

INTERNAL SERVICES DEPARTMENT – PROCUREMENT MANAGEMENT SERVICES

ACCESS OF OTHER ENTITY CONTRACT JUSTIFICATION

Department: ITD Requisition Number: RQET1400019 Estimated Value of Access: \$250,000.00

Entity Contract Information	
<p align="right">The GSA Schedule 70 Contract allows access to all BMC products and services based on the actual needs of the end user entity and the awarded contract.</p>	
Entity Name: <u>GSA Schedule 70</u>	Requisition amount: <u>\$250,000.00</u>
Contract Number: <u>GS-35F-0340W</u>	Contract Title: <u>BMC Information Technology Equipment, Software, and Services</u>
Solicitation Type: <u>Request for Proposals (RFP)</u>	Awarded Vendor(s): <u>BMC</u>
Contract Start Date: <u>8/1/2015</u>	Contract End Date: <u>Mar 23, 2020</u>
Renewals Available? <u>N/A</u>	How Many? <u>N/A</u>

Scope of Services Comparison

Instructions: Use the space below to compare the end-user's scope to the target contract's scope of services. The comparison must be made on a line item by line item basis. Please indicate the section and/or page number where the requirement can be found on the target contract. Add or remove lines as necessary.

Item #	Department's Scope Requirements	Target Contract's Scope/Section
1	<u>Professional services including training for converting Remedy to the cloud</u>	Please see Scope attached
2	" "	
3	" "	
4	" "	
5	" "	
6	" "	
7	" "	

Note: Please attach the following documents: (Link to all contract documents are found here:

<http://www.gsaelibrary.gsa.gov/ElibMain/contractorInfo.do?contractNumber=GS-35F-0340W&contractorName=BMC+SOFTWARE%2C+INC.&executeQuery=YES>

- Issuing Entity's Tally/Evaluation Results
- Contract's Advertisement & Distribution Information
- Contract/ ITB Being Accessed
- Award Sheet/Award Information
- Vendor Proposals

Justification:

The Miami-Dade Information Technology Department (ITD) has commenced an upgrade project to improve the quality of IT service delivery and process management and enrich the customer experience with the services. The current IT Service Management (ITSM) software platform utilizes BMC's proprietary Remedy system. The successful upgrade implementation of the project will provide customers with a computerized self-service portal for IT problem resolution, requests, incidents, and statuses via mobile devices. The project will provide powerful software tools that centralizes the tracking of requests and enables IT support groups with improved IT problem, incident, knowledge, service levels, asset and change management with efficient and effective standardized processes. With the implementation of the project, ITD will also retire multiple legacy systems and leverage the license structure for use by other County departments.

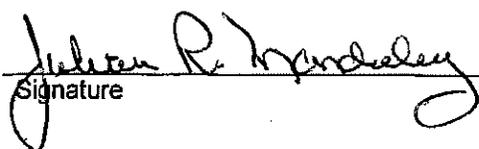
The following table illustrates the planned modules to be upgraded and implemented as part of future projects:

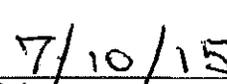
- Incident Management
- Problem Management
- Change Management
- Release Management
- Asset Management
- Knowledge Management
- Service Level Management
- Configuration Management
- Dashboard and Analytics
- MyIT
- SmartIT
- Mobility
- Discovery and Dependency Management
- Action Request System
- CMDB

The attached scope corresponds to the initial phase of the project, which is ready to start. This initial phase includes professional services including training for converting Remedy to the cloud. Future phases will be scoped and contracted for at a later date as each phase is completed.

The benefits mentioned above requires services for implementation, configuration and integration. Contract GS-35F-0340W provides all the BMC products and services needed at the most competitive pricing offered by BMC, which is approximately 16% lower than previous prices quoted under other available contract vehicles.

We will submit a contract modification once the additional phases are scoped with detailed pricing based on deliverables, as well as for the purchase of additional licenses as needed to allow ITD to implement the project.

 _____
Signature

 _____
Date



Assuring Business Availability™

Federal Acquisition Service

*Authorized Information Technology
Schedule Pricelist*

GS-35F-0340W

Period Covered by Contract: March 24, 2010 THROUGH March 23, 2020

Pricelist current through PO-0024, effective 04-06-2015



Contract Holder



**GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY EQUIPMENT,
SOFTWARE AND SERVICES**

SIN 132-32 TERM SOFTWARE LICENSES

FSC Class 7030 INFORMATION TECHNOLOGY SOFTWARE

NOTE: Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interfaces may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

SIN 132-33 PERPETUAL SOFTWARE LICENSES

FSC Class 7030 INFORMATION TECHNOLOGY SOFTWARE

NOTE: Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interfaces may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

SIN 132-33 MAINTENANCE OF SOFTWARE

No Code or Class See FSC Class for basic software

**SIN 132-50 - TRAINING COURSES FOR
INFORMATION TECHNOLOGY EQUIPMENT AND
SOFTWARE**

FPDS Code U012

**SIN 132-51 INFORMATION TECHNOLOGY
PROFESSIONAL SERVICES**

FPDS Code D306 IT Systems Analysis
Services

FPDS Code D307 Automated Information
Systems Design and
Integration Services

FPDS Code D399 Other Information
Technology Services, Not
Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performed by the publisher or manufacturer or one of their authorized agents.

Contractor:

**BMC Software, Inc.
2101 Citywest Boulevard
Houston, TX 77042
800-841-2031
www.bmc.com**

Contract Number: GS-35F-0340W

Period Covered By Contract: March 24, 2010
through March 23, 2020

**General Services Administration
Federal Acquisition Service**

Pricelist dated BSM Price Sheet Dated August 4, 2014 And MSM Price Sheet Dated July 10, 2013

Products and ordering information in this Authorized FAS Information Technology Schedule Pricelist is also available on the *GSA Advantage!* System. Agencies can browse *GSA Advantage!* by accessing Federal Acquisition Service's Home Page via Internet at www.gsa.gov.



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**INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

**SPECIAL NOTICE TO AGENCIES
Small Business Participation**

SBA strongly supports the participation of small business concerns in the Federal Acquisition Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.fss.gsa.gov) contains information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro-purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT:

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

The Geographic Scope of Contract will be domestic and overseas delivery.

2. CONTRACTOR ORDERING ADDRESS AND PAYMENT INFORMATION:

ORDERING ADDRESS FOR ALL PRODUCTS and SERVICES

BMC Software, Inc.
2101 CityWest Blvd.
Houston, TX 77042

OR
Authorized Government Reseller
See Listing

PAYMENT ADDRESS FOR ALL PRODUCTS AND SERVICES

BMC Software, Inc.
P.O. Box 201040
Houston, TX 77216-1040

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards **will** be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer will be printed on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

Phone (713) 918-2621
Fax (713) 918-1938
E-Mail..... Kelly_Stouffer@bmc.com

When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.

3. LIABILITY FOR INJURY OR DAMAGE:

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G (Order/Modification Under Federal Schedule).
Block 16: Contractor Establishment Code (DUNS) is **01-1589751**
Block 30: Type of Contractor is **(C) Large Business.**
Block 31: Woman-Owned Small Business **(No).**
Block 36: Contractor's Tax Identification Number (TIN) is **74-2126120**

4a. **CAGE CODE: 02UX8**

4b. Contractor has registered with the Central Contractor Registration Database.

5. F.O.B. POINT:

- a. Destination for the 48 contiguous states, the District of Columbia, Alaska, Hawaii, and the Commonwealth of Puerto Rico.
- b. Point of Exportation for all other overseas locations. In place of a delivery/installation date for software, a shipping date shall be specified on the order. The Contractor shall pay for shipment to a CONUS APO/FPO. At the option of the ordering activity, F.O.B. will be Point of Origin, with freight prepaid and invoiced. Authorization for all shipping, export, and other charges must be included on the ordering activity order.

6. COMMERCIAL DELIVERY SCHEDULE (MULTIPLE AWARD SCHEDULES):

- a. **TIME OF DELIVERY.** The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below.

Items or Groups of Items SIN or Nomenclature)	Delivery Time (Days ARO)
132-32.....	30
132-33.....	30

- b. EXPEDITED DELIVERY TIMES. Quicker delivery times than those set forth in paragraph (a) above are available from the Contractor or its Authorized Government Reseller based on the availability of product inventory. Delivery times of 1-30 days after receipt of order (ARO) are available, as negotiated between the Ordering Activity and the Contractor.
- c. Electronic Software Distribution (ESD) is also a method of delivery when ordering all products. When ordering all products, ESD or Physical Shipment **must** be specified.

7. DISCOUNTS:

Prices shown are NET Prices; Basic Discounts have been deducted.

- PROMPT PAYMENT. Prompt payment is **0%, Net 30** days from receipt of invoice or date of acceptance, whichever is later.
- QUANTITY. See below.
- DOLLAR VOLUME. See below.

SIN 132-32 (TERM SOFTWARE LICENSE)

SIN 132-33 (PERPETUAL SOFTWARE LICENSE)

MAINFRAME PRODUCTS

MAINFRAME SERVICE MANAGEMENT (MSM)

Term Pricing:

Term Agreements: A Term License is a license that expires at the end of a given period, or term. It may also be referred to as a time-based license. Customers that purchase Term licenses do not receive perpetual rights; therefore a Term license is a non-Perpetual offering. Term pricing is not published to a price sheet, but rather is a calculation based on the GSA Price. At the end of a Term contract, no migration is required, a new contract will be written. No credits are available for remaining, unused contract term.

