



STATE OF CALIFORNIA  
Department of General Services - Office of Procurement

Purchase Order No. Rev. Date  
62295 1/20/2009

**PURCHASE ORDER**

Form GSOP 1-PIN (04/98)

| Supplier No. | Solicitation No. | Delivery Date | FOB Point   | Invoice Terms |
|--------------|------------------|---------------|-------------|---------------|
| 800356       | 57230            | As Specified  | Destination | N45           |

IMAGINE SOLUTIONS LP  
1501 LBJ FREEWAY, STE 790  
DALLAS, TX 75234  
Attn: DEBRA OWEN

*S* DEPT OF GENERAL SERVICES  
*h* DEV OF STATE ARCHITECT  
*i* 1102 Q STREET, STE.5100  
*o* SACRAMENTO, CA 95811  
*P*

*C* DSA HEADQUARTERS C-34  
*h* PUBLIC SCH PLAN FUND 328  
*a* (SAME AS SHIP TO ADDRESS)  
*T*  
*r*  
*o*  
*g*  
*e*

| Agency Billing | Agency Purchase Estimate | Purchase Estimate | Revision |
|----------------|--------------------------|-------------------|----------|
| 32505          | 3129698                  | 67396             | 0        |

| Agency Contact | Phone        | Date Received |
|----------------|--------------|---------------|
| JOAQUIN LOPEZ  | 916-323-9877 |               |

Phone: 214-572-3646

| Item No. | Quantity | Unit | Commodity Code | Description | Unit Price | Extension |
|----------|----------|------|----------------|-------------|------------|-----------|
|----------|----------|------|----------------|-------------|------------|-----------|

TERMS AND CONDITIONS:

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  
<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 | 9091-250-0052-8 | SOFTWARE SUPPORT & MAINTENANCE<br>ANNUAL SOFTWARE SUPPORT AND MAINTENANCE FOR ALTIEN | 13,200.0000 | 13,200.00 |
|---|---|----|-----------------|--|-------------|-----------|

Total Value: 13,200.00

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

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

|   |                       |            |
|---|-----------------------|------------|
| Buyer <i>Marty Zubeidi</i><br>MARTY ZUBEIDI | Phone<br>916-375-4435 | BOC Number |
|---|-----------------------|------------|

*Jim Alcott*

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> |
|---------------------------|-----------------|-------------|---------------------|----------------------|
| 62295                     |                 | 1/20/2009   | 800356              | IMAGINE SOLUTIONS LP |

| <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>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: 17600109353381</p> |                 |             |                       |                    |                   |                  |

Department of General Services  
Division of the State Architect

**STATEMENT OF WORK**

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Altien Support and Maintenance Renewal

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

**SCOPE**

The Contractor will provide ADM support for twenty-four (24) months. Support will include the following services:

- Services available via phone, email, or web.
- Support Services available during a 5X12 business day (excluding published holidays).
- 1-business-hour response time for critical issues.
- Availability of the most current releases and versions of BMC Service Desk Suite including any fixes, patches, or workaround products.

The Contractor's 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 the date the Purchase Order is signed, through December 31, 2010.

**BILLING INFORMATION**

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

Department of General Services, Division of the State Architect  
1102 Q Street, Suite 5100  
Sacramento, CA 95811  
Attn: Farida Shaghasi, (916)323-9877

**POINTS OF CONTACT**

Contractor Primary Contact:

Debra Owen, Controller  
Imagine Solutions  
1501 LBJ Freeway, Suite 790  
Dallas, Texas 75234  
Ph: (214) 572-3646  
Fax: (214) 572-3601  
Email: [Debra.Owen@imagesolutions.com](mailto:Debra.Owen@imagesolutions.com)

State's Primary Contact:

Joaquin Lopez, IT Manager  
1102 Q Street, Suite 5100  
Sacramento, CA 95811  
Ph:916-323-9877  
Fax:916-327-3371  
Email:[Farida.shaghasi@dgs.ca.gov](mailto:Farida.shaghasi@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.