when a problem is identified in the AssetWorks (Maximus) product code, or if there is a request for new functionality that is not in the existing product. Level – 3 development engineers are responsible for analyzing code problems and developing fixes for complex technical problems.
5. Down Production System – Provide immediate response to “down production system” problems to get the system back online as soon as possible. This type of problem is handled immediately and all appropriate Managers and Level 2 resources are notified via phone or pager. Customer contact is maintained until AssetWorks (Maximus) and the customer reach a viable resolution. If a Priority 1 problem takes place outside normal business hours, an “on-call” Client Service Specialist is alerted to address the Priority 1 problem after hours.

BILLING INFORMATION

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

Department Of General Services
1700 National Drive
Sacramento, CA 95834
Attn: Barbara Snyder
Ph: (916) 928-2783

POINTS OF CONTACT

Contractor Primary Contact:

Kimberly Hamiter
AssetWorks, Inc.
4275 Executive Square, ste 330
La Jolla, CA 92037
Ph: (858) 452.0458
Fax: (858) 452-0478
Email: KimebrlyHamiter@ASSETWORKS.com

State's Primary Contact

Alan Kneisel, BSO
1700 National Drive
Sacramento, CA 95834
Ph: (916) 928-2083
Fax: (916) 928-4644
Email: akneisel@dgs.ca.gov

Termination

The State reserves the right to cancel maintenance at anytime with a thirty (30) day written notice. Notification of cancellation will be sent to the Contractor's Project Manager.