Term Pricing Methodology: An annual factor is applied to the Perpetual List Price. Support is included in the price (ESP rates cannot be applied).

Annual Factors:

- Systems Management Model
 - Term Option 1yr – Term Factor is 0.87
 - Term Option 2yr – Term Factor is 0.53
 - Term Option 3yr – Term Factor is 0.42
 - Term Option 4yr – Term Factor is 0.37
 - Term Option 5yr – Term Factor is 0.33
- MSM Simplified Pricing Model: Only one factor is applied, regardless of Term Length, 0.40

Calculation:

3yr Term Option from above (systems mgmt): (GSA Price x 0.42) represents the annual term list price

MIPS PRICING

When MIPS pricing is utilized a statement of capacity must be sent in. Customer will deliver to BMC a statement, signed by an authorized representative of Customer, containing the information described below for the relevant

Measured Period (a "**Statement of Capacity**") 30 days prior to the first anniversary of the Order Date and each subsequent anniversary date, (each an "**Anniversary Date**"). The "**Measured Period**" is the 1-year period ending 40 days prior to the Anniversary Date, with the first Measured Period being a 1-year period less 40 days from the Order Date. A final Statement of Capacity is also due 30 days prior to the Expiration Date.

STATEMENT OF CAPACITY INFORMATION: List all the Computers (by location, model, type and serial number), including all Computers coupled in a parallel sysplex environment, and the MIPS Rating for these Computers, upon which (i) each z/OS subsystem (e.g. IMS, DB2, CICS or VSAM) for which a Product is licensed to operate (a "**Subsystem**") or (ii) each z/OS operating system for which a Product is licensed to operate ("**Operating System**"), has been installed, managed or has operated during the Measured Period. MIPS Rating is the aggregate computing power (expressed in millions of instructions per second) of a Computer, using the MIPS rating set forth in the then current Gartner Group Rating Guide.

(1) For each Subsystem MIPS-based Product, the "**Reported Capacity**" equals the highest aggregate MIPS Rating of all the Computers on which a Subsystem has been installed or has operated at any time during the Measured Period.

Example: If a Product is licensed to operate with the DB2 Subsystem, then the Statement of Capacity must specify the highest aggregate MIPS Ratings of all the Computers upon which the DB2 Subsystem has been installed or operated.

(2) For each Operating System MIPS-based Product, the "**Reported Capacity**" equals the highest aggregate MIPS Rating of all the Computers on which a Operating System has been installed or has operated at any time during the Measured Period.

Example: If a Product is licensed to operate with the z/OS Operating System, then the Statement of Capacity must specify the highest aggregate MIPS Ratings of all the Computers upon which the Z/OS Operating System has been installed or operated.

Delay in Delivery of Statement of Capacity. If Customer fails to deliver a Statement of Capacity in accordance with the section entitled "Statement of Capacity Requirements" above, BMC will provide Customer with written notice of such failure. If BMC has not received the Statement of Capacity within 15 days of Customer's receipt of this written notice, BMC will be entitled to receive the outstanding Adjustments (as defined below), if any, owed for that Statement of Capacity plus interest equal to the lesser of 1% of such Adjustment per month of delay of delivery of such Statement of Capacity or the maximum interest rate permitted by applicable law.

BAP PRODUCT FAMILIES PERPETUAL

Additional Capacity for the Product Family(s). During the Term of the Order, if Customer exceeds its Licensed Capacity, Customer must license additional Capacity for the Product Family(s) under this Order based upon the Annual Unit Cost defined in the Order and by exercising a separate order. The calculation will be as follows: (i) the additional Capacity multiplied by (ii) the Annual Unit Cost divided by 12 multiplied by (iii) the remaining months in the Term.

License Rights After the Term for Perpetual Licenses. Unless Customer notifies BMC in writing 30 days prior to the Expiration Date of either: (i) its intent to cancel its use of the Product Family for an additional 1-year period in accordance with the terms of the Order, or (ii) a request to BMC to provide a proposal for a new multi-year order based upon Customer's current requirements, Customer will be deemed to have elected to extend the use of the Product Family for the next year.

Extended Term. If the use of the Product Family is extended for an additional 1-year after the Term (the "**Extended Term**"), the fee associated with the extension (the "**Extension Fee**") will equal: (a) the Licensed Capacity for each Product Family multiplied by (b) the Extension Unit Cost. For any term extended beyond the Extended Term, the "**Extension Unit Cost**" will be the Extension Unit Cost, under this Order, subject to: (i) a maximum 5% annual increase for the two years after the Extended Term of the Order, and thereafter (ii) a maximum 10% annual increase for each year this Order is extended. The Extension Fee will be invoiced prior to the start of the one-year extension.

Termination of the Order. When the Order is terminated by Customer pursuant this Section, Customer will continue to have a perpetual license to the Product Family for only the Products which were a part of the Product Family and the paid for Licensed Capacity at the time of termination. The Product Family will no longer be eligible for Support (except pursuant to Section Reenrollment Fees), the individual Products under the Product Family will not be eligible for Support as standalone Products, and Customer will not receive the rights to any future Products added to the Product Family after such termination. The Product Family perpetual licenses will continue to be governed by the Agreement.

Reenrollment Fees. If the Order is terminated and Customer desires to reenroll the Product Family under the terms of this Order, Customer will pay a reenrollment fee equal to: (i) the period from the date the Order for the Product Family was discontinued though the reenrollment date multiplied by; (ii) the then current Extension Unit Cost as of the reenrollment date as described in this Section 3 multiplied by; (iii) the Product Family's Licensed Capacity. In addition to this reenrollment fee, Customer must pay the additional Extension Fee based upon the then-current Extension Unit Cost to enroll the total Licensed Capacity of the Product Family under the terms of this Order for a period of at least 1 year from the reenrollment date. The reenrollment period will be considered an Extended Term.

BAP PRODUCT FAMILIES TERM

Additional Capacity for the Product Family(s). During the Term of the Order, if Customer exceeds its Licensed Capacity, Customer must license additional Capacity for the Product Family(s) under this Order based upon the Annual Unit Cost defined in the Order and by exercising a separate order. The calculation will be as follows: (i) the additional Capacity multiplied by (ii) the Annual Unit Cost divided by 12 multiplied by (iii) the remaining months in the Term.

License Rights After the Term for Non-Perpetual Licenses. Unless Customer notifies BMC in writing 30 days prior to the Expiration Date of either: (i) its intent to extend its use of the Product Family for an additional 1-year period in accordance with the terms of the Order, or (ii) a request to BMC to provide a proposal for a new multi-year order based upon Customer's current requirements, Customer will be deemed to have elected to terminate the use of the Product Family for the next year.

Extended Term. If the Customer elects to extend the use of the Product Family for an additional 1-year after the Term (the "**Extended Term**"), the fee associated with the extension (the "**Extension Fee**") will equal: (a) the Licensed Capacity for each Product Family multiplied by (b) the Extension Unit Cost. For any term extended beyond the Extended Term, the "**Extension Unit Cost**" will be the Extension Unit Cost, under the Order, subject to: (i) a maximum 5% annual increase for the two years after the Extended Term of the Order, and thereafter (ii) a maximum 10% annual increase for each year the Order is extended. The Extension Fee will be invoiced prior to the start of the one-year extension.

Termination of the Order. If the Order terminates for any reason or the licenses are not renewed, Customer's right to use the Product Family(s) terminates and Customer must immediately de-install the Products, destroy the media and all documentation associated with the Products, and, if requested by BMC, certify its destruction in writing.

Mainframe Simplified Products (These products are marked with an asterick*)

Support fees will commence at the time of the purchase of license under MSM Simplified Pricing

SIN 132-33 SOFTWARE MAINTENANCE.



**MAINFRAME PRODUCTS
MAINFRAME SERVICE MANAGEMENT (MSM)**

The maintenance pricing is as contained in the maintenance pricelist.

For all ordering activity customers, the BMC earned revenue based discount of record applicable to the license purchase is then applied as the discount to the software maintenance list price, and/or the upgrade list price, for the purpose of determining net GSA maintenance fees.

BMC also offers ordering activities the following discounts for an annual payment in advance option(does not apply to BAP offering):

- At least 2 years but less than 3 years..... 5%
- 3 Years or greater..... 10%

Note: Discounts are exclusive of the IFF requirement.

Reinstatement of Maintenance. In ALL cases where maintenance needs to be reinstated, the Customer must be charged an amount that would be equal to the amount they would have paid had they not let maintenance lapse plus one year of forward support. For Customers that have let maintenance lapse for 2 years or more, the Customer will have the right to buy new licenses if it wishes or be subject to the same policy as the rest of the Customer base (as follows). For Customers that have let maintenance lapse up to 2 years, BMC Software will charge the Customer for all lapsed support at their originally contracted rate times the current List Price plus one year forward support.

For System Management, the lapsed support would be calculated at the Customer's earned revenue based discount of record applicable to the license purchase x the current List Price x 20% + one year forward support.

Mainframe Simplified Maintenance(These products are marked with an asterick*)

Renewal maintenance under the MSM Simplified Pricing Model consists of the Base Annual Support Fee established at initial purchase, plus any maintenance price increase incurred during the year. After the initial purchase, the MSM Simplified maintenance renewal is no longer linked to the product list price, thus becoming "disassociated".

