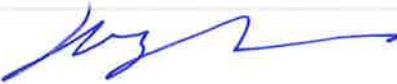
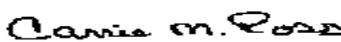


<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS</b> OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30				1. REQUISITION NUMBER		PAGE 1 OF 56				
2. CONTRACT NO. GS-35F-0553P		3. AWARD/EFFECTIVE DATE 08/06/2013		4. ORDER NUMBER HC1028-13-F-0294		5. SOLICITATION NUMBER		6. SOLICITATION ISSUE DATE		
7. FOR SOLICITATION INFORMATION CALL:			a. NAME			b. TELEPHONE NUMBER (No Collect Calls)		8. OFFER DUE DATE/LOCAL TIME		
9. ISSUED BY DISA/DITCO-SCOTT-PL83 2300 EAST DRIVE SCOTT AFB IL 62225-5406  TEL: FAX:			CODE HC1028		10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED <input type="checkbox"/> SET ASIDE: % FOR <input type="checkbox"/> SB <input type="checkbox"/> HUBZONE SB <input type="checkbox"/> 8(A) <input type="checkbox"/> SVC-DISABLED VET-OWNED SB <input type="checkbox"/> EMERGING SB SIZE STD: NAICS:			11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE  <input type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) 13b. RATING 14. METHOD OF SOLICITATION <input type="checkbox"/> RFP <input type="checkbox"/> IFB <input type="checkbox"/> RFP		12. DISCOUNT TERMS
15. DELIVER TO			CODE		16. ADMINISTERED BY			CODE		
<b>SEE SCHEDULE</b>					<b>SEE ITEM 9</b>					
17a. CONTRACTOR/OFFEROR FOUR POINTS TECHNOLOGY, L.L.C. 14900 CONFERENCE CENTER DR STE 100 CHANTILLY VA 20151-3813 AMY MOSS  TEL. 703-657-6133			CODE 1YS78		18a. PAYMENT WILL BE MADE BY DFAS-CO/JAQBAC WAWF HQ0131 HTTPS://WAWF.EB.MIL/ COLUMBUS OH 43213			CODE HQ0131		
FACILITY CODE										
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER					18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM					
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES				21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT		
<b>SEE SCHEDULE</b>										
25. ACCOUNTING AND APPROPRIATION DATA  <b>See Schedule</b>						26. TOTAL AWARD AMOUNT (For Govt. Use Only)  <b>\$6,310,598.00</b>				
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1. 52.212-4. FAR 52.212-3. 52.212-5 ARE ATTACHED.						ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED				
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED.						ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED				
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN <u>2</u> COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN. <input checked="" type="checkbox"/>					29. AWARD OF CONTRACT: REFERENCE <input type="checkbox"/> OFFER DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:					
30a. SIGNATURE OF OFFEROR/CONTRACTOR 				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)			31c. DATE SIGNED 08/06/2013			
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT) JOEL A LIPKIN CHIEF OPERATING OFFICER			30c. DATE SIGNED 29 July 2013		31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) TEL: 618.229.9569 EMAIL: carrie.m.ross.civ@mail.mil					

<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS</b> <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30</i>				1. REQUISITION NUMBER		PAGE 1 OF 56	
2. CONTRACT NO. GS-35F-0553P		3. AWARD/EFFECTIVE DATE 06-Aug-2013		4. ORDER NUMBER HC1028-13-F-0294		5. SOLICITATION NUMBER	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME				b. TELEPHONE NUMBER (No Collect Calls)	
9. ISSUED BY DISA/DITCO-SCOTT-PL83 2300 EAST DRIVE SCOTT AFB IL 62225-5406  TEL: FAX:		CODE HC1028		10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED <input type="checkbox"/> SET ASIDE: % FOR <input type="checkbox"/> SB <input type="checkbox"/> HUBZONE SB <input type="checkbox"/> 8(A) <input type="checkbox"/> SVC-DISABLED VET-OWNED SB <input type="checkbox"/> EMERGING SB SIZE STD: NAICS:		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE  <input type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) 13b. RATING 14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP	
15. DELIVER TO  <b>SEE SCHEDULE</b>		CODE		16. ADMINISTERED BY  <b>SEE ITEM 9</b>		CODE	
17a. CONTRACTOR/OFFEROR FOUR POINTS TECHNOLOGY, L.L.C. 14900 CONFERENCE CENTER DR STE 100 CHANTILLY VA 20151-3813 AMY MOSS  TEL. 703-657-6133		CODE 1YS78		18a. PAYMENT WILL BE MADE BY DFAS-CO/JAQBAC WAWF HQ0131 HTTPS://WAWF.EB.MIL/ COLUMBUS OH 43213		CODE HQ0131	
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER		<input type="checkbox"/> 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM					
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	<b>SEE SCHEDULE</b>						
25. ACCOUNTING AND APPROPRIATION DATA  <b>See Schedule</b>					26. TOTAL AWARD AMOUNT (For Govt. Use Only)  <b>\$6,310,598.00</b>		
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1. 52.212-4. FAR 52.212-3. 52.212-5 ARE ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED							
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED							
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN <u>2</u> COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN. <input checked="" type="checkbox"/>				29. AWARD OF CONTRACT: REFERENCE <input type="checkbox"/> OFFER DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)		31c. DATE SIGNED	
						06-Aug-2013	
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) Carrie M. Ross / Contracting Officer TEL: 618-229-9569 EMAIL: carrie.m.ross.civ@mail.mil			

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS  
(CONTINUED)**

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
<p><b>SEE SCHEDULE</b></p>					

32a. QUANTITY IN COLUMN 21 HAS BEEN  
 RECEIVED  INSPECTED  ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: \_\_\_\_\_

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE
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32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE
	32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	37. CHECK NUMBER
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL				

38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY
------------------------	------------------------	-------------

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT	42a. RECEIVED BY ( <i>Print</i> )		
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER	41c. DATE	42b. RECEIVED AT ( <i>Location</i> )	
		42c. DATE REC'D ( <i>YY/MM/DD</i> )	42d. TOTAL CONTAINERS

Section SF 1449 - CONTINUATION SHEET

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001		1	Dollars, U.S.	\$6,310,598.00	\$6,310,598.00
EXERCISED OPTION	<p>BMC Enterprise SW and Maintenance FFP Maintenance for the BMC software obtained via CLINS 1-5 and during the period of 9/30/13- 9/29/2014. Software Maintenance is on all existing and acquired Army BMC software whether or not acquired pursuant to this order. Maintenance to the Army will include 24x7 Telephone Support, updates, upgrades, new versions, new formats and a Dedicated Technical Account Manager. Also, if the Army requires, BMC will host and support an Executive Summit and/or a BMC symposium.</p> <p>FOB: Destination</p>				
				NET AMT	\$6,310,598.00
				ACRN AA CIN: 103738384001	\$6,310,598.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
5001		1	Dollars, U.S.	\$6,310,598.00	\$6,310,598.00
OPTION	<p>BMC Enterprise SW and Maintenance FFP Maintenance for the BMC software obtained via CLINS 1-5 and during the period of 9/30/14- 9/29/2015. Software Maintenance is on all existing and acquired Army BMC software whether or not acquired pursuant to this order. Maintenance to the Army will include 24x7 Telephone Support, updates, upgrades, new versions, new formats and a Dedicated Technical Account Manager. Also, if the Army requires, BMC will host and support an Executive Summit and/or a BMC symposium.</p> <p>FOB: Destination</p>				
				NET AMT	\$6,310,598.00

TRANSFER INFORMATION

THIS TRANSFER CONTRACT CHANGES THE CONTRACTING OFFICE FROM ARMY CONTRACTING COMMAND-ROCK ISLAND (W52P1J) TO DISA/DITCO-SCOTT-PL83 (HC1028).

THE POCs ARE CHANGED

FROM: SUZANNE YACKLEY, 309-782-1466, [SUZANNE.C.YACKLEY.CIV@MAIL.MIL](mailto:SUZANNE.C.YACKLEY.CIV@MAIL.MIL) AND CHRISTINE BERRY, 309-782-6980, [CHRISTINE.K.BERRY2.CIV@MAIL.MIL](mailto:CHRISTINE.K.BERRY2.CIV@MAIL.MIL)

TO: CARRIE ROSS, CONTRACTING OFFICER, 618-229-9569, [CARRIE.M.ROSS.CIV@MAIL.MIL](mailto:CARRIE.M.ROSS.CIV@MAIL.MIL) AND LINDSAY MUSENBROCK, CONTRACT SPECIALIST, 618-229-9694, [LINDSAY.E.MUSENBROCK.CIV@MAIL.MIL](mailto:LINDSAY.E.MUSENBROCK.CIV@MAIL.MIL).

DUE TO THE TRANSFER OF THE CONTRACT FROM ACC-RI TO DITCO SCOTT, THE CONTRACT NUMBER IS CHANGING FROM W91QUZ-10-F-0050 TO HC1028-13-F-0294. ALL TERMS AND CONDITIONS REMAIN UNCHANGED.

EFFECTIVE UPON FULL EXECUTION OF THIS ORDER, DISA/DITCO/PL8321 IS RESPONSIBLE FOR CONTRACTING RESPONSIBILITIES ASSOCIATED WITH THIS CONTRACT. DITCO-SCOTT HAS FULL AUTHORITY TO INCLUDE ALL ADMINISTRATIVE FUNCTIONS IDENTIFIED IN FAR 42.302 (a) & (b) AND ANY FAR SUPPLEMENTS THERETO.

THE TOTAL LIFECYCLE COST OF THIS CONTRACT IS \$57,507,316.19  
CLINS 0001-0005 HAVE BEEN EXECUTED AND OBLIGATED FOR A TOTAL OF \$44,886,120.19 ON W91QUZ-10-F-0050.

DITCO WILL CHANGE THE NUMBERING OF CLINS 0006 AND 0007 TO CLINS 4001 AND 5001, RESPECTIVELY. CLINS 4001 AND 5001 WILL BE THE ONLY CLINS INCLUDED IN THIS TRANSFER CONTRACT.

THIS TRANSFER CONTRACT WILL INCLUDE EXERCISING OPTION PERIOD 4 (CLIN 4001 ABOVE). THE PERIOD OF PERFORMANCE IS 9/30/2013 – 9/29/2014. THE CONTRACT AND OBLIGATED AMOUNT WILL INCREASE BY \$6,310,598.00, FROM \$44,86,120.19 TO \$51,196,718.19.

THE PAYMENT OFFICE WILL CHANGE FROM DFAS COLUMBUS (HQ0304) TO DFAS-CO/JAQBAC WAWF (HQ0131) ON THIS TRANSFER CONTRACT.

ALL OTHER TERMS AND CONDITIONS OF THE PREDECESSOR CONTRACT REMAIN THE SAME AND ARE INCLUDED IN THE TRANSFER CONTRACT TERMS AND CONDITIONS. ANY OTHER CHANGES WILL REQUIRE A MODIFICATION TO THE TRANSFER CONTRACT.

TERMS AND CONDITIONS

ATTACHMENT B1 TERMS AND CONDITIONS

Reference BMC ESI BPA W91QUZ-07 -A- 0006. Four Points Technology is a teaming partner to BMC under ESI BPA W91QUZ-07-A-0006. This order is subject to the terms and conditions of the referenced BMC BPA W91QUZ-07-A-0006.

1. This requirement is for an Army-wide Enterprise License Agreement (ELA) delivery order for all products within the BMC product families listed in Attachment (A) below. This procurement provides for the procurement of software and related maintenance pursuant to SIN 132-33 Perpetual Software Licenses. Products shall include any updates, upgrades, new versions and formats of those products and provide such updates, upgrades, new versions and formats of those products at no additional cost to all Army licensed users (see below for definition of an Army user) to the same level of Maintenance and Technical Support Services as within this order. The Army expects, at a minimum, credit for recent Army orders that total \$3,973,586.00 off of the total contract value in Option Period 1.
2. This delivery order includes Maintenance on all of the software obtained through this order and all existing Army licenses for the products listed in Attachment A. The maintenance and support includes 24x7 Telephone Support and a Dedicated Program Account Manager, and a BMC Executive Summit or symposium if the Army requires one. Additionally, the government requires an Army ordering portal that will be accessible on the PD CHESS web site. In the future the Army may put in place a frontend approval process that will link to the BMC portal. The Army would require a single sign on for the site.
3. This award will allow the Army to consolidate its BMC products (listed in Attachment A) and have procurement asset management of those products Army-wide. The government is interested in value-added services for permitted users of the software, for which a license is acquired under this delivery order. The scope of the requirement covers the Army and any component or subdivision thereof, and all Army Customers.
4. A customer is someone authorized by the Army to use the licensed programs described in Attachment A. Customers include Army military (active, reserve, or national guard) and Army civilian personnel as well as contractor personnel. Customers also include military (active, reserve, or national guard) and civilian personnel from other U.S. Government agencies or components serving in Joint organizations where the Army is the Executive Agent. The licensed programs may be used by the Army and any component or subdivision thereof to include: Army Commands, Army Service Component Commands, Army National Guard, Headquarters Department of Army, Direct Reporting Units, the Army Reserve, and components or organizations for which the Army is the Executive Agent (see attachment C) and authorized Army Contractors in direct support of Army programs.
5. The coverage of this requirement applies to Continental United States (CONUS) and Outside the Continental United States (OCONUS) sites. There are no geographic limitations on the use of the licensed programs and the Army may use such programs at any number of sites. The Contractor will provide a website to process individual Army software downloads requests online in addition to a software license management system (SLMS).
6. Right to Transfer Software Programs: Notwithstanding any clause in the applicable GSA FSS contract to the contrary, the Army may transfer licensed programs acquired under this order between and among different Army users, computers, locations, or sites without charge to the Army. Such transfers may be made without notice to, or the consent of, the Contractor.
7. The Army will award one enterprise level order which will be comprised of the BMC licenses and maintenance (identified in Attachment A) for the Army requirement as identified in each period of performance. The order will include a no count clause for the base and each option period. At the end of the base and option periods 1 and 2 the Army will possess the most recent version of software identified at Attachment A. At the end of each option period 1 and 2 the Army will own perpetual license rights in accordance with SIN 132-33 to a percentage commensurate with licenses purchased/ software downloaded during this period. At the end of option period 3 the Army will possess a perpetual license in accordance with SIN 132-33 for all software downloaded during the applicable period. In addition, if options one through three are exercised, the Army may exercise option periods four and five, which will provide maintenance that covers all legacy software and new software downloaded during base and options 1 through 3 in accordance with SIN 132-33.
8. No separate charge will be levied for Software Maintenance for software downloaded during the base period and options one through three. Rather, the CLIN prices for the base period and options one through three include the price for Software Maintenance.