First-year maintenance establishes the Base Annual Support Fee [BASF].

- The BASF is calculated as the license list price at time of purchase, less the transaction discount times 20% support rate, plus any maintenance price increase incurred during the year.
- Renewal maintenance consists of the BASF, which was established at initial time of purchase, subject to any BASF price increase, as approved by GSA as per the Economic Price Adjustment, incurred during the previous year.
- There is up to 10% maximum base price increase per year on the BASF, as approved by GSA as per the Economic Price Adjustment, after the initial purchase.

SIN 132-50 (TRAINING SERVICES)

The price for each LPC is \$750.00, prior to applicable discounts, USD.

Learning Pass Credits-	Discount
5 to 19 (Minimum Purchase of 5)	2%
20 to 49	7%
50 to 99	12%
100 to 199	17%
200 and up	22%

SIN 132-51 (IT PROFESSIONAL SERVICES)

BMC Consulting Services applies a flat discount of 10% across BMC Consulting Services commercial rates. Dollar volume discounts are afforded for **all services**. These dollar volume discounts listed below cannot be combined. The discounts below are exclusive of the .75% Industrial Funding Fee (IFF). Discounted Rate for (1) Prepayment, (2) prior 12 months of PS invoices*

Prepaid / Dollar Volume Discounts are as follows:

\$159,500 - 398,750	5%
\$398,751 - 638,000	10%
>\$638,000	15%

- *NOTE: BMC-CS-GSD (Level-1) not available for the Prepaid / Dollar Volume Discount.
- d. GOVERNMENT EDUCATIONAL INSTITUTIONS. Government Educational Institutions are offered the same discounts as all other Government customers.
- e. OTHER. None

8. TRADE AGREEMENTS ACT OF 1979 (as amended):

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

Not available within the scope of this contract.

10. SMALL REQUIREMENTS:

The minimum dollar value of an order for delivery to one destination is **\$100.00**.

11. MAXIMUM ORDER: (All dollar amounts are exclusive of any discount for prompt payment)

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
 - Special Item Number 132-32 - Term Software Licenses
 - Special Item Number 132-33 - Perpetual Software Licenses
 - Special Item Number 132-33 - Maintenance of Software

Non-Competitive IT Project Review

Directions for Completion: Departments requesting a non-competitive project review for new or existing Information Technology (IT) Systems are required to complete this questionnaire along with the appropriate Bid Waiver/Sole Source Justification Form. The response and explanation fields are to be fully completed to provide all background on the project. Please be as specific as possible and provide all backup documentation, doing so will expedite the review of your project.

The answers provided in the response field shall be according to the following format:

- "Y" – Yes
- "N" – No
- "N/A" – Not applicable

Current Contract Information:		
Questions:	Response:	Explanation:
When and how was the IT software/hardware initially purchased by the County? (Please provide contract number, award info, and applicable documentation)		The first contract for BMC software purchases was BW6655-0/01, awarded on 11/01/1999. Subsequently various contracts were utilized: GS-35F-5237H as well as COTS contracts 050B7800012 and ADSP011-00000358 and ADSP011-00000358-3(3). Records are available in ADPICS.
When does the current contract expire?		ADSP011-00000358-3(3) expires on 06/02/2016, but this contract is mostly for software licenses and maintenance, not suitable for the BMC professional services needed.
If the contract has expired, how are/have you been maintaining the IT hardware/software? (Provide explanation and documentation if applicable)	N/A	
Was maintenance and support included in the current contract? If no, why not? Did it include assistance with transition to a new system?	N/A	

Non-Competitive IT Project Review

<p>What other applications does the System integrate/interface with?</p>		<p>BMC's Remedy currently integrates with ITD's Legacy Work Order application which will be eliminated with this upgrade. The upgrade will include interfaces to multiple other applications, including Pinnacle (ITD's telecommunication expense management system), Infor's Enterprise Asset Management system, ICI (ITD's Billing system), as well as Peoplesoft.</p>
<p>If a new system were deployed would it still be necessary to support the current system in parallel? How long would the legacy system need to be maintained and operational? Could historical data be stored in a data warehouse? What would be the cost?</p>	<p>N/A</p>	<p>We are not buying a system. We are buying consulting services to upgrade BMC's proprietary Remedy IT Service Management (ITSM) software platform. Current version of system will be online during the transition to the cloud version of the system.</p>
<p>What is the purpose of this IT hardware /software? What is the expected life cycle?</p>		<p>The current BMC Remedy application is utilized to process IT problem resolutions/ service requests countywide. The upgrade implementation will provide customers with a computerized self-service portal for IT problem resolution, requests, incidents, and statuses via mobile devices. The project will provide powerful software tools that centralizes the tracking of requests and enables IT support groups with improved IT problem, incident, knowledge, service levels, asset and change management with efficient and effective standardized processes. With the implementation of the project, ITD will also retire multiple legacy systems and leverage the license structure for use by other County departments.</p> <p>A minimum of an additional ten years is expected utilizing the BMC IT Service Management (ITSM) software platform.</p>
<p>Is this product an integral part of the County / Department's technical infrastructure? Does it perform system critical functions? If so, what?</p>	<p>Yes</p>	<p>The current BMC Remedy application is utilized to manage and track IT service requests countywide.</p>
<p>Are these solutions delivered through the Original Equipment Manufacturer (OEM) support? If no, is it delivered through authorized reseller or dealers?</p>	<p>Yes</p>	<p>BMC is the copyright holder, although the software license is also sold through resellers. The upgrade services needed are only provided by the copyright holder.</p>

Non-Competitive IT Project Review

<p>On the current contract, is the User Access Program (UAP) and Inspector General being collected?</p>	<p>Yes</p>	
<p>Does the current contract require insurance? <i>(Note: Any vendor required to come onto County property is required to have insurance throughout the term of the Agreement.)</i></p>	<p>No</p>	
<p>Have you encountered any issues during the contract term regarding performance or compliance?</p>	<p>No</p>	
<p>Have you been satisfied with the performance of the vendor to date?</p>	<p>Yes</p>	
<p>Market Research:</p>		
<p><u>Questions:</u></p>		
<p>Are there available equivalents to the product or service you are requesting for this new project? <i>(Please provide documentation regarding your Department's market research)</i></p>		<p>Based on the extensive resources invested in the existing platform in use for over a decade, if other equivalent software products exist, it would be prohibitive to consider a new platform at this time.</p>
<p>If there are available equivalents, why do these products not meet your needs? What are the differences? <i>(Please be as specific as possible to provide sufficient detail to justify your request.)</i></p>		<p>Based on the extensive resources invested in the existing platform in use for over a decade, if other equivalent software products exist, it would be prohibitive to consider a new platform at this time.</p>
<p>Can the vendor meet your long term needs? What research has been conducted to verify their ability to meet your expectation? <i>(Please provide documentation, as applicable, to show your findings)</i></p>	<p>Yes</p>	

Non-Competitive IT Project Review

<p>What other vendors offer systems capable of providing the County with a solution?</p>	<p>N/A</p>
<p>Are these solutions delivered through the Original Equipment Manufacturer (OEM) support or is it delivered through authorized reseller or dealers.</p>	<p>N/A</p>
<p>Are dealers required to complete a certification program or are they restricted to levels of support set up by the vendor/mfg? <i>(I.e. gold plan vs. platinum plan – gold allows vendor to maintain equipment but they do not have access to software upgrades or new system implementations. Platinum allows vendors to complete new product installs and all other support).</i></p>	<p>N/A</p>
<p>What level support does the County require for this new project?</p>	<p>N/A</p>
<p>Are there other systems currently employed by the department / County that are similar that could provide a solution?</p>	<p>N/A</p>
<p>If a new system were deployed would it still be necessary to support the current system in parallel?</p>	<p>N/A</p>
<p>How long would the legacy system need to be maintained and operational?</p>	<p>N/A</p>

Non-Competitive IT Project Review

<p>Could historical data be stored in a data warehouse? What would be the cost?</p>	<p>N/A</p>
<p>Has the replacement system been reviewed and approved by the IT Leadership Council?</p>	<p>N/A</p>
<p>New Project Information:</p>	
<p>Questions:</p>	
<p>What are the business goals and objectives of this new project? (Please be specific)</p>	<p>Response:</p> <p>The current IT Service Management (ITSM) software platform utilizes BMC's proprietary Remedy system. The successful upgrade implementation of the project will provide customers with a computerized self-service portal for IT problem resolution, requests, incidents, and statuses via mobile devices. The project will provide powerful software tools that centralizes the tracking of requests and enables IT support groups with improved IT problem, incident, knowledge, service levels, asset and change management with efficient and effective standardized processes. With the implementation of the project, ITD will also retire multiple legacy systems and leverage the license structure for use by other County departments.</p>
<p>What contract term would you like established? (<i>Initial term plus any renewals</i>)</p>	<p>Same as GSA schedule: Through 3/23/2020</p>
<p>What allocation is requested on this new project? What is the basis of the allocation request? (<i>i.e. Vendor quote, market research, etc</i>) Please provide documentation if applicable.</p>	<p>Initial \$250,000 for the immediate needs. Long term we will need additional allocation which will be requested through a contract modification.</p>
<p>What is your funding source(s) for this new project?</p>	<p>Internal Services funds</p>
<p>Is this a grant funded project? If so, please provide grant documentation outlining the expiration date and requirements.</p>	<p>No</p>

Non-Competitive IT Project Review

What budget year is it scheduled for?		2015-2016	
Is the allocation enterprise or department based?	ITD's		
Scope Information:			
Questions:		Response:	Explanation:
Please provide a high level overview as to the scope of this project. A defined scope of work is to be provided with your submission.			Analysis and design of the existing application including recommended IT service management best practices. The detailed scope corresponds to the initial phase of the project, which is ready to start. Additional modules or phases will be scoped out as each phase is completed.
What is your Project Timeline?			The initial phase is expected to last five months and it is scheduled to start as soon as the contract is awarded. The full upgrade project is expected to have several phases but have not yet been scoped.
What are the roles and responsibilities of the vendor?			As detailed in the SOW attached.
What are the roles and responsibilities of the County?			As detailed in the SOW attached.
Software Acquisitions:			
Questions:		Response:	Explanation:
Is this a replacement of an existing software/system?		N/A	The current request does not include software purchases.
Is the software perpetual? If so, please provide a copy of the license agreement with your submission.		N/A	
Do you require professional services on the new contract? (i.e. Training, custom programming, consulting)		Yes	As detailed in the SOW
How is the software licensed? (i.e. Per User, Enterprise, Concurrent User, Site)		N/A	The current request does not include software purchases.

Non-Competitive IT Project Review

How many users?	N/a	The current request does not include software purchases.
Do you want/need the new contract to provide the option to purchase additional licenses or services during the term?	N/A	
Do you require training for users on the new contract? How many users are to be trained? Levels?		As detailed in the SOW
Where is the software hosted?	At ITD	
Do you have a disaster recovery plan? If no, is the vendor required to provide collocation under the new contract?	Yes	
What are your long term plans with the system?		Continued usage for at least ten more years.
Do you have the source code?	No	
Would you like software escrow added to the new contract?	No	
What is the life expectancy of the software? What value does this project provide to your department?		Continued usage for at least ten more years. The current IT Service Management (ITSM) software platform utilizes BMC's proprietary Remedy system. The successful upgrade implementation of the project will provide customers with a computerized self-service portal for IT problem resolution, requests, incidents, and statuses via mobile devices. The project will provide powerful software tools that centralizes the tracking of requests and enables IT support groups with improved IT problem, incident, knowledge, service levels, asset and change management with efficient and effective standardized processes. With the implementation of the project, ITD will also retire multiple legacy systems and leverage the license structure for use by other County departments.
Hardware Acquisitions: N/A		
Questions:	Response:	Explanation:

Non-Competitive IT Project Review

Was maintenance and support included in the original contract? If not, why?	N/A	There is no hardware purchase involved in this project.
Did it include assistance with transition to a new system?	N/A	
Is this product an integral part of the County / Department's technical infrastructure?	N/A	
What are the requirements for maintenance and support under the new contract?	N/A	
Will the vendor be required to come onto County property to provide technical support/assistance? If not, how will this be accomplished?	N/A	
What level of support is required by your Department under the new contract? (i.e. 24x7, onsite repair, parts, etc.)	N/A	
Does it perform system critical functions? If so, what?	N/A	
What would be the effect to the County if the maintenance / support services were not obtained?	N/A	
What other systems does the hardware integrate/interface with?	N/A	
Will the new contract require the vendor to maintain these integrations/interfaces with these systems also?	N/A	
What is the life expectancy of the hardware?	N/A	

Non-Competitive IT Project Review

What value does this project provide to your department?	N/A	
Do you need to have the ability in the new contract to purchase additional hardware components, parts, or services? If so, please provide a detailed explanation as to your Department's requirements.	N/A	



Miami-Dade County

ITSM Remedy on Demand and LWO Decommissioning
Statement of Work ("SOW")

BMC Services Solution Manager: Jeff Cofield

EID: MIDC150216A

Version: 0.7

Agreement: Additional Terms (see Appendix B) ("Agreement")





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1 Executive Summary

Miami-Dade County (herein after referred to as "MDC" or "Miami-Dade") requires that BMC Software Inc. ("BMC") transition them from on premise Remedy install and implement a Remedy OnDemand, "ROD", solution located in BMC's U.S. Public Sector data centers. This phase of the OnDemand installation includes all functions and processes required to replace the county's Legacy Work Order System functionalities, a two way interface to Pinnacle, a two way interface to Infor's Enterprise Asset Management System (EAMS), two way interface to ICI, interface to Peoplesoft for County customers' data and interface to a source system (ICI or file) that provides Index code, sub object and Purchase Order. The integrations to the other information systems are for people data, asset data, work order time tracking and billing output. BMC and the Customer have two primary goals, modernize their current state Remedy technology to a best practices, self-service, customer-centric cloud solution and decommission the Legacy Work Order ("LWO") system in the MDC environment. As a first step to the implementation of the ROD solution, BMC shall facilitate onsite resource and assistance to provide the following:

- Configure and publish all the available out-of-the-box Remedy web services available for MDC on-premise Remedy (ver 7.6.4).
- Configure, test and publish a production ready web service interface from MDC's Remedy on premise (ver7.6.4) system to MDC's Enterprise Asset Management System (EAMS) system based on the data requirements to create an EAMS work order that includes Remedy attachments.
- Review and make operational an existing, ceased-to-function web service interface between MDC's on premise Remedy and Pinnacle, to allow the creations of Pinnacle pre-orders.
- Provide training to the MDC technical team on Remedy Web Services focusing on the following:
 - All configurations necessary to publish Remedy web services and available for consumption by external systems
 - All configurations necessary for web service interfaces listed in #2 and #3 above
 - Publishing a Web Service in Remedy
 - The Public URL to the service
 - The consumer's Authentication and permissions
 - parameters that are necessary consume the work log and attachments from Incident into EAM
 - Install Intelligent Ticketing 2.0

This first step current state on premise Remedy web services interface to EAMS and the Pinnacle systems shall be modified by BMC to interface the ROD solution.

The project should address the impacts and changes on the people, process and the resulting value. BMC has performed planning workshops with Customer on defining his phase1 project to provide a new fundamental base offering. These Services are in support of Miami-Dade's ITSM program.

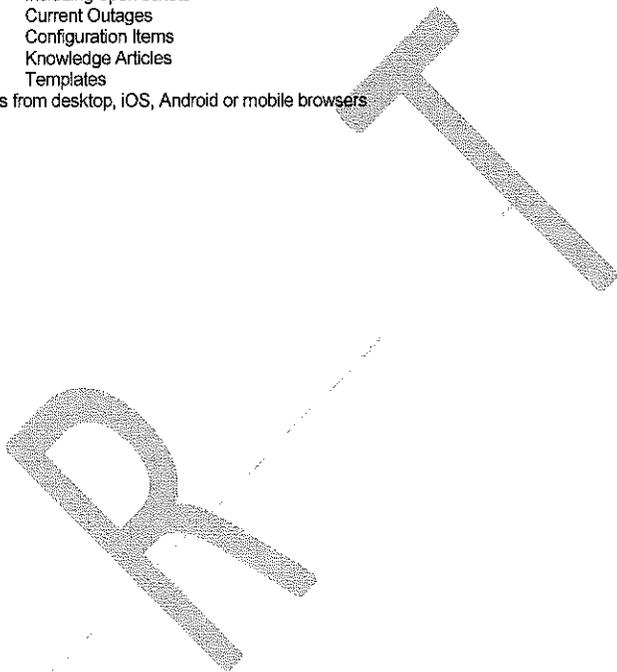
Services will be implemented by BMC in three environments: Development, Test and Production, with a multi-tenant configuration. Environment provisioning is fulfilled by the Remedy OnDemand Operations team and is governed by the terms as described within the relevant Subscription Order Form.

A summary of the work to be performed for Services implementation includes:

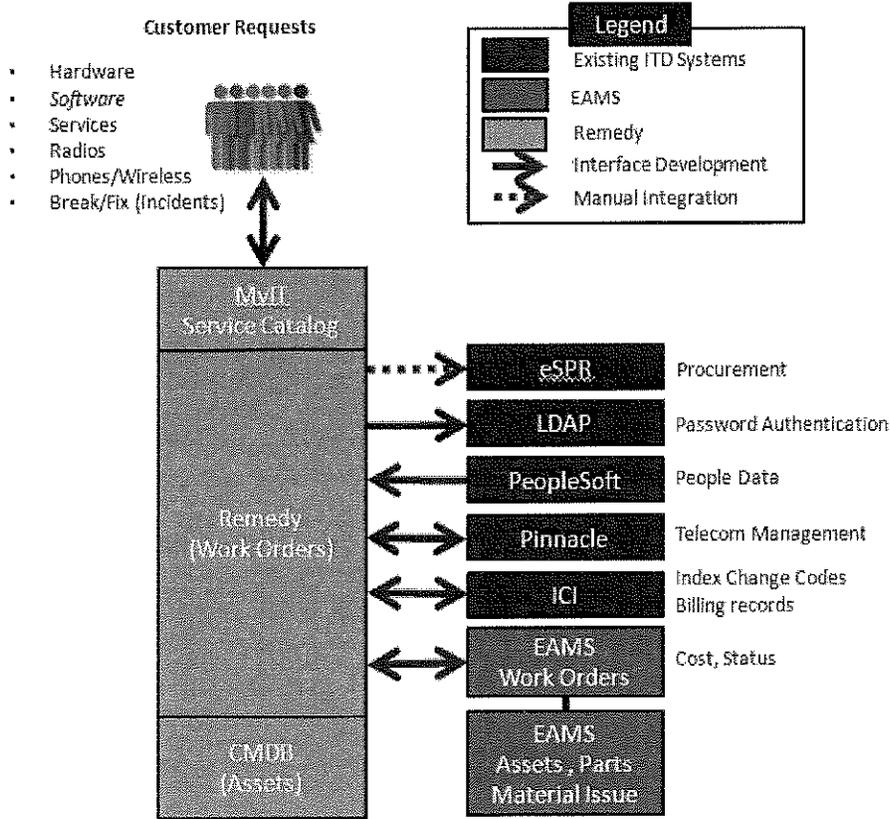
- Analysis and Design sessions including Foundation Data definition and walk through of functional workflows of processes illustrated in the final state diagram solution below in the test environment using the Customers specific configuration and data for each in-scope Remedy ITSM application
- Design and implementation using existing configurations for the following in-scope applications:
 - BMC Remedy Service Desk – Incident Management
 - BMC Remedy Service Desk – Problem Management
 - BMC Remedy Service Request Management
 - BMC Remedy Asset Management
 - BMC Remedy Release Management – for Field Services Engineering and Design division work functions
- Design and implement of configurations to address:
 - Time Tracking of ticket labor in Remedy for designated work orders
 - Calculation of the monthly ICI billing records
- Configuration of the in-scope integrations to the Remedy OnDemand solution including:
 - Active Directory to / from Remedy AR System for authentication
 - People data loads to the appropriate Remedy People forms



- ICI to request index charge codes and sent monthly billing
 - EAMS to send work order ticket information and return parts and miscellaneous billing data
 - Pinnacle to create a work order and return ticket status information
 - ePSR to obtain PO# and status of procurement
- Deployment of Smart IT with recommended best practices to transform their service desk and IT users experience, maximize productivity and reduce the cost of service delivery. The design and deployment of the Smart IT solution will help Miami-Dade users by allowing them to:
 - Improve user adoption and reduce training time
 - Decrease time to resolution
 - Improved teamwork by simplifying the collaboration between teams
 - Dramatically improve agent efficiency by automatically providing critical information while they type:
 - Including open tickets
 - Current Outages
 - Configuration Items
 - Knowledge Articles
 - Templates
 - Access from desktop, iOS, Android or mobile browsers



Here is a high level final state diagram of the solution



(Note: The Legacy Work Order system is decommissioned and not in the picture)

Need a solid arrow back from ePSR to Remedy



2 Scope of the Services

BMC's scope of the services is limited to the following software.

2.1 Software in Scope

The following software list will be included as part of the scope per BMC recommended best practices across the following environments: Development, Test and Production. Although Customer may have access to additional ITSM modules via the purchase of the subscription services listed below, Services are limited to the scope stated in this Statement of Work (SOW). Implementation of additional applications, if needed, will require execution of a Contract Change Order (CCO) or separate SOW.

BMC Software / Subscription Services	Version
BMC Remedy OnDemand	2014.01

2.2 Integration Configurations

In-scope integrations are limited to those described below:

Integrations	Direction (Uni or Bi)	Transport Mechanism	Comments
Active Directory (AD)	Uni	LDAP	<ul style="list-style-type: none"> County user names in Remedy are authenticated (password) from the Microsoft Active Directory. Remedy uses the AD password to allow the person into Remedy. Non-county users shall be validated as well.
People Load	Uni	Atrium Integrator ("AI")	<ul style="list-style-type: none"> One time process that synchronizes data in the Remedy People forms with data from Customer's people sources A daily process that synchronizes update records in the Remedy People forms for any additions / modifications / deletions that have occurred in the people sources <p>Exception processing from a synchronization job will be logged in a separate form and available to a Customer administrator for correction</p>
ICI	Bi	Batch file Database query	in-house system that processes monthly customer billing and generates invoices. Upload fixed length text data files to a drop location once a month.
EAMS	Bi	Webservices	EAMS is the system of record for countywide asset management, including capital and non-capital.
Pinnacle	Bi		Software designed for Telecommunication Expense Management. Remedy ticket will open request in Pinnacle and return status to Remedy.
ePSR	Uni		ITD in-house developed system used to request approval when procuring an IT item or service. This is the primary IT procurement system in use at ITD. Work orders that require procurement are



Integrations	Direction (Uni or Bi)	Transport Mechanism	CommentsComments
			manually fed into the ePSR system. designed for to This system will update procurement status and PO#

Integration-specific assumptions include the following:

- License procurement and maintenance of any non-BMC integrated system is the sole responsibility of Customer.
- Customer remains responsible for version compatibility of any integrated system with the Remedy OnDemand solution.
- Customer will provide BMC with access to an on premise non-production system for integration testing purposes. In the event a non-production system is unavailable, Customer will plan for and provide testing capabilities to BMC from within an on premise production environment.
- Integrations that require customizations may require approval in advance by BMC's Customization Review Board (CRB). In the event a migration mechanism is not approved by the CRB, an alternate mechanism may be provided upon execution of a CCO.
- Configuration of any integration excludes the import of an existing data store, e.g., existing asset data will not be loaded into the CMDB standalone unless stated explicitly within this SOW.
- Customer remains solely responsible for on-going maintenance of the integrations post go-live.

Comment [rgm1]: MDC is responsible for integrations that are configured per customer requirements

REF



3 Services to Be Performed

All aspects of this scope of work are detailed in the Services to be Performed section. Any and all aspects not described in this section are considered out of scope and not part of this SOW.

3.1 Project Management Services

Activities
<u>Project Timelines and Management</u> <ul style="list-style-type: none"> • Create a project timeline that will be used as the project schedule • Monitor and report progress against the project schedule
<u>Track and Report Project Status, Issues, Risks, and Change Requests</u> <ul style="list-style-type: none"> • Monitor project and report status of budget, issues, and timeline • Maintain a log of proposed changes to the SOW and work with Customer to address same as per the agreed change management process • Maintain a log of project issues and work with Customer to manage same as per the agreed process • Maintain a log of project risks and issues and work with Customer to mitigate and or resolve same as per the agreed process
<u>Coordinate Scheduled Activities</u> <ul style="list-style-type: none"> • Coordinate resources and logistics for the BMC resources for scheduled activities
<u>Identify, Assign, and Manage BMC Team Members</u> <ul style="list-style-type: none"> • Identify and assign BMC team members and commit their time as needed
<u>Coordinate and Lead Key Project Meetings</u> <ul style="list-style-type: none"> • Project Kick-off Meeting • Project Status Meetings • Document Review Meetings • Project Closeout Meeting
<u>Customer Responsibilities</u> <ul style="list-style-type: none"> • Disclose any information that in good faith can be relevant for the purposes of creating a consistent project schedule or can potentially impact the Services • Assist with the planning and facilitation of key meetings with all project stake-holders throughout the project • Identify and assign Customer team members to fill project roles and commit their time as needed and defined in the project schedule • Coordinate resources and logistics for Customer resources for scheduled activities and as needed with BMC resource scheduling and logistics • Work with BMC to recognise and manage project risks. • Participate in the resolution of project issues • Assist with the development of the project timeline and with the monitoring and reporting of progress for the project • Manage Customer resources engaged in the project and be responsible for their engagement and satisfaction of responsibilities in accordance with the agreed schedule • Plan, manage and execute all communications and stakeholder management activities not stated herein to be the responsibility of BMC • Manage the realisation of benefits arising from the project unless stated herein to be the responsibility of BMC



<p>Deliverable Descriptions</p>	<p>Status Reports</p> <p>BMC will provide weekly status reports, to include weekly meeting with the Customer Project Sponsor and Project Manager to describe ongoing activities, progress, accomplishments, and issues. The report may include the following as appropriate for each reporting period:</p> <ul style="list-style-type: none"> • General comments • Significant issues • Risks • Recommended actions/changes • Budget performance • Schedule performance • Activities performed during the period • Planned activities for the next reporting period
<p>Completion Criteria</p>	<p>This activity continues for the duration of this SOW and terminates when the other BMC responsibilities have been completed or upon termination of this SOW if sooner.</p>

3.2 Plan and Prepare

<p>Activities</p>
<p><u>Conduct an Engagement Review (conducted before project team engagement with Customer's Project Manager)</u></p>
<p>Review Engagement Readiness checklist with Customer</p> <ul style="list-style-type: none"> • Project methodology • SOW/objectives review • Deliverable outline • Business case, current state metrics and reference plan • BMC project team access and logistics requirements <p><u>Project Team Reviews</u></p> <ul style="list-style-type: none"> • Reviews will include SOW content and any relevant and available documentation relating to integration sources including functional requirements and technical environment documentation.
<p><u>Conduct Project Kickoff Meeting</u></p> <ul style="list-style-type: none"> • Align stakeholders and confirm governance model • Confirm roles and responsibilities • Confirm project objectives • Review high level project schedule including key milestones • Discuss Customer's business objectives and expectations (to be revisited at project close out meeting)
<p><u>Finalize estimated Project Schedule</u></p> <ul style="list-style-type: none"> • Create and publish a project schedule with estimated project milestones, dates and detailed tasks for the project
<p><u>Customer Responsibilities</u></p> <ul style="list-style-type: none"> • Assist with the planning and facilitation of a project kick-off meeting with the project stakeholders at the beginning of the project • Collaborate with BMC to define project milestones, dates and detailed tasks for the project schedule • Review the project schedule