9. The price for Software Maintenance for option periods four and five includes maintenance for all products in Attachment (A) for an unlimited number of users. Maintenance will be flatlined with zero percent escalation over the prior year's maintenance for these options.

10. At the end of option year 5 BMC will not raise the maintenance cost to the Army for the next maintenance year more than 1% over the last percentage the Army paid and will be based on the ESI price or GSA whichever is lower.

11. Pursuant to the applicable GSA FSS contract and FAR Subpart 8.4, the Army may terminate this order for convenience or for cause. In addition, this order includes options which may or may not be exercised by the Army at the Army's sole discretion.

1) Upon termination of the order the Government shall possess, at a minimum, a perpetual license (in accordance with SIN 132-33) to the software and number of users identified in Attachment A as well as the software downloaded or requested during performance of the order based on the number of users designated by the Army when downloading or requesting software. Furthermore, the termination of any part of this order shall not affect any perpetual license(s) obtained pursuant to any part of this order not terminated.

2) In the event any option is not exercised by the Army, the Army's rights to the licensed software are described in CLIN 0001 and any option CLIN(s) exercised under this order.

3) In the event the base period or options 1, 2 or 3 are terminated, or in the event options 1, 2 or 3 are not exercised, the Army agrees to verify a written inventory report related to the Licensed Software products that are installed and in use as of the effective date of termination or non-exercise of an option. Such report shall include, at a minimum, the product name (including any options, agents and extensions), version number and quantity of each product. The Government may purchase Maintenance/Support for any/all of the installed Copies of the Licensed Software. In the event this Maintenance/Support is acquired from or through BMC such Maintenance/Support shall be provided and performed subject to prices in the BMC then-current ESI BPA and or GSA schedules whichever is lower. Maintenance/Support fees for such Installed Copies will be invoiced to, and paid by, the Government at no more than the then-current ESI or GSA schedules, whichever is lower per copy price in effect as of the effective date of termination or non-exercise of an option.

12. Order Management: \_

- a) Software distribution from the BMC portal is projected to commence on 1 Nov 2010. There may be exceptions with distribution required prior to 1 Nov 2010. Direction for distribution exceptions will be provided through The Army appointed Software Product Manager (SPM) at Army Computer Hardware, Enterprise Software and Solutions (CHESS).

- b) The Army and the winning contractor will meet within a week of award to review the order management process in order to meet the immediate license requirements of the Army and the more formal order management process that will commence on or about 1 Nov 2010.
- c) The contractor will only distribute licenses from an Army-approved license distribution form (provided by CHESS) and/or BMC portal. This is subject to change at the Government's discretion.
- d) CHESS will be the Task Order Management Office. The Army reserves the right to change the Task Order Management Office with written notification to the contractor.
- e) Product Manager Area Processing Centers (PdM APC) will be the Technical Office. The Army reserves the right to change the Technical Office with written notification to the contractor.

### 13. Tracking of Licenses:

Enterprise-wide Software Management, to include distribution and asset management, is a primary focus of the Army and requires best business practices to be utilized. At a minimum, this will include utilizing a BMC ordering management portal to manage and track licenses for this contract. The contractor shall utilize technologies, capabilities, and tools that are already in place today, e.g., web-based solutions, and that facilitate and automate license distribution, leakage control, usage tracking and reporting.

#### a) SOFTWARE LICENSE MANAGEMENT SYSTEM

The Contractor shall provide and maintain a website to manage the Army BMC licenses within 30 days of contract award. BMC license order review and tracking capability Real-time centralized license reporting through pre-defined reports and ad hoc queries as defined by the US Army. At minimum, reporting capabilities will include order status, overall Enterprise level license statistics, ad hoc license statistics, access to historical data, and POC and Administrator query capabilities. BMC will only permit downloads, for a period of 30 days after award from those Army customers the Army has certified (authorized list) until an automated portal process is in place.

BMC software distribution through electronic download. The Contractor is encouraged to explore alternative modes of electronic download capabilities to assist Army in providing service to sites with bandwidth challenges. Methods of providing service may include Global Broadcast Service (GBS) satellite, FTP, or using multiple server download points to compensate for low bandwidth in outlying areas.

#### b) BMC SOFTWARE DISTRIBUTION

The Contractor shall distribute the BMC products owned by the Army. The primary distribution method of the BMC software will be via secure electronic download. The download site will be available 24/7/365 with support failover. Access to the download site will include single sign-on requiring US Army customers to log in via Common Access Card (BMCC) authentication or Army knowledge Online (AKO) login credentials to ensure only authorized individuals, as assigned by the Army, have access to the BMC software distribution site. To account for sites that have limited bandwidth or connectivity issues, Army organizations can request a shipment of media for a nominal fee. The contractor must be able to ship the media to Army locations in CONUS and OCONUS.

c) At a minimum, the contractor shall send a quarterly report via electronic mail to CHESS, and to authorized recipients to be identified by APD. This report will reflect license distribution information to include date license shipped, ship-to point of contact (POC), number of licenses authorized with quantity, version number of the product and deliver-to address, and current discounted contract price of the software. This report shall also differentiate between existing licenses that are rolling under the agreement for maintenance, and new licenses being deployed under the agreement. Report format at this time is MS EXCEL. The government reserves the right to migrate to a web-based report or change the format.

### 14. Program Management:

Besides the identified government management in paragraph 12. above, Order Management, the government requires that the contractor identify a Program Manager. The Program Manager shall be dedicated to CHESS. The Program Manager, at a minimum, will interface with APC and CHESS.

15. Other Benefits:

Contractor shall provide all customary additional support services or terms and conditions that would be appropriate for an Enterprise Agreement of this magnitude. These benefits should be consistent with commercial practices, to the extent that they do not violate federal regulations, and shall be available on contractor's underlying GSA schedule contract.

16. Other: The contractor will supply a letter from BMC on BMC letterhead that guarantees that all existing Army maintenance numbers are cancelled and migrated to the Army's BMC ELA maintenance number. This includes contracts for Army that are currently with integrators. BMC will notify these customers of the Army BMC ELA and provide the new ELA maintenance number to them when they register in the portal. The contractor will supply a letter from BMC on BMC letterhead that guarantees that BMC will not sell the BMC products listed at Attachment (A) that supports an Army user (see definition above) but will point the customer to the BMC Army portal located at <https://chess.army.mil>. BMC will provide the winning contractor in writing by 31 Dec 2010 the total dollar value of all Army orders dated and exercised for those products contained in Attachment (A) during the period between August 1, 2010 thru September 30, 2010 so the winning contractor can notify the Army of the dollar value which will then be applied to the first option price. The Army contracting officer after that reconciliation will apply the amount by reducing the first option price via modification to the delivery order.

#### FOUR POINTS TECHNOLOGY

##### Attachment B2 – Additional Terms and Conditions

US Army is in need of BMC software licenses to maintain operational effectiveness. This order is for BMC products and support. The final executed contract must contain the following terms and conditions. This BMC software will support US Army operations and the order contains a base period and 5 option periods.

1. The Government under the provisions of this Contract has a Commencement Date, a base period and 5 option periods and an expiration date. The Commencement Date shall be the date of the Government's execution of this Contract. The government shall provide an acceptance certificate certifying that licenses have been made available for download. The maximum Contract Term shall begin on the Commencement Date and expire at the end of the number of months specified as the Contract. The Expiration Date shall be the last day of the maximum Contract Term.
2. It is the Government's intent to award the base period and to exercise each of the five options provided that the Government receives appropriations from Congress and has a continued need for BMC software and maintenance. Any termination will be made on a full CLIN basis only. Any terminations would not include licenses on which ownership has passed to the Government per the ownership schedule defined in term 5 below.
3. It is the government's intent to exercise all options, subject to the availability of appropriated funds and the continued need for BMC software and maintenance, because the acquisition, quantity and use

of the involved BMC Products are deemed to be essential to its operations and will complete an Essential Use Certificate to that effect. Further, the Government reasonably believes that funds in an amount sufficient to exercise all contract options can be obtained and agrees to take all reasonable positive action to obtain and maintain such funds.

4. Intentionally left blank

5. The schedule below specifies the base period and option period dollar values. The Government may exercise the options subsequent periods subject to the availability of funds. The Government currently anticipates that the bona fide need for the required BMC products exists, or will exist until all options are executed based upon the software's integral role in core US ARMY business operations. Each period exercise and associated funding action acquires perpetual, non-revocable licenses in accordance with the schedule below. Prices for a period include, in addition to the purchase of perpetual licenses, license to use software not purchased and maintenance for all licenses. In the event that an option is not exercised, the Government shall have the option to either: a) purchase the capacity for which perpetual license rights have not been granted, according to Term 5 below, at a price that will be negotiated, or b) de-install the licenses.

Base Period 9/30/2010-2/28/2011

CLIN 0001 The Army has the right to download, copy, install, use, or transfer an unlimited quantity of the licensed software (all products in Attachment A) for an unlimited number of users during the period of 9/30/2010 through 2/28/2011. This CLIN also provides for Software Maintenance on all existing Army licenses for the software products on Attachment A (whether or not acquired pursuant to this order) as well as for all software downloaded during this period. Maintenance to the Army will include 24x7 Telephone Support, updates, upgrades, new versions, new formats and a Dedicated Program Account Manager. Also, if the Army requires, BMC will host and support an Executive Summit and/or a BMC symposium. The Army retains rights to 100% of the licensed capacity prior to contract execution and is granted migration to the most current BMC software version and license model for those products listed in attachment A. The Army is considered 100% up to date on support and maintenance of the current versions available at the end of the period of performance of this CLIN.

Option Period 1 (if exercised) 3/1/2011-8/30/2011

CLIN 0002 The Army has the right to download, copy, install, use, or transfers an unlimited quantity of the licensed software (all products in Attachment A) for an unlimited number of users during the period of 3/1/2011 through 8/30/2011. This CLIN also provides for Software Maintenance on all existing Army licenses for the software products on Attachment A (whether or not acquired pursuant to this order) as well as for all software downloaded during this period. Maintenance to the Army will include 24x7 Telephone Support, updates, upgrades, new versions, new formats and a Dedicated Program Account Manager. Also, if the Army requires, BMC will host and support an Executive Summit and/or a BMC symposium. The Army retains rights to 100% of the licensed capacity prior to contract execution and is granted migration to the most current BMC software version and license model for those products listed in attachment A. The Army is considered 100% up to date on support and maintenance of the current versions available at the end of the period of performance of this CLIN. The Army is granted perpetual licenses in accordance with SIN 132-33 at a minimum of 10% of the new capacity deployed since the inception of the contract on the most current BMC software version and license model downloaded during this period.

Option Period 2 (if exercised) 9/1/2011-7/31/2012

CLIN 0003 The Army has the right to download, copy, install, use, or transfer an unlimited quantity of the licensed software (all products in Attachment A) for an unlimited number of users during the period of 9/1/2011 through 7/31/2012. This CLIN also provides for Software Maintenance on all existing Army licenses

for the software products on Attachment A (whether or not acquired pursuant to this order) as well as for all software downloaded during this period. Maintenance to the Army will include 24x7 Telephone Support, updates, upgrades, new versions, new formats and a Dedicated Technical Account Manager. Also, if the Army requires, BMC will host and support an Executive Summit and/or a BMC symposium. The Army retains rights to 100% of the licensed capacity prior to contract execution and is granted migration to the most current BMC software version and license model for those products listed in attachment A. The Army is considered 100% up to date on support and maintenance of the current versions available at the end of the period of performance of this CLIN. The Army is granted, at a minimum, perpetual licenses rights in accordance with SIN 132-33 of an additional 30% (40% total) of the new capacity deployed since the inception of the contract on the most current BMC software version and license model.

Option Period 3 (if exercised) 8/01/12-10/31/2012

CLIN 0004 The Army has the right to download, copy, install, use, or transfer an unlimited quantity of the licensed software (all products in Attachment A) for an unlimited number of users during the period of 8/1/2012 through 10/31/2013. This CLIN also provides for Software Maintenance on all existing Army licenses for the software products on Attachment A (whether or not acquired pursuant to this order) as well as for all software downloaded during this period. Maintenance to the Army will include 24x7 Telephone Support, updates, upgrades, new versions, new formats and a Dedicated Technical Account Manager. Also, if the Army requires, BMC will host and support an Executive Summit and/or a BMC symposium. The Army is granted, at a minimum, perpetual license rights in accordance with SIN 132-33 of an additional 30% (40% total) of the new licenses deployed since the inception of the contract on the most current BMC software version and license model. The Army is considered 100% up to date on support and maintenance at the end of the period of performance of this CLIN.