Deliverable Descriptions	Project Schedule BMC will provide a work breakdown structure (WBS) which will list the phases, activities and tasks the BMC team will perform and an outline of Customer activities and / or dependencies. The schedule will represent the estimated timeline and duration for the project.		
Completion Criteria	This phase is complete when the engagement review and project kickoff meeting have been held and the Deliverables have been delivered to the Customer Project Manager.		
3.3 ITSM - Analyze			
Activities BMC Responsibilities		Customer Responsibilities	Phase Specific Assumptions
Conduct Workshop <ul style="list-style-type: none"> • Companies • Organizations • Sites • People <ul style="list-style-type: none"> ○ Non-support People ○ Support People - Roles and Permissions • Support Groups <p><i>The above will be supplied by the customer and populated once into the system by BMC.</i></p> <ul style="list-style-type: none"> • Product Categorization - Using BMC recommended best practice configuration data • Product Catalog - Using BMC recommended best practice configuration data • Operational Categorization - Using BMC recommended best practice configuration data <p><i>The above will be supplied by BMC and will be populated into the system by BMC.</i></p>	Foundation Data	Ensure Remedy Administrators, Process Owners and SMEs are present and engaged in the workshop. Customer will need to assign owners to supply and validate required foundation data. Customer already assigned owners. We need help in best way to structure for best results.	<ul style="list-style-type: none"> ▪ BMC will spend up to two (2) business days conducting the Workshop.
Conduct Service Desk Workshop <ul style="list-style-type: none"> • Incident <ul style="list-style-type: none"> ○ Rules ○ Roles and Permissions ○ Assignment Routing Records ○ Templates ○ Impact, Urgency and Priority 		Ensure Remedy Administrators, Service Desk Process Owners and SMEs are present and engaged in the workshop. Customer will need to assign owners to supply and validate required application data.	BMC will spend up to two (2) business days with the Customer reviewing Service Desk application.



<ul style="list-style-type: none"> o Smart IT • Problem <ul style="list-style-type: none"> o Rules o Roles and Permissions • Out of the Box (OOTB) Reports <p>Functional Awareness Demo</p>		
<p>Conduct Asset Management Workshop</p> <ul style="list-style-type: none"> • Rules and Settings • Roles and Permissions • Contracts • Cmdb/CIs • Cmdb Reconciliation and Normalization • Product Catalog • Out of the Box (OOTB) Reports <p>Functional Awareness Demo</p>	<p>Ensure Remedy Administrators, Asset/Configuration Management Process Owners and SMEs are present and engaged in the workshop.</p> <p>Customer will need to assign owners to supply and validate required application data.</p>	<p>BMC will spend up to two (2) business days with the Customer reviewing the Asset/Configuration Management application.</p>
<p>Conduct Service Request Management Workshop</p> <ul style="list-style-type: none"> • Rules and Settings • Roles and Permissions • Assignments • Approvals • Entitlements • Surveys • Fulfillment (Work Orders) • Out of the Box (OOTB) Reports • Smart IT • MyIT <p>Functional Awareness Demo</p>	<p>Ensure Remedy Administrators, Service Request Management/Service Desk Process Owners and SMEs are present and engaged in the workshop.</p> <p>Customer will need to assign owners to supply and validate required application data.</p>	<p>BMC will spend up to one (1) business day with the Customer reviewing the Service Request Management application.</p>
<p>Conduct Service Level Management Workshop</p> <ul style="list-style-type: none"> • Rules and Settings • Roles and Permissions • Service Targets and Agreements • Out of the Box (OOTB) Reports <p>Functional Awareness Demo</p>	<p>Ensure Remedy Administrators, Service Level Management/Service Desk Process Owners and SMEs are present and engaged in the workshop.</p> <p>Customer will need to assign owners to supply and validate required application data.</p>	<p>BMC will spend up to one (1) business day with the Customer reviewing the Service Level Management application.</p>
<p>Conduct Integration People Load Workshop</p> <ul style="list-style-type: none"> • Atrium Integrator 	<p>Ensure Remedy Administrators, People Source and Security SMEs are present and engaged in the workshop.</p>	<p>BMC will spend up to a half (0.5) business day with the Customer reviewing Authentication requirements.</p>



<ul style="list-style-type: none"> User Search Base 	Customer will need to assign owners to supply and validate required data.	
People Load Field Mappings		
Conduct Other Integration Workshop <ul style="list-style-type: none"> ICI to request index charge codes and sent monthly billing EAMS to send work order ticket information and return parts and misc billing data Pinnacle 	Ensure Remedy Administrators and integration system owners and Security SMEs are present and engaged in the workshop. Customer will need to assign owners to supply and validate required data.	BMC will spend up to a three (3) business day with the Customer reviewing requirements.
Conduct Integration ePSR Workshop <ul style="list-style-type: none"> Assess what is required to integrate Remedy to ePSR 	Ensure Remedy Administrators and integration system owners and Security SMEs are present and engaged in the workshop. Customer will need to assign owners to supply and validate required data.	BMC will spend up to a half (.5) business day with the Customer reviewing requirements.
Conduct Smart IT & MyIT Functional Workshop <ul style="list-style-type: none"> Pre-Install requirements checklist Unified Catalog Location Use Cases Service Health Broadcasts Appointment Centers Application Branding 	Ensure Remedy Administrators, MyIT/Smart IT Administrators, Service Request Management/Service Desk Process Owners, Facility Managers, Service Process Owner, Mobile Device Manager and SMEs are present and engaged in the workshop. Customer will need to assign owners to supply and validate required application data.	BMC will spend up to one (1) business days with the Customer reviewing MyIT & Smart IT applications.
Completion Criteria	This phase is complete when the relevant workshops have been conducted and the Deliverables have been delivered to the Customer Project Manager. Those activities for which a number of business days have been specified are complete when the indicated activities are complete or when BMC has provided the number of business days, whichever occurs first.	

3.4 ITSM - Design		
Activities BMC Responsibilities	Customer Responsibilities	Phase Specific Assumptions
Review Foundation Data provided by Customer	Provide required data in a timely fashion.	BMC will spend up to four (4) business days reviewing foundation data collected by the Customer. Data to include: <ul style="list-style-type: none"> Companies Organizations Sites Support Groups People



3.4 ITSM - Design		
BMC will review Service Desk Data provided by Customer	Provide required data in a timely fashion.	BMC will spend up to three (3) business days reviewing data collected by the Customer. Data to include up to: <ul style="list-style-type: none"> • Service Desk Rules and Settings • 10 Assignment Routings • 3 Incident Templates
BMC will review Asset Management Data provided by Customer	Provide required data in a timely fashion.	BMC will spend up to four (4) business days reviewing data collected by the Customer. Data to include up to: <ul style="list-style-type: none"> • Asset Management Rules and Settings • 5 - Suppliers • 5 - Contracts (Support, Warranty, Lease or Maintenance) • 5 - Cost Centers • 25 - CIs (Computer System, Product, Business Service)
BMC will review Service Request Management Data provided by Customer	Provide required data in a timely fashion.	BMC will spend up to five (5) business days reviewing data collected by the Customer. Data to include up to: <ul style="list-style-type: none"> • Service Request Management/Work Order Rules and Settings • 5 - Work Order Assignment Routings • 5 - Basic SRDs (no AIFs, up to 5 questions, up to 2 fulfillment tickets, Manager approval only) • 1 - Survey
BMC will review Smart Reporting Data provided by Customer	Provide required data in a timely fashion.	BMC will spend up to one (1) business day reviewing data collected by the Customer. Data to include up to: <ul style="list-style-type: none"> Up to 50 User IDs and associated Reports
BMC will review Smart IT & MyIT Data provided by Customer	Provide required data in a timely fashion.	BMC will spend up to one (1) business day reviewing data collected by the Customer. <ul style="list-style-type: none"> • Application Settings • Branding • Integrations
BMC will review Integration Data provided by Customer: LDAP People Source	Provide required data in a timely fashion.	