Option Period 3 (if exercised) 11/1/2012- 9/29/2013

CLIN 0005 Maintenance for BMC software obtained via CLINS 1-4 and during the period of 11/1/2012-9/29/2013. Software Maintenance is on all existing and acquired Army BMC software whether or not acquired pursuant to this order. Maintenance to the Army will include 24x7 Telephone Support, updates, upgrades, new versions, new formats and a Dedicated Technical Account Manager. Also, if the Army requires, BMC will host and support an Executive Summit and/or a BMC symposium.

Option Period 4 (if exercised) 9/30/13- 9/29/2014

CLIN 0006 Maintenance for the BMC software obtained via CLINS 1-5 and during the period of 9/30/13- 9/29/2014. Software Maintenance is on all existing and acquired Army BMC software whether or not acquired pursuant to this order. Maintenance to the Army will include 24x7 Telephone Support, updates, upgrades, new versions, new formats and a Dedicated Technical Account Manager. Also, if the Army requires, BMC will host and support an Executive Summit and/or a BMC symposium.

Option Period 5 (if exercised) 9/30/14-9/29/2015

CLIN 0007 Maintenance for the BMC software obtained via CLINS 1-5 and during the period of 9/30/14- 9/29/2015. Software Maintenance is on all existing and acquired Army BMC software whether or not acquired pursuant to this order. Maintenance to the Army will include 24x7 Telephone Support, updates, upgrades, new versions, new formats and a Dedicated Technical Account Manager. Also, if the Army requires, BMC will host and support an Executive Summit and/or a BMC symposium.

## ATTACHMENT C

PEO Integration	(Program Executive Office for Integration)	
ACOM	Command Name	
ACC	(Army Corrections Command)	
DA STAFF	(Department Of Army)	
EUSA	(Eighth US Army)	
ARCENT	(HQ, 3RD Army/ARCENT (US Army Forces, US Central Command))	
HRC	(Human Resources Command)	
JPEO CBD	(Joint PEO for Chemical and Biological Defense)	
PEO Aviation	(Program Executive Office Aviation)	
PEO C3T	(Command, Control and Communications Tactical)	
PEO CS&CSS	(Combat Support & Combat Service Support)	
PEO EIS	(Enterprise Information Systems)	
PEO GCS	(PEO Ground Combat Systems)	
PEO IEW&S	(Intelligence, Electronic Warfare & Sensors)	
PEO MSLS	(Missiles and Space)	
PEO Soldier	(Program Executive Office Soldier)	
PEO STRI	(Simulation, Training and Instrumentation)	
PEO AMMO	(Program Executive Office for Ammunition)	
USAAC	(US Army Accessions Command)	
AAA	(Army Audit Agency)	
USACFSC	(US Army Community & Family Support Center aka FMWRC)	
ACA	(Army Contracting Agency)	
USACE	(US Army Corps Of Engineers)	
CID	(Criminal Investigative Command)	
USAREUR	(US Army Europe and Seventh Army)	
FORSCOM	(Army Forces Command)	
IMCOM	(Installation Management Command)	
INSCOM	(Intelligence and Security Command)	
AMC	(Army Material Command)	
MDW	(Military District of Washington)	
SDDC	(Surface Distribution and Deployment Command)	
NGB	(National Guard Bureau)	
NETCOM	(Network Enterprise Technology Command)	

ARNORTH	(Army North)	
USARPAC	(US Army Pacific)	
USAR	(US Army Reserve Command)	
USARSO	(US Army South)	
ATEC	(Army Test and Evaluation Command)	
TRADOC	(Training and Doctrine Command)	
USF-I	(United States Forces-Iraq)	
MEDCOM	(Medical Command)	

**EXHIBIT C**  
Migration of Product Table

	Product Name	Unit of Measurement	Classification	Licensed Capacity	Support Tier	LP Number
	<b>Original Products:</b>					
1	BMC Application Manager for Clients - CCM Client Tiers	per client endpoint	Up to 5000 endpoints	3000	BMC Basic Support	11663
1	BMC Configuration Discovery for Clients - CCM Client Tiers	per client endpoint	Up to 5000 endpoints	3000	BMC Basic Support	11663
1	BMC Configuration Management Control Center - CCM Client Tiers	per client endpoint	Up to 5000 endpoints	3000	BMC Basic Support	11663
1	BMC Patch Manager for Clients - CCM Client Tiers	per client endpoint	Up to 5000 endpoints	3000	BMC Basic Support	11663
1	BMC Software Usage for Clients - CCM Client Tiers	per client endpoint	Up to 5000 endpoints	3000	BMC Basic Support	11663
2	BMC Foundation Discovery - CCM Client Tiers	per client endpoint	Up to 5000 endpoints	3000	BMC Basic Support	11663
3	BMC Analytics for BSM	per instance	Service Management Other	1	BMC Fast-Track Support	123672
3	BMC Analytics for BSM	per instance	Service Management Other	1	Partner Fast-Track Support	123728
3	BMC Analytics for BSM	per instance	Service Management Other	1	BMC Fast-Track Support	164990
3	BMC Analytics for BSM Flt 1-Pk Lsn	per concurrent user	Service Management Other	7	BMC Fast-Track Support	123672
3	BMC Analytics for BSM Flt 1-Pk Lsn	per concurrent user	Service Management Other	1	Partner Fast-Track Support	123728
3	BMC Analytics for BSM Flt 1-Pk Lsn	per concurrent user	Service Management Other	25	BMC Fast-Track Support	164990
3	BMC Dashboards for Business Service Management	per instance	Service Management Other	1	BMC Fast-Track Support	164990
3	BMC Dashboards for Business Service Management User	per concurrent user	Service Management Other	25	BMC Fast-Track Support	164990
4	BMC Remedy AR System Flt 1-Pk Bkup Lsn	per concurrent user	Service Management Other	135	BMC Fast-Track Support	90804

4	BMC Remedy AR System Flt 1-Pk Bkup Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	95699
4	BMC Remedy AR System Flt 1-Pk Bkup Lsn	per concurrent user	Service Management Other	30	BMC Fast-Track Support	95700
4	BMC Remedy AR System Flt 1-Pk Bkup Lsn	per concurrent user	Service Management Other	75	BMC Fast-Track Support	96113
4	BMC Remedy AR System Flt 1-Pk Bkup Lsn	per concurrent user	Service Management Other	150	BMC Fast-Track Support	103503
4	BMC Remedy AR System Flt 1-Pk Bkup Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	155399
4	BMC Remedy AR System Flt 5-Pk Bkup Lsn	per concurrent user	Service Management Other	3	BMC Basic Support	90129

4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	729963
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	741359
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	741364
4	BMC Remedy AR System Server	per instance	Service Management Other	2	BMC Fast-Track Support	743815
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	743816
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	743817
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	743818
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	743820
4	BMC Remedy AR System Server	per instance	Service Management Other	2	BMC Fast-Track Support	744009
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	747467
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	749809
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	749810
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	753631
4	BMC Remedy AR System Server	per instance	Service Management Other	1	Partner Fast-Track Support	754077
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	754505
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	754507
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Basic Support	754674
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	757012
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	759933
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	764009
4	BMC Remedy AR System Server	per instance	Service Management Other	2	BMC Fast-Track Support	765368
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	767875
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	773121
4	BMC Remedy AR System Server	per instance	Service Management Other	2	BMC Fast-Track Support	786312
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	790706
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	793185

4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Basic Support	794215
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	794236
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	794239
4	BMC Remedy AR System Server	per instance	Service Management Other	4	BMC Fast-Track Support	805687
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	818405
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	838521
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	862789
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	878711
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	925638
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	938523
4	BMC Remedy AR System Server	per instance	Service Management Other	2	BMC Fast-Track Support	1039634
4	BMC Remedy AR System Server	per instance	Service Management Other	2	BMC Fast-Track Support	1043578
4	BMC Remedy AR System Server	per instance	Service Management Other	2	BMC Fast-Track Support	1146932
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	1167044
4	BMC Remedy AR System Server	per instance	Service Management Other	2	BMC Fast-Track Support	1168308
4	BMC Remedy AR System Server	per instance	Service Management Other	1	BMC Fast-Track Support	1196780
4	BMC Remedy AR System Server Bkup Lsn	per instance	Service Management Other	1	BMC Basic Support	901289
4	BMC Remedy AR System Server Bkup Lsn	per instance	Service Management Other	6	BMC Fast-Track Support	908048
4	BMC Remedy AR System Server Bkup Lsn	per instance	Service Management Other	2	BMC Fast-Track Support	956997
4	BMC Remedy AR System Server Bkup Lsn	per instance	Service Management Other	3	BMC Fast-Track Support	961132
4	BMC Remedy AR System Server Bkup Lsn	per instance	Service Management Other	2	BMC Fast-Track Support	1035040
4	BMC Remedy AR System Server Bkup Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1553998
4	BMC Remedy AR System Server Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	753624
4	BMC Remedy AR System Server Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	767874
4	BMC Remedy AR System Server Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	776667
4	BMC Remedy AR System Server Dev Lsn	per instance	Service Management Other	2	BMC Fast-Track Support	786311

4	BMC Remedy AR System Server Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1044073
4	BMC Remedy AR System Server Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1147223
4	BMC Remedy AR System Server Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1147349
4	BMC Remedy AR System Server Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1166370
4	BMC Remedy AR System Server Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1232321
4	BMC Remedy AR System Server Dev Lsn	per instance	Service Management Other	2	BMC Fast-Track Support	1232338
4	BMC Remedy AR System Server Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1232924
4	BMC Remedy AR System Server Dev Lsn	per instance	Service Management Other	2	BMC Fast-Track Support	1233427
4	BMC Remedy Asset Management Application	per instance	Service Management Other	4	BMC Fast-Track Support	989129
4	BMC Remedy Asset Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	989131
4	BMC Remedy Asset Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	989132
4	BMC Remedy Asset Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	989133
4	BMC Remedy Asset Management Application	per instance	Service Management Other	1	Partner Fast-Track Support	989136
4	BMC Remedy Asset Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	989137
4	BMC Remedy Asset Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	989138
4	BMC Remedy Asset Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	989160
4	BMC Remedy Asset Management Application	per instance	Service Management Other	1	BMC Basic Support	989368
4	BMC Remedy Asset Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	989513
4	BMC Remedy Asset Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	989765
4	BMC Remedy Asset Management Application	per instance	Service Management Other	2	BMC Fast-Track Support	1168311
4	BMC Remedy Asset Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	1214658
4	BMC Remedy Asset Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	1236716
4	BMC Remedy Asset Management Application	per instance	Service Management Other	1	Partner Fast-Track Support	1237269
4	BMC Remedy Asset Management Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	1043592
4	BMC Remedy Asset Management Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	1117409
4	BMC Remedy Asset Management Application Bkup Lsn	per instance	Service Management Other	1	BMC Basic Support	971856

4	BMC Remedy Asset Management Application Bkup Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1228544
4	BMC Remedy Asset Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	971612
4	BMC Remedy Asset Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	971749
4	BMC Remedy Asset Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1029357
4	BMC Remedy Asset Management Application Dev Lsn	per instance	Service Management Other	1	BMC Basic Support	1102370
4	BMC Remedy Asset Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1147235
4	BMC Remedy Asset Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1147360
4	BMC Remedy Asset Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1232330
4	BMC Remedy Asset Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1232945
4	BMC Remedy Asset Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1233436
4	BMC Remedy Asset Management Flt 1-Pk Bkup Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1228545
4	BMC Remedy Change Management & AR System Flt 5-Pk Bkup Lsn	per concurrent user	Service Management Other	6	BMC Continuous Support	1593193
4	BMC Remedy Change Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	990563
4	BMC Remedy Change Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	990564
4	BMC Remedy Change Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	990565
4	BMC Remedy Change Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	990604
4	BMC Remedy Change Management Application	per instance	Service Management Other	1	BMC Basic Support	990798
4	BMC Remedy Change Management Application	per instance	Service Management Other	2	BMC Continuous Support	990941
4	BMC Remedy Change Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	990953
4	BMC Remedy Change Management Application	per instance	Service Management Other	1	BMC Basic Support	991171
4	BMC Remedy Change Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	991213
4	BMC Remedy Change Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	991236
4	BMC Remedy Change Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	1037586
4	BMC Remedy Change Management Application	per instance	Service Management Other	2	BMC Fast-Track Support	1168310
4	BMC Remedy Change Management Application	per instance	Service Management Other	1	BMC Fast-Track Support	1236720

4	BMC Remedy Change Management Application	per instance	Service Management Other	1	Partner Fast-Track Support	1237264
4	BMC Remedy Change Management Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	1043584
4	BMC Remedy Change Management Application Bkup Lsn	per instance	Service Management Other	1	BMC Basic Support	973878
4	BMC Remedy Change Management Application Bkup Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1228546
4	BMC Remedy Change Management Application Bkup Lsn	per instance	Service Management Other	2	BMC Continuous Support	1593194
4	BMC Remedy Change Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	968533
4	BMC Remedy Change Management Application Dev Lsn	per instance	Service Management Other	1	BMC Basic Support	968665
4	BMC Remedy Change Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1044075
4	BMC Remedy Change Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1056607
4	BMC Remedy Change Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1147230
4	BMC Remedy Change Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1147354
4	BMC Remedy Change Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1232327
4	BMC Remedy Change Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1232941
4	BMC Remedy Change Management Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1233469
4	BMC Remedy Change Management Dashboard Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1147353
4	BMC Remedy Change Management Dashboard Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1232326
4	BMC Remedy Change Management Dashboard Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1233431
4	BMC Remedy Change Management Dashboard Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1147348
4	BMC Remedy Change Management Dashboard Lsn	per instance	Service Management Other	1	BMC Basic Support	1171265
4	BMC Remedy Change Management Dashboard Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1190154
4	BMC Remedy Change Management Dashboard Lsn	per instance	Service Management Other	1	Partner Fast-Track Support	1237268
4	BMC Remedy Change Management Flt 1-Pk Bkup Lsn	per concurrent user	Service Management Other	40	BMC Fast-Track Support	1228547
4	BMC Remedy Change Management Flt 1-Pk Bkup Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1553994
4	BMC Remedy Change Management Flt 5-Pk Bkup Lsn	per concurrent user	Service Management Other	3	BMC Basic Support	974457
4	BMC Remedy Distributed Server Option Bkup Lsn	per instance	Service Management Other	4	BMC Fast-Track Support	908047
4	BMC Remedy Distributed Server Option Bkup Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	956984