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3.4 ITSM - Design		
ICI EAMS Pinnacle ePSR		
Create Solution Design Document BMC will document the Foundation Data loaded into the system BMC will document the Application Data loaded into the system		
BMC will supply an OOTB Functional Test Plan for the following capabilities: Service Desk Management Asset Management Knowledge Management Service Request Management Smart IT MyIT Will be used for User Functional Testing in the Validate phase	Customer can modify the test plan as required.	
Deliverable Descriptions	<p>Solution Design Document</p> <p>BMC will provide a detailed Solution Design Document that will summarize the discussions and decisions made concerning the customer-specific configurations of the solution. This document will also define how the requirements will be addressed. This document may contain any or all of the following items:</p> <ul style="list-style-type: none"> ▪ Application configuration information ▪ Data configuration/migration information ▪ Integration configuration information ▪ Reporting information <p>Functional Test Plan</p> <p>BMC will provide an OOTB Functional Test Plan document used to define the functional testing that will take place. This may include:</p> <ul style="list-style-type: none"> ▪ Definition of the tests that will occur ▪ When the test session(s) will occur ▪ Who will attend ▪ Where they will take place ▪ The testing methods ▪ The success criteria 	
Completion Criteria	<p>This phase is complete when the indicated activities have been completed and the Deliverables have been delivered to the Customer Project Manager. Those activities for which a number of business days have been specified are complete when the indicated activities are complete or when BMC has provided the number of business days, whichever occurs first.</p>	

ITSM - Build		
Activities BMC Responsibilities	Customer Responsibilities	Phase Specific Assumptions



ITSM - Build		
BMC will load Foundation Data into Development Environment		
BMC will load Application Data into Development Environment Service Desk Management Asset Management Knowledge Management Service Request Management Service Level Management Smart Reporting		BMC will load Application Data into Development Environment
BMC will configure Remedy with Smart IT configurations views in the Development Environment		BMC will configure the following: <ul style="list-style-type: none"> ▪ Configure Incident View ▪ Configure Task View ▪ Configure Work Order View ▪ Configure Person Profile
BMC will configure Atrium Integrator to access the People data spreadsheet and load people data into ITSM in the Development environment.	Customer is responsible for provide the source people into the BMC data load spreadsheet.	
BMC will configure the in-scope integrations	Ensure Remedy Administrators and integration system owners and Security SMEs are present and engaged in the build activities. Customer will need to assign owners to supply and validate required data.	BMC will spend up to a three (3) business day with the Customer reviewing requirements.
MyIT - BMC will configure MyIT in the Development environment		Included in this effort will be: <ul style="list-style-type: none"> • Up to ten (10) MyIT Locations • Up to twenty (20) MyIT How-To articles • Up to twenty-five (25) assets and one half (1/2) day on asset placement • Up to twenty (20) MyIT Services • Up to five (5) MyIT Calendars
MyIT – BMC will configure MyIT to connect to Exchange	Customer will provide BMC credentials to access their Exchange platform.	Exchange is operation and appropriate accounts are created for access and resources in Exchange.
Create or update Construction Document		
Deliverable Descriptions	Construction Document BMC will provide or update a Construction Document that will summarize the customer specific configurations, integration configurations and data migration activities of the components of the	



ITSM - Build	
	<p>solution. This document will define how the requirements have been addressed. This document may contain any or all of the following items:</p> <ul style="list-style-type: none"> ▪ Configurations ▪ Data conversion/migration details ▪ Integration configuration details ▪ Reporting configuration details
Completion Criteria	<p>This phase is complete when the indicated activities have been completed and the Deliverables have been delivered to the Customer Project Manager. Those activities for which a number of business days have been specified are complete when the indicated activities are complete or when BMC has provided the number of business days, whichever occurs first.</p>

ITSM - Validate		
Activities BMC Responsibilities	Customer Responsibilities	Phase Specific Assumptions
BMC will load Foundation Data into Test Environment		
BMC will load Application Data into the Test Environment Service Desk Management Asset Management Knowledge Management Service Request Management Service Level Management Release Management Smart Reporting Remedy with Smart IT		
BMC will validate that data has successfully loaded		Explicit testing of Foundation Data is not performed. It is the basis of functional testing for all ITSM applications, and is inherently tested as part of those applications.
BMC will configure Atrium Integrator to access the source and load people into ITSM in the Test environment.		
BMC will configure the in-scope integrations		
BMC will assist with the Customer's testing process Service Desk Management Asset Management Knowledge Management Service Request Management Service Level Management Release Management	Customer is responsible for performing the QA tests	BMC will remediate configuration issues related to the agreed upon Solution Design document. BMC will provide up to two (2) business days of effort per module listed assisting with the execution of the QA process.



ITSM - Validate	
Smart Reporting Smart IT MyIT LDAP People Load ICI EAMS Pinnacle ePSR	
Deliverable Descriptions	Functional development environment
Completion Criteria	This phase is complete when the indicated activities have been completed.

ITSM - Deploy		
Activities BMC Responsibilities	Customer Responsibilities	Phase Specific Assumptions
BMC will assist Remedy OnDemand Operations personnel with the "Go-live assessment". This assessment will take place prior to Customer's go-live event and is in place to validate system parameters. This assessment will be scheduled by the BMC Project Manager in advance of final system promotion to the Production environment. This assessment and any required remediation may take up to five business days. This time period will be reflected in the project schedule.		
BMC will load Foundation Data into Production Environment from		
BMC will load Application Data into the Production Environment from Service Desk Management Asset Management Knowledge Management Service Request Management Service Level Management Smart Reporting Virtual Chat		
BMC will configure Remedy with Smart IT configurations views in the Production Environment		BMC will configure the following: <ul style="list-style-type: none"> ▪ Configure Incident View ▪ Configure Task View ▪ Configure Work Order View



ITSM - Deploy		
		<ul style="list-style-type: none"> ▪ Configure Person Profile
BMC will configure Remedy with all in-scope integrations in the Production Environment		
BMC will configure Atrium Integrator to access the source and load people into ITSM in the Production environment.		
MyIT - BMC will configure MyIT in the Production environment		Included in this effort will be: <ul style="list-style-type: none"> • Up to ten (10) MyIT Locations • Up to twenty (20) MyIT How-To articles • Up to twenty-five (25) assets and one half (1/2) day on asset placement • Up to twenty (20) MyIT Services • Up to five (5) MyIT Calendars
MyIT – BMC will configure MyIT to connect to Exchange	Customer will provide BMC credentials to access their Exchange platform.	Exchange is operation and appropriate accounts are created for access and resources in Exchange.
Deliverable Descriptions	None	
Completion Criteria	This phase is complete when the indicated activities have been completed.	

Comment [TB(2): Does this mean Active Directory?
Comment [TB(3):

Knowledge Transfer Post Deployment Assistance		
Activities BMC Responsibilities	Customer Responsibilities	Activity Specific Assumptions
Knowledge Transfer		BMC will spend up to five (5) business days with the Customer providing knowledge transfer on configuration and support processes for the solution.
Deliverable Descriptions	Functional Production Environment	
Completion Criteria	This phase is complete when the indicated activities have been completed or when xx(y) business days (duration) of knowledge transfer have been provided, whichever occurs first.	



Project Closeout Phase

BMC Responsibilities	
<ul style="list-style-type: none"> • Conduct Project Closeout meeting <ul style="list-style-type: none"> ○ Completed project closeout checklist ○ Review Customer's business objectives ○ Review BMC's Customer Satisfaction Survey process ○ Recommended next steps, as applicable ○ Issue of project completion letter 	
Customer Responsibilities	
<ul style="list-style-type: none"> • Participate in the Project Closeout meeting 	
Activity Specific Assumptions	
None	
Deliverable Descriptions	Project Closeout Checklist Project Completion Letter
Completion Criteria	This phase is complete when the project closeout meeting has been held.

DRAFT



4 Team Structure and Project Governance

4.1 BMC Team Structure

BMC Roles and Role Responsibilities	
Project Manager	The BMC Project Manager is responsible for project management related activities for this project from the consulting team perspective. This role works closely with the Customer Project Manager to plan activities and logistics for the project and to manage resources and scope.
Technical Lead	The Technical Lead provides the technical expertise for the consulting team and leads the technical activities from the consulting team perspective.
Technical Consultant	The Technical Consultant provides technical services.
Solution Services Manager	The Solution Services Manager provides project sponsorship and is the Customer relationship owner.

4.2 Customer Team Structure

Customer Roles and Role Responsibilities	
Customer Project Sponsor	<p>Prior to the start of this SOW, Customer will designate a person, called the Project Sponsor. The Project Sponsor must have the authority to act for Customer and to authorize changes to the SOW. The Project Sponsor's responsibilities include:</p> <ul style="list-style-type: none"> • With the BMC Project Manager, administer the Change Management Request and authorize CCOs. • Obtain and provide information, data, and decisions within days agreed upon between Customer and BMC. Delays may negatively impact the estimated schedule and final charges for this SOW. • Co-host the Kickoff Meeting, Engagement Review and the Project Closeout Meeting with the BMC Project Manager.
Customer Project Manager	<p>Prior to the start of the SOW, Customer will also assign a Project Manager for the duration of this SOW. The Customer Project Manager will work with the BMC Project Manager to help plan the work effort and keep it on schedule. The Project Manager's responsibilities include:</p> <ul style="list-style-type: none"> • Coordinate activities of assigned Customer personnel to ensure adequate participation in all SOW activities. • Help resolve issues and escalate them within the Customer organization, as necessary. • Obtain and provide information, data, decisions, and review Deliverables within days agreed upon between Customer and BMC. Delays may negatively impact the estimated schedule and final charges for this SOW.
Customer Team Members	<p>Customer will assign their personnel to the team as defined by the project schedule to execute the activities in this SOW and to fulfill the responsibilities outlined in the 'Services to be Performed' section. Some of the staffing required will include:</p> <p>Technical Lead – This resource(s) will be responsible for providing technical knowledge on BMC software for Customer after this SOW is complete, making recommendations on future implementation methodology, and assisting in the completion of implementation tasks as needed.</p> <p>Application Managers – These resources know the most about the software being configured from the user role and serve as the Customer's lead for each ITSM application. In most cases they are involved with the administration of the software. The application experts supporting the ITSM environment can usually be found in one of the following groups:</p> <ul style="list-style-type: none"> • Application experts – specialists from the developer groups



	<ul style="list-style-type: none"> • Remedy Administrators – responsible for configuration of the applications • Integrated Systems Managers – includes application owners for all Remedy integration sources and related content <p>Process Owners – This group of resources includes any technical and security personnel required to provide approvals and technical direction for connectivity methods to the Remedy OnDemand data centers (Client Gateway configuration, integration points, etc.) and software implementations. These resources are usually not directly involved with this SOW, but are vital for planning and executing the rollout of the software to the Production environment. This group typically includes:</p> <ul style="list-style-type: none"> • Security Administrators – a representative from Customer's Information Security team • Change Manager(s) – representatives from Customer's Change Advisory Board authorized to approve all changes to Customer systems
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4.3 Document Review Process

BMC documents are, unless stated otherwise herein, subject to review by the Customer and return to BMC. The basic review steps are:

- Each document will be presented to Customer as version 1.0;
- Customer shall review document ("Document Validation Period") to review version 1.0 and formulate feedback. Customer shall provide feedback to BMC in writing and email is acceptable.
- Updates are made to the document by BMC as appropriate and a final document is delivered to Customer as version 2.0.