4	BMC Remedy Distributed Server Option Bkup Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	961134
4	BMC Remedy Distributed Server Option Bkup Lsn	per instance	Service Management Other	3	BMC Fast-Track Support	1035037
4	BMC Remedy Distributed Server Option Bkup Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1228550
4	BMC Remedy Distributed Server Option Bkup Lsn	per instance	Service Management Other	4	BMC Continuous Support	1593195
4	BMC Remedy Distributed Server Option Dev Lsn	per instance	Service Management Other	2	BMC Fast-Track Support	1045947
4	BMC Remedy Distributed Server Option Dev Lsn	per instance	Service Management Other	2	BMC Fast-Track Support	1147277
4	BMC Remedy Distributed Server Option Dev Lsn	per instance	Service Management Other	4	BMC Fast-Track Support	1165250
4	BMC Remedy Distributed Server Option Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1166369
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	729971
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	741356
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	743812
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	743813
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	743832
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	743834
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	749815
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	754503
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Basic Support	754677
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	2	BMC Fast-Track Support	765367
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	776664
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	786316
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	786317
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	787887
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	4	BMC Fast-Track Support	787888
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	7	BMC Fast-Track Support	787890
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	789794
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	2	BMC Fast-Track Support	793182

4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	794237
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	794238
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	2	BMC Continuous Support	798155
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	2	BMC Continuous Support	798156
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	805693
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	805695
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	2	BMC Fast-Track Support	933478
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	2	BMC Fast-Track Support	1039635
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	2	BMC Fast-Track Support	1158065
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1167045
4	BMC Remedy Distributed Server Option Lsn	per instance	Service Management Other	3	BMC Fast-Track Support	1168316
4	BMC Remedy Dashboards Application	per instance	Service Management Other	1	BMC Fast-Track Support	729962
4	BMC Remedy Dashboards Application	per instance	Service Management Other	1	BMC Fast-Track Support	741357
4	BMC Remedy Dashboards Application	per instance	Service Management Other	1	BMC Fast-Track Support	749808
4	BMC Remedy Dashboards Application	per instance	Service Management Other	1	BMC Fast-Track Support	754506
4	BMC Remedy Dashboards Application	per instance	Service Management Other	1	BMC Fast-Track Support	764011
4	BMC Remedy Dashboards Application	per instance	Service Management Other	1	BMC Fast-Track Support	786313
4	BMC Remedy Dashboards Application	per instance	Service Management Other	1	BMC Fast-Track Support	793208
4	BMC Remedy Dashboards Application	per instance	Service Management Other	1	BMC Fast-Track Support	805686
4	BMC Remedy Dashboards Application	per instance	Service Management Other	3	BMC Fast-Track Support	811823
4	BMC Remedy Dashboards Application	per instance	Service Management Other	1	BMC Fast-Track Support	1158067
4	BMC Remedy Dashboards Application	per instance	Service Management Other	2	BMC Fast-Track Support	1168313
4	BMC Remedy Dashboards Application	per instance	Service Management Other	1	Partner Fast-Track Support	1190155
4	BMC Remedy Dashboards Backup Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	961135
4	BMC Remedy Dashboards Backup Lsn	per instance	Service Management Other	2	BMC Fast-Track Support	1035039

4	BMC Remedy Dashboards Dev Lsn	per instance	Service Management Other	1	Partner Fast-Track Support	1190156
4	BMC Remedy Migrator	per instance	Service Management Other	1	BMC Fast-Track Support	753632
4	BMC Remedy Migrator	per instance	Service Management Other	1	BMC Fast-Track Support	764004
4	BMC Remedy Migrator	per instance	Service Management Other	1	BMC Fast-Track Support	767882
4	BMC Remedy Migrator	per instance	Service Management Other	4	BMC Continuous Support	798153
4	BMC Remedy Migrator	per instance	Service Management Other	1	BMC Fast-Track Support	810827
4	BMC Remedy Migrator	per instance	Service Management Other	1	BMC Fast-Track Support	903142
4	BMC Remedy Migrator	per instance	Service Management Other	1	BMC Fast-Track Support	1051850
4	BMC Remedy Migrator	per instance	Service Management Other	1	BMC Fast-Track Support	1056608
4	BMC Remedy Migrator	per instance	Service Management Other	1	BMC Fast-Track Support	1147031
4	BMC Remedy Migrator	per instance	Service Management Other	1	BMC Fast-Track Support	1147257
4	BMC Remedy Migrator	per instance	Service Management Other	2	BMC Fast-Track Support	1168315
4	BMC Remedy Migrator	per instance	Service Management Other	1	BMC Fast-Track Support	1205801
4	BMC Remedy Migrator Add On Bkup Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	961137
4	BMC Remedy Migrator Add On Lsn	per instance	Service Management Other	2	BMC Fast-Track Support	754508
4	BMC Remedy Migrator Add On Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1045945
4	BMC Remedy Migrator Bkup Lsn	per instance	Service Management Other	2	BMC Fast-Track Support	1035038
4	BMC Remedy Migrator Bkup Lsn	per instance	Service Management Other	4	BMC Continuous Support	1593200
4	BMC Remedy Service Desk & AR System Flt 1-Pk Bkup Lsn	per concurrent user	Service Management Other	40	BMC Fast-Track Support	1228548
4	BMC Remedy Service Desk & AR System Flt 1-Pk Bkup Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1553995
4	BMC Remedy Service Desk & AR System Flt 1-Pk Bkup Lsn	per concurrent user	Service Management Other	15	BMC Fast-Track Support	1553996
4	BMC Remedy Service Desk & AR System Flt 5-Pk Bkup Lsn	per concurrent user	Service Management Other	8	BMC Continuous Support	1593196
4	BMC Remedy Service Desk Application	per instance	Service Management Other	1	BMC Basic Support	991955
4	BMC Remedy Service Desk Application	per instance	Service Management Other	1	BMC Fast-Track Support	992437
4	BMC Remedy Service Desk Application	per instance	Service Management Other	2	BMC Fast-Track Support	992439

4	BMC Remedy Service Desk Application	per instance	Service Management Other	1	BMC Fast-Track Support	992440
4	BMC Remedy Service Desk Application	per instance	Service Management Other	1	BMC Fast-Track Support	992473
4	BMC Remedy Service Desk Application	per instance	Service Management Other	1	BMC Fast-Track Support	992696
4	BMC Remedy Service Desk Application	per instance	Service Management Other	1	BMC Fast-Track Support	992790
4	BMC Remedy Service Desk Application	per instance	Service Management Other	1	BMC Fast-Track Support	993281
4	BMC Remedy Service Desk Application	per instance	Service Management Other	1	BMC Fast-Track Support	993298
4	BMC Remedy Service Desk Application	per instance	Service Management Other	1	BMC Fast-Track Support	993311
4	BMC Remedy Service Desk Application	per instance	Service Management Other	1	BMC Basic Support	1166301
4	BMC Remedy Service Desk Application	per instance	Service Management Other	2	BMC Fast-Track Support	1168309
4	BMC Remedy Service Desk Application	per instance	Service Management Other	1	BMC Fast-Track Support	1196787
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	994058
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	994316
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	994318
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	994319
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	6	BMC Fast-Track Support	994326
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	3	BMC Fast-Track Support	994327
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	994328
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	994329
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	994337
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	994382
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	994465
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	2	BMC Continuous Support	994771
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	994779
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	994811
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Basic Support	995006
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	995090

4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	1043581
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	1168562
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	1192315
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	BMC Fast-Track Support	1236703
4	BMC Remedy Service Desk Application & AR System	per instance	Service Management Other	1	Partner Fast-Track Support	1237235
4	BMC Remedy Service Desk Application & AR System Bkup Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1228549
4	BMC Remedy Service Desk Application & AR System Bkup Lsn	per instance	Service Management Other	2	BMC Continuous Support	1593197
4	BMC Remedy Service Desk Application & AR System Dev Lsn	per instance	Service Management Other	1	BMC Basic Support	979343
4	BMC Remedy Service Desk Application & AR System Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	979479
4	BMC Remedy Service Desk Application & AR System Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	979648
4	BMC Remedy Service Desk Application & AR System Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1056606
4	BMC Remedy Service Desk Application Bkup Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1553997
4	BMC Remedy Service Desk Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	975069
4	BMC Remedy Service Desk Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1044074
4	BMC Remedy Service Desk Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1147227
4	BMC Remedy Service Desk Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1147350
4	BMC Remedy Service Desk Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1232322
4	BMC Remedy Service Desk Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1232927
4	BMC Remedy Service Desk Application Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1233465
4	BMC Service Level Management	per instance	Service Management Other	1	BMC Fast-Track Support	1117411
4	BMC Service Level Management	per instance	Service Management Other	1	BMC Fast-Track Support	1166371
4	BMC Service Level Management	per instance	Service Management Other	2	BMC Fast-Track Support	1168312
4	BMC Service Level Management & BMC Remedy Dashboards	per instance	Service Management Other	1	BMC Fast-Track Support	1043885
4	BMC Service Level Management & BMC Remedy Dashboards	per instance	Service Management Other	1	BMC Fast-Track Support	1155730
4	BMC Service Level Management & BMC Remedy Dashboards	per instance	Service Management Other	1	BMC Basic Support	1166307
4	BMC Service Level Management & BMC Remedy Dashboards	per instance	Service Management Other	1	BMC Fast-Track Support	1234681

4	BMC Service Level Management & BMC Remedy Dashboards	per instance	Service Management Other	1	BMC Fast-Track Support	1236713
4	BMC Service Level Management & BMC Remedy Dashboards	per instance	Service Management Other	1	Partner Fast-Track Support - 9%	1237272
4	BMC Service Level Management & BMC Remedy Dashboards Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1147237
4	BMC Service Level Management & BMC Remedy Dashboards Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1147365
4	BMC Service Level Management & BMC Remedy Dashboards Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1232335
4	BMC Service Level Management & BMC Remedy Dashboards Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1232948
4	BMC Service Level Management & BMC Remedy Dashboards Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1233443
4	BMC Service Level Management Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1166380
4	BMC Service Request Management	per instance	Service Management Other	1	BMC Fast-Track Support	1233614
4	BMC Service Request Management Dev Lsn	per instance	Service Management Other	1	BMC Fast-Track Support	1233636
4	Remedy Developer Plus	per installed server	Service Management Other	3	BMC Fast-Track Support	743814
4	Remedy Developer Plus	per installed server	Service Management Other	1	BMC Fast-Track Support	744007
4	Remedy Developer Plus	per installed server	Service Management Other	1	BMC Fast-Track Support	795849
4	Remedy Developer Plus	per installed server	Service Management Other	1	BMC Fast-Track Support	797266
4	Remedy Developer Plus	per installed server	Service Management Other	1	BMC Fast-Track Support	797268
4	Remedy Developer Plus	per installed server	Service Management Other	2	BMC Continuous Support	798162
4	Remedy Developer Plus	per installed server	Service Management Other	1	BMC Fast-Track Support	941487
4	Remedy Developer Plus	per installed server	Service Management Other	2	BMC Fast-Track Support	1016429
4	Remedy Developer Plus	per installed server	Service Management Other	1	BMC Fast-Track Support	1168314
4	Remedy Developer Plus Add Bkup Lsn	per installed server	Service Management Other	4	BMC Fast-Track Support	1120546
4	Remedy Developer Plus Add Bkup Lsn	per installed server	Service Management Other	2	BMC Continuous Support	1593198
4	Remedy Developer Plus Add Lsn	per installed server	Service Management Other	1	BMC Fast-Track Support	744006
4	Remedy Developer Plus Add Lsn	per installed server	Service Management Other	2	BMC Fast-Track Support	1016432
4	Remedy SLA for the Enterprise/Dashboards Bkup Lsn	per instance	Service Management Other	2	BMC Continuous Support	1593201
5	BMC Remedy Knowledge Management Self Service Lsn Add On	per concurrent user	Service Management Other	3	BMC Basic Support	1166306