If the Document Validation Period has been exhausted without feedback from Customer, the document shall be considered complete. If Customer requires additional time to complete its reviews, and assuming BMC agrees to same, such agreement not being withheld unreasonably, an extension period may be granted but such extension will be subject to agreement in advance and may, depending on the impact of such extension, be subject to Change Control and so require a CCO.

4.4 Technical Review Process

Technical Review encompasses the review of the results of the configurations and integrations that BMC shall undertake under this SOW.

BMC's estimates assume that Technical Review is limited to a cycle of two (2) iterations maximum. If at the end of the second cycle the test scenario still fails the Change Control process shall be launched.

A Technical Review shall commence when BMC notifies Customer that something is ready for review and shall be complete within days agreed upon between Customer and BMC.

Completion of a Technical Review shall be completed by Customer's signing of a Technical Review Completion Certificate. If the Technical Review period is exhausted without any response from Customer, the Technical Review is automatically approved. If Customer withholds approval on the basis of factors outside of BMC's control or if Customer uses the subject of the Technical Review in an operational capacity, BMC and Customer agree to work together through the Escalation Procedure to resolve. Customer's approval will not be unreasonably withheld.

4.5 Change Control Process

Any changes to this SOW must be mutually agreed upon in writing by both Customer and BMC. Proposed changes shall be submitted in writing by the requesting party. Upon agreement with respect to such change, the scope, estimated project dates and fees may be amended to reflect these changes through a separate amendment named CCO.

4.6 Escalation Procedure

Each party will appoint a primary contact prior to the commencement of this SOW. In the event of an issue between the parties; such contacts must be notified in writing immediately with the intent that the parties will resolve the issue in good faith. Should the parties be unable to resolve the issue within a reasonable timeframe (which in any event will be no more than ten

Comment [TB(4)]: Need to validate that these are already in the GSA contract.



(10) working days), either party may (1) suspend the project until the issue is resolved or (2) terminate the SOW. In the event of termination, Customer agrees to pay for the Services performed and expenses incurred, if any, up to the termination date.

REF



5 Project Estimates

This SOW will begin on a mutually agreed upon date between Customer and BMC. BMC resources will be committed to performing this SOW once an estimated start date and an estimated schedule for the BMC activities has been agreed to by the Customer Project Manager. Dates are subject to change at Customer's request when agreed to by BMC.

The estimated project duration is twenty (20) weeks. A preliminary project schedule/ WBS will be developed to outline the complete task list. As part of the Project Management Services defined in this SOW, a status report highlighting progress relative to plan, outstanding issues and services planned for the subsequent periods will be created and reviewed periodically with the Customer project manager.

Comment [TB(5)]: This should be 5 months to match the high-level plan. Also, include the plan from the 3-day onsite meeting.

Activity	Months				
	1	2	3	4	5
Plan and Prepare	█				
Analyze	█				
Design		█			
Build			█		
Validate				█	█
Deploy					█
Project Management					

Please insert customer matrix here



6 Fees and Costs

BMC Software Inc. 2101 Citywest Blvd, Houston TX, USA 77042 ("BMC")		BMC Contact Person & email Address: Jeff Cofield Jeffrey_Cofield@BMC.com Phone: 754-260-4207	
Bill To: Miami-Dade County Customer Name: ("Customer") Contact Name: Rosie Perez Address: Miami-Dade County 5680 SW 87 Ave Miami, FL 33173 Phone: 786-469-5072 Reference Number:		Work Location(s) ("Customer Work Location(s)"): Customer Name: Miami-Dade County Contact Name: Rosie Perez Address: 5680 SW 87 Ave Miami, FL 33173 Phone:	
Offer Expiration Date (the ultimate date for Customer to execute this SOW):	Estimated Project Start Date:	Estimated Project End Date:	Opportunity ID:
9/30/2015	TBD	TBD	SFDC-390498
Customer Return Address:			

6.1 Services Fee Schedule:

Resource Level	Description	Estimated Number of Business Days	Rate	Estimated Services Fee USD
Level4	Senior Consultant	91	\$1,770	\$161,070
Level4	Project Manager	30	\$1,770	\$53,100
Level5	Solution Architect	2	\$2,210	\$4,420
Subtotal estimated cost of Services				\$218,490
Estimated cost of Travel and Living Expenses ("T&E")				\$21,464
Total Consulting Fee				\$239,542
Education Services				
	# of units	Price per unit		Total
Learning Pass Credits Fee	13.65	740.55		\$9,996
Total Estimated Fee:				\$249,450

Comment [C16]: Follow up



7 Other Conditions

If a Purchase Order is required please check the appropriate box below:

Customer's internal systems require a Purchase Order to be raised in order to facilitate payment. A Purchase Order will be submitted with this SOW. Please note: A Purchase Order, made out to the BMC entity stated above and referencing the Engagement ID number found on the cover is required immediately and needs to be sufficient to cover the Services costs and expenses in the Fee table above.

A Purchase Order will be issued separately after signature of this SOW by both parties. Customer confirms that this Purchase Order is only for administrative purposes and will not preclude Customer from paying the applicable BMC invoices.

If a box is not checked, the parties agree that no Purchase Order is required for Customer to pay the applicable BMC invoices.

This SOW including appendices and the Agreement together constitute the entire agreement between the parties, and supersede all prior agreements and understandings, whether oral or written, relating to this subject matter. The terms of the Agreement are incorporated into this SOW for all purposes. The performance of the Services will not relieve or alter either party's rights, obligations and responsibilities with respect to BMC's software under the applicable software license agreement. These services may not necessarily be all the services required for complete implementation of any BMC software. Nothing in this SOW or the Agreement is intended to or shall have effect of vesting in or transferring to Customer rights in BMC's, its affiliates' or its suppliers' software, methods, know-how or other intellectual property, regardless of whether such intellectual property was created, used or first reduced to practice or tangible form by BMC in the course of performance of the services hereunder. Each party hereto warrants and represents that this SOW, including the Agreement, has been executed by a duly authorized representative of such party.

BMC reserves the right to terminate this SOW for its convenience if the services do not begin due to Customer's delay within forty-five (45) business days from the date of Customer's signature of this SOW or if after Services commences no BMC services associated with this SOW is performed for a 90-day period due to Customer's delay. BMC will notify Customer in writing if this SOW is terminated. Customer shall pay BMC for Services rendered and expenses incurred through the date of termination. In order to re-activate this SOW, a new SOW may have to be negotiated and may be subject to an increase in fees. Any termination provisions in this SOW are in addition to the termination provisions in the Agreement.

The signatures below indicate that BMC and Customer agree to the terms and intend to be bound by this SOW. This signed SOW, including the Agreement and the receipt of a Purchase Order if indicated above, constitutes authorization for BMC to perform the Services and issue invoices. Any additional or conflicting terms of Customer's purchase order, if any, are hereby rejected by BMC. Please sign two (2) copies of this document and return them to BMC.

BMC Software Inc.: Miami-Dade County:

Signature: Signature:

Name: Name:

Title: Title:

Date: Date:

Taylor, Coralee (ISD)

From: Johnson, Laurie (ISD)
Sent: Friday, July 31, 2015 1:07 PM
To: Taylor, Coralee (ISD); Adams-Parish, Traci (ISD)
Subject: FW: SBD Input Doc-Project Measure Worksheet - RQET1500019 - BMC
Attachments: GSA CONTRACT GS-35F-0340W-BMC.pdf; GSA eLibrary Contractor Information-BMC.htm; BMC - Non-Competitive IT Project Review.docx; Dept Input Doc - BMC.pdf; Vendor Quote wSOW - BMC.docx; SBD Input Doc-Project Measure Worksheet - RQET1500019 - BMC.doc

Good afternoon ladies,

Please review the attachment and process as requested.

Thank you

Laurie Johnson, SBD Section Chief
Internal Services Department
Small Business Development
111 NW 1st Street #19 Floor, Miami, FL 33128
Phone No. 305-375-3121 / Fax No. 305-375-3160

<http://www.miamidade.gov/smallbusiness>


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Please consider the environment before you print this email

From: Brown, Margaret (ISD)
Sent: Friday, July 31, 2015 1:06 PM
To: Johnson, Laurie (ISD)
Subject: SBD Input Doc-Project Measure Worksheet - RQET1500019 - BMC

Hi Laurie,
Please see the attached docs for your review. Thanks, Margaret

Margaret Brown, Procurement Contracting Officer
Miami-Dade County Internal Services Department
305-375-4914
miamidade.gov
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