5	BMC Remedy Knowledge Management Self Service Lsn Add On	per concurrent user	Service Management Other	1	BMC Basic Support	1171303
5	BMC Remedy Knowledge Management Self Service Lsn Add On	per concurrent user	Service Management Other	20	BMC Fast-Track Support	1233426
5	BMC Remedy Knowledge Management Self Service Lsn Add On	per concurrent user	Service Management Other	2	Partner Fast-Track Support	1237262
5	BMC Service Request Management User Add On 50-Pk Lsn	per named user	Up to 1,000	800	BMC Fast-Track Support	1233637
6	BMC Remedy Knowledge Management Flt Dev Lsn Add On	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1233471
6	BMC Remedy Knowledge Management Flt Lsn Add On	per concurrent user	Service Management Other	30	BMC Fast-Track Support	1152783
6	BMC Remedy Knowledge Management Flt Lsn Add On	per concurrent user	Service Management Other	20	BMC Basic Support	1171300
6	BMC Remedy Knowledge Management Flt Lsn Add On	per concurrent user	Service Management Other	15	BMC Fast-Track Support	1190153
6	BMC Remedy Knowledge Management Flt Lsn Add On	per concurrent user	Service Management Other	20	BMC Fast-Track Support	1233424
6	BMC Remedy Knowledge Management Flt Lsn Add On	per concurrent user	Service Management Other	10	Partner Fast-Track Support	1237261
6	BMC Remedy Knowledge Management Flt Lsn Add On	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1618151
7	BMC Remedy Knowledge Management Application With 1 User	per instance	Service Management Other	1	BMC Fast-Track Support	1152779
7	BMC Remedy Knowledge Management Application With 1 User	per instance	Service Management Other	1	BMC Basic Support	1166304
7	BMC Remedy Knowledge Management Application With 1 User	per instance	Service Management Other	1	BMC Basic Support	1171304
7	BMC Remedy Knowledge Management Application With 1 User	per instance	Service Management Other	1	BMC Fast-Track Support	1190152
7	BMC Remedy Knowledge Management Application With 1 User	per instance	Service Management Other	1	BMC Fast-Track Support	1192316
7	BMC Remedy Knowledge Management Application With 1 User	per instance	Service Management Other	1	BMC Fast-Track Support	1233410
7	BMC Remedy Knowledge Management Application With 1 User	per instance	Service Management Other	1	BMC Fast-Track Support	1236710
7	BMC Remedy Knowledge Management Application With 1 User	per instance	Service Management Other	1	Partner Fast-Track Support	1237257
7	BMC Remedy Knowledge Management Fixed Lsn Add On	per named user	Service Management Other	5	BMC Fast-Track Support	1152781
7	BMC Remedy Knowledge Management Fixed Lsn Add On	per named user	Service Management Other	5	BMC Basic Support	1166305
7	BMC Remedy Knowledge Management Fixed Lsn Add On	per named user	Service Management Other	30	BMC Fast-Track Support	1192317
7	BMC Remedy Knowledge Management Fixed Lsn Add On	per named user	Service Management Other	10	BMC Fast-Track Support	1233419
7	BMC Remedy Knowledge Management Fixed Lsn Add On	per named user	Service Management Other	25	BMC Fast-Track Support	1236712
7	BMC Remedy Knowledge Management Fixed Lsn Add On	per named user	Service Management Other	24	BMC Basic Support	1552057
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	757007

8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	757008
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	40	BMC Fast-Track Support	922956
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	923043
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	938524
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	25	BMC Fast-Track Support	1043570
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	30	BMC Fast-Track Support	1043884
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	3	Partner Fast-Track Support	1109264
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1158064
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1160582
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	25	BMC Fast-Track Support	1167047
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	95	BMC Fast-Track Support	1168318
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	1171216
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Basic Support	1171289
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	75	BMC Fast-Track Support	1218386
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	1230353
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	35	BMC Fast-Track Support	1230406
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	150	BMC Fast-Track Support	1236750
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	30	BMC Fast-Track Support	1557760
8	BMC Remedy AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1633355
8	BMC Remedy AR System Flt 50-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	891401
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	729958
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	741355
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	741375
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	741376
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	3	BMC Fast-Track Support	741378
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	743824



8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	758194
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	758203
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	3	BMC Fast-Track Support	758206
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	759929
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	759937
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	759939
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	764017
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	764018
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	4	BMC Fast-Track Support	786315
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	790705
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	793178
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	793183
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	793191
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	3	BMC Basic Support	794218
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	794235
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	794244
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	7	BMC Fast-Track Support	805688
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	9	BMC Fast-Track Support	805689
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	805690
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	829427
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	838522
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	860783
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Basic Support	884754
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	6	BMC Fast-Track Support	884758
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	12	BMC Fast-Track Support	892691
8	BMC Remedy AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	3	BMC Fast-Track Support	893993

8	BMC Remedy Asset Management & AR System Flt 1-Pk Dev Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	1147363
8	BMC Remedy Asset Management & AR System Flt 1-Pk Dev Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1232334
8	BMC Remedy Asset Management & AR System Flt 1-Pk Dev Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1232946
8	BMC Remedy Asset Management & AR System Flt 1-Pk Dev Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1233441
8	BMC Remedy Asset Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1147027
8	BMC Remedy Asset Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	35	BMC Fast-Track Support	1167227
8	BMC Remedy Asset Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	20	BMC Fast-Track Support	1231893
8	BMC Remedy Asset Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	50	BMC Fast-Track Support	1232085
8	BMC Remedy Asset Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	45	BMC Fast-Track Support	1232611
8	BMC Remedy Asset Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1233405
8	BMC Remedy Asset Management & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	6	BMC Fast-Track Support	973763
8	BMC Remedy Asset Management & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	973801
8	BMC Remedy Asset Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	1	Partner Fast-Track Support	1109262
8	BMC Remedy Asset Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1147164
8	BMC Remedy Asset Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1160646
8	BMC Remedy Asset Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1168324
8	BMC Remedy Asset Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1200440
8	BMC Remedy Asset Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	2	Partner Fast-Track Support	1237271
8	BMC Remedy Asset Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	1613460
8	BMC Remedy Asset Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	3	BMC Fast-Track Support	1618152
8	BMC Remedy Asset Management Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	973219
8	BMC Remedy Asset Management Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	973220
8	BMC Remedy Change Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1061232
8	BMC Remedy Change Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	15	BMC Fast-Track Support	1146947
8	BMC Remedy Change Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	13	BMC Fast-Track Support	1147159
8	BMC Remedy Change Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	1147344

8	BMC Remedy Change Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	40	BMC Fast-Track Support	1167225
8	BMC Remedy Change Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	15	BMC Basic Support	1171298
8	BMC Remedy Change Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1231891
8	BMC Remedy Change Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1231908
8	BMC Remedy Change Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	50	BMC Fast-Track Support	1232083
8	BMC Remedy Change Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	50	BMC Fast-Track Support	1232604
8	BMC Remedy Change Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	20	BMC Fast-Track Support	1233403
8	BMC Remedy Change Management & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1640993
8	BMC Remedy Change Management & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	6	BMC Continuous Support	971340
8	BMC Remedy Change Management & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	971347
8	BMC Remedy Change Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	15	BMC Fast-Track Support	974264
8	BMC Remedy Change Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	997760
8	BMC Remedy Change Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1037620
8	BMC Remedy Change Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1160643
8	BMC Remedy Change Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	20	BMC Fast-Track Support	1168322
8	BMC Remedy Change Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	7	BMC Fast-Track Support	1200438
8	BMC Remedy Change Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	2	Partner Fast-Track Support	1237266
8	BMC Remedy Change Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	1613466
8	BMC Remedy Change Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	3	BMC Fast-Track Support	1618153
8	BMC Remedy Change Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	Partner Fast-Track Support	1716129
8	BMC Remedy Change Management Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	969140
8	BMC Remedy Change Management Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	969141
8	BMC Remedy Change Management Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	969142
8	BMC Remedy Change Management Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Basic Support	969146
8	BMC Remedy Change Management Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	969181
8	BMC Remedy Change Management Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	969182

8	BMC Remedy Change Management Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	969192
8	BMC Remedy Change Management Flt 5-Pk Lsn	per concurrent user	Service Management Other	22	BMC Fast-Track Support	969264
8	BMC Remedy Change Management Flt 5-Pk Lsn	per concurrent user	Service Management Other	3	BMC Basic Support	969368
8	BMC Remedy Service Desk & AR System Flt 1-Pk Dev Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1232938
8	BMC Remedy Service Desk & AR System Flt 1-Pk Dev Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1233430
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	980762
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	980897
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	15	BMC Fast-Track Support	981045
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	8	BMC Fast-Track Support	981197
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	145	BMC Fast-Track Support	1012639
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	150	BMC Fast-Track Support	1012640
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1035161
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	15	BMC Fast-Track Support	1047869
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1061233
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1138563
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	120	BMC Fast-Track Support	1146934
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	7	BMC Fast-Track Support	1147154
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1147334
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	1150357
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1158268
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	30	BMC Fast-Track Support	1168564
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	20	BMC Basic Support	1171292
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	6	BMC Fast-Track Support	1200436
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1228764
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	25	BMC Fast-Track Support	1231889
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1231906

8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	50	BMC Fast-Track Support	1232081
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	75	BMC Fast-Track Support	1232224
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	150	BMC Fast-Track Support	1232599
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	50	BMC Fast-Track Support	1233389
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1236147
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	Partner Fast-Track Support	1237256
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1606853
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	15	BMC Fast-Track Support	1609432
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1618150
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	23	BMC Fast-Track Support	1633490
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	20	BMC Fast-Track Support	1640984
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1641464
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	10	BMC Fast-Track Support	1699451
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1739553
8	BMC Remedy Service Desk & AR System Flt 1-Pk Lsn	per concurrent user	Service Management Other	108	BMC Fast-Track Support	1739567
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	986181
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	986182
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	986778
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	986779
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	986783
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	3	BMC Fast-Track Support	986784
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	7	BMC Fast-Track Support	986785
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	986786
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	986787
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	986788
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	986789

8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	986791
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	986794
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Basic Support	986797
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	986801
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	3	BMC Fast-Track Support	986860
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	986905
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	986906
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	986907
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	987175
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	22	BMC Fast-Track Support	987257
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	987366
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Continuous Support	987885
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	7	BMC Continuous Support	987886
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	987904
8	BMC Remedy Service Desk & AR System Flt 5-Pk Lsn	per concurrent user	Service Management Other	4	BMC Fast-Track Support	987905
8	BMC Remedy Service Desk Flt 1-Pk Lsn	per concurrent user	Service Management Other	15	BMC Basic Support	1166303
8	BMC Remedy Service Desk Flt 1-Pk Lsn	per concurrent user	Service Management Other	40	BMC Fast-Track Support	1168320
8	BMC Remedy Service Desk Flt 1-Pk Lsn	per concurrent user	Service Management Other	75	BMC Fast-Track Support	1218387
8	BMC Remedy Service Desk Flt 1-Pk Lsn	per concurrent user	Service Management Other	150	BMC Fast-Track Support	1236749
8	BMC Remedy Service Desk Flt 5-Pk Lsn	per concurrent user	Service Management Other	1	BMC Fast-Track Support	977696
8	BMC Remedy Service Desk Flt 5-Pk Lsn	per concurrent user	Service Management Other	12	BMC Fast-Track Support	977699
8	BMC Remedy Service Desk Flt 5-Pk Lsn	per concurrent user	Service Management Other	3	BMC Fast-Track Support	977700
8	BMC Remedy Service Desk Flt 5-Pk Lsn	per concurrent user	Service Management Other	3	BMC Fast-Track Support	977701
8	BMC Remedy Service Desk Flt 5-Pk Lsn	per concurrent user	Service Management Other	2	BMC Fast-Track Support	977728
8	BMC Service Level Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	5	BMC Fast-Track Support	1234683

8	BMC Service Level Management Flt 1-Pk Lsn	per concurrent user	Service Management Other	3	Partner Fast-Track Support	1237277
9	BMC Remedy AR System Fixed 1-Pk Dev Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	759936
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	747469
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	40	BMC Fast-Track Support	922911
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	1	Partner Fast-Track Support	1109263
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	42	BMC Fast-Track Support	1158066
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	50	BMC Fast-Track Support	1167046
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	65	BMC Fast-Track Support	1168317
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	15	BMC Basic Support	1171287
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	100	BMC Fast-Track Support	1196786
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	75	BMC Fast-Track Support	1218384
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	10	BMC Basic Support	1219013
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	10	BMC Fast-Track Support	1229117
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	1232736
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	15	BMC Fast-Track Support	1563405
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	10	BMC Fast-Track Support	1618154
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	15	BMC Fast-Track Support	1629248
9	BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	25	BMC Basic Support	1796942
9	BMC Remedy AR System Fixed 5-Pk Dev Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	754519
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	4	BMC Fast-Track Support	729968
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	9	BMC Fast-Track Support	743803
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	743804
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	743805
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	6	BMC Fast-Track Support	743806
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	743807
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	744015

9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	744016
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	744017
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	744018
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	4	BMC Fast-Track Support	747471
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	747472
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	749805
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	749813
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	749814
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	753636
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	753637
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	753638
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	Partner Fast-Track Support	754087
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	754511
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	754512
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	757009
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	757015
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	757016
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	757017
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	758195
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	759931
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	767876
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	767877
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	767878
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	773122
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	786314
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	793180

9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	793184
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	793188
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	793190
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Basic Support	794216
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Basic Support	794217
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	794241
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	794242
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	805673
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	805691
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	4	BMC Fast-Track Support	818406
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	4	BMC Fast-Track Support	862787
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	862788
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	864619
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	883255
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Basic Support	884753
9	BMC Remedy AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	884757
9	BMC Remedy Asset Management & AR System Fixed 1-Pk Dev Lsn	per named user	Service Management Other	2	BMC Basic Support	1102371
9	BMC Remedy Asset Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1045948
9	BMC Remedy Asset Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1052876
9	BMC Remedy Asset Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1117410
9	BMC Remedy Asset Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	15	BMC Fast-Track Support	1146990
9	BMC Remedy Asset Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	1147162
9	BMC Remedy Asset Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1147345
9	BMC Remedy Asset Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1231892
9	BMC Remedy Asset Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1231909
9	BMC Remedy Asset Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	10	BMC Fast-Track Support	1232084

9	BMC Remedy Asset Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	15	BMC Fast-Track Support	1232607
9	BMC Remedy Asset Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	20	BMC Fast-Track Support	1233404
9	BMC Remedy Asset Management & AR System Fixed 5-Pk Dev Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	972975
9	BMC Remedy Asset Management & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	968076
9	BMC Remedy Asset Management & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	968077
9	BMC Remedy Asset Management & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	968078
9	BMC Remedy Asset Management & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	968222
9	BMC Remedy Asset Management Fixed 1-Pk Dev Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	1147252
9	BMC Remedy Asset Management Fixed 1-Pk Lsn	per named user	Service Management Other	10	BMC Fast-Track Support	1039384
9	BMC Remedy Asset Management Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1043434
9	BMC Remedy Asset Management Fixed 1-Pk Lsn	per named user	Service Management Other	1	Partner Fast-Track Support - 10%	1109261
9	BMC Remedy Asset Management Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1168323
9	BMC Remedy Asset Management Fixed 1-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	1200439
9	BMC Remedy Asset Management Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1214662
9	BMC Remedy Asset Management Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1236717
9	BMC Remedy Asset Management Fixed 1-Pk Lsn	per named user	Service Management Other	30	Partner Fast-Track Support	1716128
9	BMC Remedy Asset Management Fixed 5-Pk Dev Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	972940
9	BMC Remedy Asset Management Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	972510
9	BMC Remedy Asset Management Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	972511
9	BMC Remedy Asset Management Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	972513
9	BMC Remedy Asset Management Fixed 5-Pk Lsn	per named user	Service Management Other	4	BMC Fast-Track Support	972517
9	BMC Remedy Asset Management Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	972518
9	BMC Remedy Asset Management Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	972528
9	BMC Remedy Asset Management Fixed 5-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	972529
9	BMC Remedy Asset Management Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Basic Support	972656
9	BMC Remedy Asset Management Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	972759

9	BMC Remedy Change Management & AR System Fixed 1-Pk Dev Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1147232
9	BMC Remedy Change Management & AR System Fixed 1-Pk Dev Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	1147356
9	BMC Remedy Change Management & AR System Fixed 1-Pk Dev Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1232329
9	BMC Remedy Change Management & AR System Fixed 1-Pk Dev Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1232943
9	BMC Remedy Change Management & AR System Fixed 1-Pk Dev Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1233432
9	BMC Remedy Change Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1043589
9	BMC Remedy Change Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1052875
9	BMC Remedy Change Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1117406
9	BMC Remedy Change Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	10	BMC Fast-Track Support	1146979
9	BMC Remedy Change Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	1147158
9	BMC Remedy Change Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	10	BMC Fast-Track Support	1147343
9	BMC Remedy Change Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	15	BMC Basic Support	1171295
9	BMC Remedy Change Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1231890
9	BMC Remedy Change Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	30	BMC Fast-Track Support	1232082
9	BMC Remedy Change Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	20	BMC Fast-Track Support	1232601
9	BMC Remedy Change Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	10	BMC Fast-Track Support	1233394
9	BMC Remedy Change Management & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1640987
9	BMC Remedy Change Management & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	970841
9	BMC Remedy Change Management & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	970983
9	BMC Remedy Change Management & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	970984
9	BMC Remedy Change Management Fixed 1-Pk Dev Lsn	per named user	Service Management Other	2	BMC Basic Support	974166
9	BMC Remedy Change Management Fixed 1-Pk Dev Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	1044077
9	BMC Remedy Change Management Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	974027
9	BMC Remedy Change Management Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1037619
9	BMC Remedy Change Management Fixed 1-Pk Lsn	per named user	Service Management Other	9	BMC Fast-Track Support	1043433
9	BMC Remedy Change Management Fixed 1-Pk Lsn	per named user	Service Management Other	10	BMC Fast-Track Support	1168321

9	BMC Remedy Change Management Fixed 1-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	1200437
9	BMC Remedy Change Management Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1236723
9	BMC Remedy Change Management Fixed 5-Pk Dev Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	969740
9	BMC Remedy Change Management Fixed 5-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	970145
9	BMC Remedy Change Management Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	970146
9	BMC Remedy Change Management Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	970147
9	BMC Remedy Change Management Fixed 5-Pk Lsn	per named user	Service Management Other	4	BMC Basic Support	970151
9	BMC Remedy Change Management Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	970182
9	BMC Remedy Change Management Fixed 5-Pk Lsn	per named user	Service Management Other	10	BMC Fast-Track Support	970242
9	BMC Remedy Change Management Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Basic Support	970318
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Dev Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	1044076
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Dev Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1147228
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Dev Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	1147351
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Dev Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1232323
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Dev Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1232928
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Dev Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1233428
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	980055
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	980092
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	980116
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	35	BMC Fast-Track Support	980234
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	980311
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	980590
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1035162
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	15	BMC Fast-Track Support	1047871
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1052874
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	20	BMC Fast-Track Support	1094079

9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1138562
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	10	BMC Fast-Track Support	1150356
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	10	BMC Fast-Track Support	1165483
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	40	BMC Fast-Track Support	1168563
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	25	BMC Basic Support	1171275
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	20	BMC Fast-Track Support	1190409
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	30	BMC Fast-Track Support	1192314
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	8	BMC Fast-Track Support	1200431
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	10	BMC Fast-Track Support	1228763
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	50	BMC Fast-Track Support	1230666
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	25	BMC Fast-Track Support	1236706
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1618149
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	20	BMC Fast-Track Support	1640982
9	BMC Remedy Service Desk & AR System Fixed 1-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	1641463
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	982526
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	9	BMC Fast-Track Support	983188
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	8	BMC Fast-Track Support	983189
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	983190
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	983191
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	4	BMC Fast-Track Support	983192
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	983193
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	983194
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	983195
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	983197
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	4	BMC Fast-Track Support	983198
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	983199

9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	983200
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	983201
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	4	BMC Basic Support	983203
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	983206
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	983209
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	983222
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	4	BMC Fast-Track Support	983288
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	983351
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	983352
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	4	BMC Fast-Track Support	983678
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	983937
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	983938
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	7	BMC Fast-Track Support	983969
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	984161
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	984162
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Continuous Support	984551
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	5	BMC Continuous Support	984552
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	984579
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	984580
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	984706
9	BMC Remedy Service Desk & AR System Fixed 5-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1739554
9	BMC Remedy Service Desk & AR System Fixed Full 5-Pk Dev Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	985051
9	BMC Remedy Service Desk Fixed 1-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	978572
9	BMC Remedy Service Desk Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1043432
9	BMC Remedy Service Desk Fixed 1-Pk Lsn	per named user	Service Management Other	30	BMC Basic Support	1166302

9	BMC Remedy Service Desk Fixed 1-Pk Lsn	per named user	Service Management Other	40	BMC Fast-Track Support	1168319
9	BMC Remedy Service Desk Fixed 1-Pk Lsn	per named user	Service Management Other	100	BMC Fast-Track Support	1196788
9	BMC Remedy Service Desk Fixed 1-Pk Lsn	per named user	Service Management Other	75	BMC Fast-Track Support	1218385
9	BMC Remedy Service Desk Fixed 1-Pk Lsn	per named user	Service Management Other	20	BMC Basic Support	1796940
9	BMC Remedy Service Desk Fixed 5-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	976076
9	BMC Remedy Service Desk Fixed 5-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	976078
9	BMC Remedy Service Desk Fixed 5-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	976081
9	BMC Remedy Service Desk Fixed 5-Pk Lsn	per named user	Service Management Other	6	BMC Fast-Track Support	976109
9	BMC Remedy Service Desk Fixed 5-Pk Lsn	per named user	Service Management Other	6	BMC Fast-Track Support	976345
9	BMC Remedy Service Desk Fixed 5-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	976371
9	BMC Remedy Service Desk Fixed 5-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	976492
9	BMC Service Level Management & BMC Remedy AR System Fixed 1-Pk Dev Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	1166378
9	BMC Service Level Management & BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	8	BMC Fast-Track Support	1043886
9	BMC Service Level Management & BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	1147030
9	BMC Service Level Management & BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	1147169
9	BMC Service Level Management & BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1147346
9	BMC Service Level Management & BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	1	BMC Basic Support	1166308
9	BMC Service Level Management & BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	1166372
9	BMC Service Level Management & BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	10	BMC Fast-Track Support	1167226
9	BMC Service Level Management & BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	1200441
9	BMC Service Level Management & BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	1231910
9	BMC Service Level Management & BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	3	BMC Fast-Track Support	1232086
9	BMC Service Level Management & BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	1232618
9	BMC Service Level Management & BMC Remedy AR System Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1233408
9	BMC Service Level Management Fixed 1-Pk Dev Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1147240
9	BMC Service Level Management Fixed 1-Pk Dev Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	1147367

9	BMC Service Level Management Fixed 1-Pk Dev Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	1232337
9	BMC Service Level Management Fixed 1-Pk Dev Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	1232950
9	BMC Service Level Management Fixed 1-Pk Dev Lsn	per named user	Service Management Other	2	BMC Fast-Track Support	1233470
9	BMC Service Level Management Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1117414
9	BMC Service Level Management Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1155731
9	BMC Service Level Management Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1168325
9	BMC Service Level Management Fixed 1-Pk Lsn	per named user	Service Management Other	5	BMC Fast-Track Support	1236715
9	Remedy SLA for the Enterprise Application With 5 Users	per instance	Service Management Other	1	BMC Fast-Track Support	753629
9	Remedy SLA for the Enterprise Application With 5 Users	per instance	Service Management Other	1	BMC Fast-Track Support	805681
9	Remedy SLA for the Enterprise Application With 5 Users	per instance	Service Management Other	1	BMC Fast-Track Support	1045949
9	Remedy SLA for the Enterprise Application With 5 Users	per instance	Service Management Other	1	BMC Fast-Track Support	1052877
9	Remedy SLA for the Enterprise Fixed 5-Pk Lsn	per named user	Service Management Other	1	BMC Fast-Track Support	805680
9	Remedy SLA for the Enterprise/Flashboards Application	per instance	Service Management Other	1	BMC Fast-Track Support	734703
9	Remedy SLA for the Enterprise/Flashboards Application	per instance	Service Management Other	1	BMC Fast-Track Support	764010
9	Remedy SLA for the Enterprise/Flashboards Application	per instance	Service Management Other	2	BMC Continuous Support	798161
	<b>Migrated To: New Product Name</b>					
1	BMC BladeLogic Client Automation	per client endpoint	Up to 50,000	3000	BMC Continuous Support	
2	BMC Discovery Solution	per managed server	Up to 25,000	1500	BMC Continuous Support	
3	BMC Atrium Dashboards and Analytics - Floating User Add-On License	per concurrent user	Up to 2,500	36	BMC Continuous Support	
4	BMC Remedy IT Service Management Suite	per enterprise	ESM Other	1	BMC Continuous Support	
5	BMC Remedy Self Service - User Add-On License 50-Pk Lsn	per named user	Up to 50,000	800	BMC Continuous Support	
6	BMC Remedy Service Management Specialist - Floating User Add-On License	per concurrent user	Up to 5,000	110	BMC Continuous Support	
6	BMC Remedy Knowledge Management Specialist - Floating User Add-On License	per concurrent user	Up to 2,500	110	BMC Continuous Support	
7	BMC Remedy Service Management Specialist - User Add-On License	per named user	Up to 5,000	100	BMC Continuous Support	

7	BMC Remedy Knowledge Management Specialist - User Add-On License	per named user	Up to 2,500	100	BMC Continuous Support
8	BMC Remedy Suite - Floating User Add-On License	per concurrent user	Up to 10,000	3345	BMC Continuous Support
9	BMC Remedy Suite - User Add-On License	per named user	Up to 10,000	2279	BMC Continuous Support

\*If the Support tier for the Original Product is different than the Support tier for the New Product, than all other Products licensed from

BMC that were under the Original Product's Support tier and Support Contract ID will be migrated to the New Product's Support tier.

## EXHIBIT B

### Definitions

**I. ADDITIONAL TERMS.** The following additional terms are incorporated into this Migration Grant.

a. **DEFINITIONS.** Terms set forth below have the indicated meaning regardless of whether

they are capitalized. "**Baseline Capacity**" is each Product's specific number of units of

Licensed Capacity set forth on Attachment

A.

"**Blade Server**" is an all-inclusive computing system with a design optimized to minimize physical space and heat. Blade servers contain only the core computing components: processor and memory. They rely on a blade enclosure to provide the non-core computing components: power, storage, network switch, and basic I/O.

"**Client**" means a third party whose data is processed by Customer and is only permitted if Customer is an authorized BMC service provider.

"**Client Endpoint**" means a laptop, desktop or other non-Server Computer.

"**Computer**" or "**Server**" has the meaning generally given within the computer industry, which is a single machine, whether a central processing unit, such as a mainframe machine, or a distributed systems machine, such as a Unix or Intel based server. A mainframe machine would be an individual mainframe computer having single or multiple processors or engines. For purposes of distributed systems machines (excluding Control-M or Mainview product(s), a Computer or Server may be physical or virtual.

"**CPU**" means a physical processor or central unit in a designated Computer containing the logic circuitry that

performs the instructions of a Computer's programs. A CPU may contain one or more processor cores. "**Device Endpoint**" means a personal digital assistant or similar computing device.

"**Endpoint**" means a Client Endpoint, a Device Endpoint, a Server Endpoint, or Other Endpoint, as the case may be.

"**Enterprise**" is the environment consisting of all hardware owned or leased by Customer in the Territory.

"**Licensed Capacity**" is the amount of each Product licensed as established in the Migration Grant. "**Network Device**" means a standalone or chassis-based network device/card/processor.

"**Node**" means a network device (IP or non-IP) such as a router, switch or Computer.

"**Other Endpoint**" means a router, a switch, a hub, or other network device, peripheral or hardware

instrument, as the case may be.

**“Server Endpoint”** means a Computer or other device that provides a service for other Computers or devices

connected to it via the Internet, an extranet, an intranet, another network, or otherwise.

**“Task”** means an executable command containing the name of the JCL, CL, DCL, ECL, script or dummy processes that will execute as well as the scheduling criteria, flow

control, resource usage. b. **LICENSE RESTRICTIONS.** The following

restrictions apply to certain Products.

**BMC Capacity Management Products:** Any BMC Capacity Management Product, BMC Performance Assurance Product and/or any other related Products that may be released as part of the BMC Capacity Management solutions for distributed systems environments are licensed to the Computer(s) for which the Products are initially assigned and may not be reassigned to another Computer(s) unless the original Computer(s) has been removed from service. “Removed from service” or “out of service” is defined as no longer providing support for a business application or workload. A license is required for all Computers for which the Product or one of its components executes functionality, either locally or remotely.

**BMC Remedy Products:** Customer may not bypass, in any way, the use of a concurrent or named user license to manage an update (including, without limitation, submitting a ticket to a parallel form and then using workflow to perform the update without a license).

c. **UNITS OF MEASUREMENT AND STATEMENT OF CAPACITY INFORMATION**

In accordance with the section entitled “Statement of Capacity Requirements” of the Migration Grant, the Statement of Capacity must list the following information for each Product using the applicable Unit of Measurement. The information in the Statement of Capacity will be used to determine the Reported Capacity for each Product.

UNIT OF MEASUREMENT	LICENSE DEFINITION AND STATEMENT OF CAPACITY INFORMATION
per adapter	LICENSE DEFINITION: A license is required for each installation of an adapter th interfaces with the Product.
	STATEMENT OF CAPACITY INFORMATION: List all the 1) Computers on which Product or an integration CLI is installed during the Measured Period and 2) all Computers that directly communicate to a BMC Impact Manager product component us the EIF protocol during the Measured Period, with the highest number of Compute referred to as the <b><u>“Reported Capacity”</u></b> .
per agent	LICENSE DEFINITION: A license is required for unit of software with the official name Remote Sys Call Daemon or RSCD Agent (“Agent”) that can be deployed on a physical virtual operating system.
	STATEMENT OF CAPACITY INFORMATION: List the total number of Agents deployed any time during the Measured Period with the highest number of Agents referred to as t <b><u>“Reported Capacity”</u></b> .
per concurrent user	LICENSE DEFINITION: A license is required for the maximum number of individu employees or contractors of Customer to whom simultaneous access has been granted the Product on a computer or multiple computers.
	STATEMENT OF CAPACITY INFORMATION: List the maximum number of concurre users who were granted simultaneous access to the Product at any time during t Measured Period, with the highest aggregate number of concurrent users referred to as t <b><u>“Reported Capacity”</u></b> .

<b>per CPU – Full Capacity</b>	LICENSE DEFINITION: A license is required for the total number of CPUs in each Computer upon which the Product is installed or which the Product manages, either remotely or locally.
	STATEMENT OF CAPACITY INFORMATION: For each Computer upon which the Product has been installed and managed during the Measured Period, list total number of CPUs on each Computer (by location of Computer, manufacturer and model, and total number of CPUs per Computer) with the highest aggregate number of CPUs referred to as the " <b>Reported Capacity</b> ".
<b>per enterprise</b>	LICENSE DEFINITION: A license is required per Customer or Client, or both, for its internal use only, regardless of the number of times Customer installs the Product in its Enterprise or its Client's Enterprise.
	No Statement of Capacity is required unless Customer is an authorized BMC service provider. If Customer is an outsourcer, list all the Customer's Clients (including Customers for which the Product is used during the Measured Period, with the total number of Clients referred to as the " <b>Reported Capacity</b> ".
<b>per instance</b>	LICENSE DEFINITION: A license is required for all named occurrences of the Product created or installed in the Enterprise.
	STATEMENT OF CAPACITY INFORMATION: List all the named occurrences created or installed during the Measured Period, with the total number of named occurrences referred to as the " <b>Reported Capacity</b> ".
<b>per managed server</b>	LICENSE DEFINITION: A license is required for each Server managed by the Product or one of its components either locally or remotely. When applicable that license must be computed at the appropriate tier level based on the cumulative count of managed servers. In the case of BMC Service and Impact management solutions, Network Devices are counted as Servers.
	STATEMENT OF CAPACITY INFORMATION: List all the Servers (by location, number of processors per Server if applicable, manufacturer, model and Tier, if applicable, using BMC's then current classification scheme) upon which the Product or any of its components has been installed or managed during the Measured Period. For each
per named user/Fixed License	LICENSE DEFINITION: A license (with a Classification at the appropriate Level, applicable) is required for all individual employees or contractors or clients of Customer whom access has been granted to the Product on a computer or multiple computers typically via the issuance of a unique ID regardless of whether the individual is active
	STATEMENT OF CAPACITY INFORMATION: List the maximum number of named users and, if applicable, the Level per user, who were granted access to the Product at any time during the Measured Period, with the highest aggregate number of named users, applicable, per Level (defined above), referred to as the "Reported Capacity".

**EXHIBIT A**  
**PRODUCT TABLE**

<b>Products</b>	<b>Support Plan</b>	<b>Unit of Measure</b>	<b>Baseline</b>
-----------------	---------------------	------------------------	-----------------

BMC ProactiveNet Performance Management - Base License	BMC Continuous Support	per enterprise	1
BMC ProactiveNet Performance Management - Server and Transaction Monitoring, Analytics and Event Management with Triage and Remediation	BMC Continuous Support	per CPU - Full Capacity	25,000
BMC ProactiveNet Performance Management - Application, DB, Middleware & Transaction Monitoring, Analytics & Event Mgmt with Triage & Remediation	BMC Continuous Support	per CPU - Full Capacity	5,000
BMC ProactiveNet Performance Management - Service Views	BMC Continuous Support	per instance	500
BMC ProactiveNet Performance Management - Event Management System Adapters	BMC Continuous Support	per third-party software	500
BMC ProactiveNet Performance Management - Custom Metric Monitoring and Analytics	BMC Continuous Support	per monitored element	50
BMC ProactiveNet Performance Management - Network Monitoring and Analytics	BMC Continuous Support	per monitored element	500
BMC ProactiveNet Performance Management - Reporting Studio	BMC Continuous Support	per named user	500
BMC ProactiveNet Performance Management - Application Diagnostics	BMC Continuous Support	per CPU - Subcapacity	1,000
BMC Capacity Management	BMC Continuous Support	per enterprise	1
BMC Performance Analysis	BMC Continuous Support	per CPU - Full Capacity	5,000
BMC Performance Assurance	BMC Continuous Support	per CPU - Full Capacity	5,000
BMC Discovery Solution	BMC Continuous Support	per managed server	12,500
BMC Atrium Discovery and Dependency Mapping	BMC Continuous Support	per managed server	12,500
BMC Atrium Discovery and Dependency Mapping Extended Data Pack	BMC Continuous Support	per managed server	12,500
BMC Atrium Dashboards and Analytics - Floating User Add-On License	BMC Continuous Support	per concurrent	2,000
BMC Atrium Orchestrator Platform	BMC Continuous Support	per instance	50
BMC Atrium Orchestrator Platform Add-On	BMC Continuous Support	per instance	50
BMC Atrium Orchestrator Runbooks	BMC Continuous Support	per instance	50
BMC Atrium Orchestrator Development Studio	BMC Continuous Support	per named user	100
BMC Atrium Orchestrator Operator Control Panel	BMC Continuous Support	per named user	100
BMC Atrium Orchestrator Base Adapters	BMC Continuous Support	per adapter	100
BMC Atrium Orchestrator Application Adapters	BMC Continuous Support	per adapter	100
BMC BladeLogic Client Automation	BMC Continuous Support	per client endpoint	50,000
BMC BladeLogic Client Automation - Patch Management	BMC Continuous Support	per client endpoint	50,000
BMC BladeLogic Network Automation	BMC Continuous Support	per managed network	25,000
BMC BladeLogic Server Automation Suite	BMC Continuous Support	per agent	25,000
BMC BladeLogic Decision Support for Networks - Report Studio License	BMC Continuous Support	per named user	500

BMC BladeLogic Decision Support for Networks - Report Viewer License	BMC Continuous Support	per named user	500
BMC BladeLogic Decision Support for Networks (5 Report Viewer Licenses, 1 Query Studio)	BMC Continuous Support	per instance	100
BMC BladeLogic Decision Support for Networks - Query Studio License	BMC Continuous Support	per named user	100
BMC BladeLogic Decision Support for Server Automation - Report Studio	BMC Continuous Support	per named user	250
BMC BladeLogic Decision Support for Server Automation - Report Viewer License	BMC Continuous Support	per named user	500
BMC BladeLogic Decision Support for Server Automation (5 Report Viewers, 1 Query Studio)	BMC Continuous Support	per instance	500
BMC BladeLogic Decision Support for Server Automation - Query Studio	BMC Continuous Support	per named user	50
BMC Remedy IT Service Management Suite	BMC Continuous Support	per enterprise	1
BMC Remedy Knowledge Management Specialist - Floating User Add-On License	BMC Continuous Support	per concurrent	3,000
BMC Remedy Knowledge Management Specialist - User Add-On License	BMC Continuous Support	per named user	3,000
BMC Remedy Self Service - Floating User Add-On License 25-Pk Lsn	BMC Continuous Support	per concurrent	22
BMC Remedy Self Service - User Add-On License 50-Pk Lsn	BMC Continuous Support	per concurrent	800
BMC Remedy Service Management Specialist - Floating User Add-On License	BMC Continuous Support	per concurrent	3,000
BMC Remedy Service Management Specialist - User Add-On License	BMC Continuous Support	per named user	3,000
BMC Remedy Suite - Floating User Add-On License	BMC Continuous Support	per concurrent	6,000
BMC Remedy Suite - User Add-On License	BMC Continuous Support	per named user	6,000
BMC Desktop Capture	BMC Continuous Support	per named user	3,000

ATTACHMENT D

**Migration Grant Date: September 30, 2010**  
**Territory: Worldwide**  
**Partner: Four Points Technology, LLC.**  
**Customer: United States Army**

**BMC Software, Inc.**  
**2101 CityWest Boulevard**  
**Houston, Texas 77042**  
**Attn: Customer Financial Operations**

**Phone: 1-800-841-2031**  
**Web: [www.bmc.com](http://www.bmc.com)**

1. **SCOPE.** This Migration Grant governs Customer's use of the products referenced in the Product Table set forth on Exhibit A (the "**Products**"). The terms and conditions that govern the Products and the Support are governed by the BMC Blanket Purchase Agreement ESI Contract #W91QUZ-07-A-0006 (collectively, the "**License Agreement**").
  - 1.1 **Term of this Migration Grant.** The term of the Migration Grant is in accordance of CLIN structure outlined in the Delivery Order subsequent to RFQ 518471.
  - 1.2 **Prior Agreements.** Upon execution of this Migration Grant, Customer agrees that any Products licensed under prior agreements or orders are subject to the terms of this Migration Grant except for Customer's use of any BMC Software products that cannot be migrated to the licensing structure which will remain governed by the original agreement and order.
  - 1.3 **Definition of Customer.** "**Customer**" is, per Army RFQ 518471 is:  
The licensed programs may be used by the Army and any component or subdivision thereof to include: Army Commands, Army Service Component Commands, Army National Guard, Headquarters

Department of Army, Direct Reporting Units, the Army Reserve, and components or organizations for which the Army is the Executive Agent (see RFP attachment C).

**1.4 Migration of Product Licenses.** Customer is migrating the original Product licenses licensed under prior order(s) (the "**Original Product**") to either a new Product name or new unit of measurement, new Support tier or all of the above (the "**New Product**"), as indicated in the Migration of Product Table on Exhibit C. **The migration from an Original Product to a New Product will occur within a reasonable amount of time, (will occur by the end of the first option period), at which point the Customer will no longer have rights to the Original Product.**

**1.5 Removed Products from Migration Grant.** As of the date of the Migration Grant or the date specified on the Removed Products Table, whichever is the later, the Products specified on the Removed Products Table set forth on Exhibit D are removed from the Migration Grant ("**Removed Products**"). Customer agrees to relinquish all perpetual rights associated with the Removed Products. Customer hereby certifies that any relinquished Products shall be removed from Customer's Computers by the end of the first option period.

## **2. ENTERPRISE LICENSE**

**2.1 License Grant.** As defined, BMC hereby grants Partner the right to resell to Customer a perpetual, nontransferable (outside of Customer as defined in Section 1.3 above), nonexclusive, non-sub-licensable unlimited license to the Products listed in Exhibit A. The Products may only be installed and operated on Computers owned or leased by Customer and located within the Territory solely for Customer's own data in its business operations. License grant is in accordance with the CLIN structure outlined in the Delivery Order subsequent to RFQ 518471.

**2.2 Fee.** NA

**2.3 STATEMENT OF CAPACITY.** Per the requirements outlined in Army RFQ 518471 - At a minimum, the contractor shall send a quarterly report via electronic mail to CHES, and to authorized recipients to be identified by APD. This report will reflect license distribution information to include date license shipped, ship-to

point of contact (POC), number of licenses authorized with quantity, version number of the product and deliver- to address, and current discounted contract price of the software. This report shall also differentiate between existing licenses that are rolling under the agreement for maintenance, and new licenses being deployed under the agreement. Report format at this time is MS EXCEL. This report is generated from data in the portal. The government reserves the right to migrate to a web-based report or change the format. Customer will promptly confirm the vendor provided statement of capacity.

**2.4. SUPPORT.** The BMC Product's are enrolled in BMC Continuous Support, which includes 24x7 Telephone

Support, from the Order Date respective of the CLIN structure outlined in the Delivery Order subsequent to RFQ 518471, and is included in the Fee.

**3. LICENSE RIGHTS.** Customer will have license rights pursuant to the CLIN structure outlined in the Delivery Order subsequent to RFQ 518471.

ATTACHMENTS INCORPORATED INTO MIGRATION GRANT		'X'
Exhibit A – Product Table		X
Exhibit B – Additional Terms		X
Exhibit C – Migration of Product Table		X
Exhibit D – Removed Product Table		X

ATTACHMENT A

Attachment A: Deployment Schedule and list of BMC software products for Unlimited License Agreement (BMC Inc)

Line #	Part # / LP#	PRODUCTS	Support Plan	Licensed Capacity			Base 9/30/10-3/31/11	Option 1 4/1/11-11/30/11	Option 2 12/1/11-10/31/12	Option 3 11/1/12-9/29/13
				Unit of Measurement		# of Units				
1	AESDCC1	AESD BMC Software								
2	LPX27.0.0.00	BMC ProactiveNet Performance Management - Base	BMC Continuous Support	per enterprise	Unlimited Use	1	1	0	0	0
3	LAY83.0.0.00	BMC ProactiveNet Performance Management - Server	BMC Continuous Support	per CPU - Full Capacity	Unlimited Use	25000	4500	6500	8000	6000
4	LAY87.0.0.00	BMC ProactiveNet Performance Management -	BMC Continuous Support	per CPU - Full Capacity	Unlimited Use	5000	900	1300	1600	1200
5	LAX37.0.0.00	BMC ProactiveNet Performance Management - Service	BMC Continuous Support	per instance	Unlimited Use	500	90	130	160	120
6	LAV86.0.0.00	BMC ProactiveNet Performance Management - Event	BMC Continuous Support	per third-party software	Unlimited Use	500	90	130	160	120
7	LAX32.0.0.00	BMC ProactiveNet Performance Management - Custom	BMC Continuous Support	per monitored element	Unlimited Use	50	9	13	16	12
8	LAX28.0.0.00	BMC ProactiveNet Performance Management - Network	BMC Continuous Support	per monitored element	Unlimited Use	500	90	130	160	120
9	LAY89.0.0.00	BMC ProactiveNet Performance Management -	BMC Continuous Support	per named user	Unlimited Use	500	90	130	160	120
10	LAY43.0.0.00	BMC ProactiveNet Performance Management -	BMC Continuous Support	per CPU - Subcapacity	Unlimited Use	1000	180	260	320	240
11	LPV44.0.0.00	BMC Capacity Management	BMC Continuous Support	per enterprise	Unlimited Use	1	1	0	0	0

12	LAV75.0.0.00	BMC Performance Analysis	BMC Continuous Support	per CPU - Full Capacity	Unlimited Use	5000	900	1300	1600	1200
13	LAV76.0.0.00	BMC Performance Assurance	BMC Continuous Support	per CPU - Full Capacity	Unlimited Use	5000	900	1300	1600	1200
14	LPV31.0.0.00	BMC Discovery Solution	BMC Continuous Support	per managed server	Unlimited Use	12500	2250	3250	4000	3000
15	LPW64.0.0.0	BMC Atrium Discovery and Dependency Mapping	BMC Continuous Support	per managed server	Unlimited Use	12500	2250	3250	4000	3000
16	LPDDP.0.0.0	BMC Atrium Discovery and Dependency Mapping Extended Data	BMC Continuous Support	per managed server	Unlimited Use	12500	2250	3250	4000	3000
17	LAW38.0.0.000	BMC Atrium Dashboards and Analytics - Floating User	BMC Continuous Support	per concurrent user	Unlimited Use	2000	360	520	640	480
18	LPU65.0.0.00	BMC Atrium Orchestrator Platform	BMC Continuous Support	per instance	Unlimited Use	50	9	13	16	12
19	LAU71.0.0.00	BMC Atrium Orchestrator Platform Add-On	BMC Continuous Support	per instance	Unlimited Use	50	9	13	16	12
20	LPROA.0.0.0	BMC Atrium Orchestrator Runbooks	BMC Continuous Support	per instance	Unlimited Use	50	9	13	16	12
21	LAU69.0.0.00	BMC Atrium Orchestrator Development Studio	BMC Continuous Support	per named user	Unlimited Use	100	18	26	32	24
22	LAV57.0.0.000	BMC Atrium Orchestrator Operator Control Panel	BMC Continuous Support	per named user	Unlimited Use	100	18	26	32	24
23	LPAOB.0.0.000	BMC Atrium Orchestrator Base Adapters	BMC Continuous Support	per adapter	Unlimited Use	100	18	26	32	24

Line #	Part # / LP#	PRODUCTS	Support Plan	Licensed Capacity							
				Unit of Measurement	Unlimited Use	# of Units					
23	LPAOB.0.0.000	BMC Atrium Orchestrator Base Adapters	BMC Continuous Support	per adapter	Unlimited Use	100	11	30	30	30	
24	LPAOA.0.0.000	BMC Atrium Orchestrator Application Adapters	BMC Continuous Support	per adapter	Unlimited Use	100	11	30	30	30	
25	LPV49.0.0.000	BMC BladeLogic Client Automation	BMC Continuous Support	per Client Endpoint	Unlimited Use	50000	5639	14787	14787	14787	
26	LAV74.0.0.000	BMC BladeLogic Client Automation - Patch Management	BMC Continuous Support	per Client Endpoint	Unlimited Use	50000	5639	14787	14787	14787	
27	LPCAN.0.0.0	BMC BladeLogic Network Automation	BMC Continuous Support	per managed network device	Unlimited Use	25000	2819	7394	7394	7394	
28	LPV95.0.0.000	BMC BladeLogic Server Automation Suite	BMC Continuous Support	per agent	Unlimited Use	25000	2819	7394	7394	7394	
29	LAW96.0.0.000	BMC BladeLogic Decision Support for Networks - Report	BMC Continuous Support	per named user	Unlimited Use	500	56	148	148	148	
30	LAW94.0.0.000	BMC BladeLogic Decision Support for Networks - Report	BMC Continuous Support	per named user	Unlimited Use	500	56	148	148	148	
Line #	Part # / LP#	PRODUCTS	Support Plan	Licensed Capacity							
31	LPW74.0.0.0	BMC BladeLogic Decision Support for Networks (5 Report	BMC Continuous Support	per instance	Unlimited Use	100	11	30	30	30	
32	LAW95.0.0.000	BMC BladeLogic Decision Support for Networks - Query Studio	BMC Continuous Support	per named user	Unlimited Use	100	11	30	30	30	
33	LAW72.0.0.000	BMC BladeLogic Decision Support for Server Automation -	BMC Continuous Support	per named user	Unlimited Use	250	28	74	74	74	
34	LAW71.0.0.000	BMC BladeLogic Decision Support for Server Automation -	BMC Continuous Support	per named user	Unlimited Use	500	56	148	148	148	
35	LPW57.0.0.0	BMC BladeLogic Decision Support for Server Automation (5	BMC Continuous Support	per instance	Unlimited Use	500	56	148	148	148	
36	LAW73.0.0.000	BMC BladeLogic Decision Support for Server Automation -	BMC Continuous Support	per named user	Unlimited Use	50	6	15	15	15	

37	LPU93.0.0.00	BMC Remedy IT Service Management Suite	BMC Continuous Support	per enterprise	Unlimited Use	1	0	0	0	0
38	LAX74.0.0.00	BMC Remedy Knowledge Management Specialist -	BMC Continuous Support	per concurrent user	Unlimited Use	3000	338	887	887	887
Line #	Part # / LP#	PRODUCTS	Support Plan	Licensed Capacity		# of Units				
				Unit of Measurement						
39	LAX73.0.0.00	BMC Remedy Knowledge Management Specialist -	BMC Continuous Support	per named user	Unlimited Use	3000	338	887	887	887
40	LAW37.0.0.00	BMC Remedy Self Service - Floating User Add-On License 25-Pk	BMC Continuous Support	per concurrent user	Unlimited Use	22	2	7	7	7
41	LAX72.0.0.00	BMC Remedy Service Management Specialist - Floating User Add-On	BMC Continuous Support	per concurrent user	Unlimited Use	3000	338	887	887	887
42	LAX71.0.0.00	BMC Remedy Service Management Specialist - User Add-On License	BMC Continuous Support	per named user	Unlimited Use	3000	338	887	887	887
43	LAW39.0.0.00	BMC Remedy Suite - Floating User Add-On License	BMC Continuous Support	per concurrent user	Unlimited Use	6000	677	1774	1774	1774
44	LAV23.0.0.00	BMC Remedy Suite - User Add-On License	BMC Continuous Support	per named user	Unlimited Use	6000	677	1774	1774	1774
45	LPDKC.0.0.0	BMC Desktop Capture	BMC Continuous Support	per named user	Unlimited Use	3000	338	887	887	887

INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
4001	N/A	N/A	N/A	Government
5001	N/A	N/A	N/A	Government

DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
4001	POP 30-SEP-2013 TO 29-SEP-2014	N/A	N/A FOB: Destination	
5001	POP 30-SEP-2014 TO 29-SEP-2015	N/A	N/A FOB: Destination	

**ACCOUNTING AND APPROPRIATION DATA**

AA: 97X4930.5F20 000 C1013 0 068142 2F 257020 10373838  
 AMOUNT: \$6,310,598.00  
 CIN 103738384001: \$6,310,598.00

**CLAUSES INCORPORATED BY REFERENCE**

52.222-50	Combating Trafficking in Persons	FEB 2009
252.232-7003	Electronic Submission of Payment Requests and Receiving Reports	JUN 2012

**CLAUSES INCORPORATED BY FULL TEXT**

**52.204-9000 Points of Contact**

As prescribed in 4.103(S-90), insert the following clause:

**POINTS OF CONTACT (AUG 2005)**

**Contracting Officer (KO)**

Name: Carrie Ross  
 Organization/Office Symbol: DISA/DITCO/PL8321  
 Phone No.: 618-229-9569  
 E-Mail Address: carrie.m.ross.civ@mail.mil

**Contract Specialist**

Name: Lindsay Musenbrock  
 Organization/Office Symbol: DISA/DITCO/PL8321  
 Phone No.: 618-229-9694  
 E-Mail Address: lindsay.e.musenbrock.civ@mail.mil

**COR/Mission Partner Point of Contact**

Name: Richard Warner  
 Organization/Office Symbol: Army CIO/G6  
 Phone No.: (703) 545-1827  
 E-Mail Address: Richard.warner@us.army.mil

**Contractor Point of Contact**

Contractor Legal Business Name: Four Points LLC  
 DUNS: 089896737  
 CAGE CODE: 1YS78  
 Contractor POC: Amy Moss  
 E-Mail Address: amoss@4points.com  
 Phone Number: 703-657-6133

(End of clause)

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 2 days of contract expiration; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 15 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 60 months.

(End of clause)

252.232-7006 WIDE AREA WORKFLOW PAYMENT INSTRUCTIONS (MAY 2013)

(a) Definitions. As used in this clause--

Department of Defense Activity Address Code (DoDAAC) is a six position code that uniquely identifies a unit, activity, or organization.

Document type means the type of payment request or receiving report available for creation in Wide Area WorkFlow (WAWF).

Local processing office (LPO) is the office responsible for payment certification when payment certification is done external to the entitlement system.

(b) Electronic invoicing. The WAWF system is the method to electronically process vendor payment requests and receiving reports, as authorized by DFARS 252.232-7003, Electronic Submission of Payment Requests and Receiving Reports.

(c) WAWF access. To access WAWF, the Contractor shall--

(1) Have a designated electronic business point of contact in the System for Award Management at <https://www.acquisition.gov>; and

(2) Be registered to use WAWF at <https://wawf.eb.mil/> following the step-by-step procedures for self-registration available at this Web site.

(d) WAWF training. The Contractor should follow the training instructions of the WAWF Web-Based Training Course and use the Practice Training Site before submitting payment requests through WAWF. Both can be accessed by selecting the "Web Based Training" link on the WAWF home page at <https://wawf.eb.mil/>.

(e) WAWF methods of document submission. Document submissions may be via Web entry, Electronic Data Interchange, or File Transfer Protocol.

(f) WAWF payment instructions. The Contractor must use the following information when submitting payment requests and receiving reports in WAWF for this contract/order:

(1) Document type. The Contractor shall use the following document type(s).

Invoice and Receiving Report (Combo)

(Contracting Officer: Insert applicable document type(s). Note: If a “Combo” document type is identified but not supportable by the Contractor’s business systems, an “Invoice” (stand-alone) and “Receiving Report” (stand-alone) document type may be used instead.)

(2) Inspection/acceptance location. The Contractor shall select the following inspection/acceptance location(s) in WAWF, as specified by the contracting officer.

Destination

(Contracting Officer: Insert inspection and acceptance locations or “Not applicable”.)

(3) Document routing. The Contractor shall use the information in the Routing Data Table below only to fill in applicable fields in WAWF when creating payment requests and receiving reports in the system.

Routing Data Table\*

Field Name in WAWF	Data to be entered in WAWF
Pay Official DoDAAC	HQ0131
Issue By DoDAAC	HC1028
Admin DoDAAC	HC1028
Inspect By DoDAAC	W81MR8
Ship To Code	N/A
Ship From Code	N/A
Mark For Code	N/A
Service Approver (DoDAAC)	W81MR8
Service Acceptor (DoDAAC)	W81MR8
Accept at Other DoDAAC	N/A
LPO DoDAAC	N/A
DCAA Auditor DoDAAC	N/A
Other DoDAAC(s)	N/A

(\*Contracting Officer: Insert applicable DoDAAC information or “See schedule” if multiple ship to/acceptance locations apply, or “Not applicable.”)

(4) Payment request and supporting documentation. The Contractor shall ensure a payment request includes appropriate contract line item and subline item descriptions of the work performed or supplies delivered, unit price/cost per unit, fee (if applicable), and all relevant back-up documentation, as defined in DFARS Appendix F, (e.g. timesheets) in support of each payment request.

(5) WAWF email notifications. The Contractor shall enter the email address identified below in the “Send Additional Email Notifications” field of WAWF once a document is submitted in the system.

Richard Warner  
[Richard.Warner@us.army.mil](mailto:Richard.Warner@us.army.mil)  
 703-545-1827  
 W81MR8

(Contracting Officer: Insert applicable email addresses or “Not applicable.”)

(g) WAWF point of contact. (1) The Contractor may obtain clarification regarding invoicing in WAWF from the following contracting activity’s WAWF point of contact.

N/A

(Contracting Officer: Insert applicable information or "Not applicable.")

(2) For technical WAWF help, contact the WAWF helpdesk at 866-618-5988.

(End of clause)