



**STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT**

NOTIFICATION OF STATEWIDE CONTRACT

July 16, 2008

CONTRACT TITLE: MAGIC HELP DESK SOFTWARE*

CURRENT CONTRACT PERIOD: MARCH 21, 2008 THROUGH MARCH 20, 2009

BUYER INFORMATION: Name JULIE BRANIGAN
Phone (573) 751-4148
Email address Julie.Branigan@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Total Renewal Options Available	Potential Final Expiration
		3/21/02 to 3/20/04	6

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.
PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS **PREFERRED** FOR ALL STATE AGENCIES.

Local Purchase Authority should not be used to purchase supplies/services included
in this contract unless approved by ITSD.

*NOTE: THE GWI AND MAGIC HELP DESK SOFTWARE PRODUCTS HAVE BEEN ESTABLISHED AS THE
STATE STANDARD for help desk software by the Information Technology Services Division.

~ Instructions for use of the contract, specifications, requirements, and pricing are attached ~.

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C202035002	7421261200	BMC Software, Inc. Remedy, a BMC Software Company 2101 City West Blvd. Houston, TX 77042 James Duggan BMC Software, Inc.-Public Sector Account Manager James_Duggan@bmc.com Stephanie McGhee Sales Operations Specialist State & Local Government phone: 713.918.1245 fax: 832-383-8999 Stephanie_McGhee@bmc.com	N	N

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
03/21/08 to 03/20/09	7/16/08	<p>New Vendor Number listed on cover page due to contract assignment. BMC Software Distribution, Inc merged into the parent company BMC Software, Inc and as a result all contracts are the obligation of BMC Software Inc. All new orders, payments, and contract correspondence shall utilize Vendor Number 7421261200 0.</p> <p>Renewal of contract.</p>
03/21/07 to 03/20/08	6/5/07	Renewal of Contract. Revised vendor contact information provided on the cover page.
03/21/06 to 03/20/07	11/22/06	New Account Manager point of contact listed on cover page.
03/21/06 to 03/20/07	04/12/06	Renewal of contract.
03/21/05 to 03/20/06	05/05/05	Renewal of contract.
03/21/04 to 03/20/05	03/23/04	Renewal of contract.
12/17/03 to 03-20-04	3/4/04	Contract assigned in its entirety to BMC Software due to buy out of Magic Solutions, a division of NAI. See changed contractor and vendor number information on cover page.
12/17/03 to 03-20-04	1/2/04	Changed Skus and bundled product offerings.
3/21/03 to 3/20/04	2/25/03	Renewal of contract.
3/21/02 to 3/20/03	7/12/02	NOTICE OF STATE STANDARD (10/22/01): WITH THE CONCURRENCE OF THE INFORMATION TECHNOLOGY ADVISORY COMMITTEE, THE OFFICE OF INFORMATION TECHNOLOGY HAS DECLARED THE PRODUCTS MAGIC AND GWI AS HELP DESK STANDARDS FOR THE STATE OF MISSOURI.
3/21/02 to 3/20/03	3/25/02	Initial issuance of new statewide contract

SAM II Line Item	C/S Code	Description
001	20899	Help Desk Software
002	92045	Software Maintenance
003	92091	Training

GENERAL CONTRACT INFORMATION

NOTE: Wherever it states "Network Associates, Inc." or "NAI" herein, shall be considered replaced with the new contractor "BMC Software, Inc." or "BMC".

1. In accordance with Chapter 34, Section 34.044 of the Revised Statutes of Missouri (RSMo), the State of Missouri, Division of Purchasing and Materials Management has established a statewide contract with Network Associates, Inc. (NAI) for the provision of MAGIC help desk software and maintenance support services.
2. Initial Contract Period: March 21, 2002 through March 20, 2003.

The Division of Purchasing and Materials Management reserves the right to renew the contract for six (6) additional one-year periods, or a portion thereof. In the event the Division of Purchasing and Materials Management exercises such right, all other terms and conditions, requirements and specifications of the contract applicable to the above referenced services shall remain the same and apply during the extension period(s) with the exception of price.

- a. NAI agrees not to increase the above product pricing by more than 7% for one year from the date of this Agreement.
- b. NAI agrees not to increase the above maintenance by more than 5% for three years from the date of this Agreement.

3. DEFINITIONS

- A. "Anniversary Date" means the annual recurrence of the Delivery Date of a Product.
- B. "Delivery Date" means the date a Product is shipped from NAI to Customer.
- C. "Maintenance" means the provision by NAI, in exchange for payment by Customer of any applicable Maintenance fees.
- D. "Orders" for Product licenses may be submitted by Customer in a form acceptable to NAI. Any Orders shall expressly incorporate the terms and conditions of this Agreement, must be signed by Customer and are subject to acceptance by NAI. Customer's initial Order is attached hereto.
- E. "License" means a license which has a term commencing on the Delivery Date of a Product and continuing in perpetuity, subject to the terms of this Agreement.
- F. "Product" means a software program, software bundled with hardware, and other software products marketed by NAI in machine readable form, unless otherwise specified. The Product means the version of the Product delivered on the Delivery Date only. However, if Maintenance is purchased with respect to a User License, then Product shall mean the last version of the Product released. If Maintenance is later discontinued, Product shall thereafter mean the last version of the Product released prior to such discontinuance. "Product" does not include any hardware included, bundled or sold in conjunction with any software program product.
- G. "Renewal Date" is the annual recurrence of the date on which the paid Maintenance period commenced.
- H. "User License" means a license to use the Product on any Customer owned workstation in North America for the number of users licensed. Each workstation and Node must have its own license.
- I. "Managed Services" means services delivered, directly or indirectly, by Customer for the management, operation, protection or supervision of all or a substantial portion of the information technology systems of a customer of Customer or other third party.

- J. “Node” means each server in the network and each desktop computer and thin client connected or connecting to the server(s) or the network.
- K. “Maintenance Period” means the period designated in the Order for the delivery of maintenance services hereunder. If no such period is designated in the Order, the Maintenance Period shall be one year commencing upon the delivery of the Order to NAI.
- L. “Material Conditions” means conditions in the Software which cause the user’s computer to crash or become inoperable or which cause a material function of the Software to be inoperable or severely degraded.
- M. “PrimeSupport KnowledgeCenter” means (i) access to NAI’s online support site currently located at knowledge.nai.com and (ii) Update Services.
- N. “PrimeSupport Connect” means (i) telephone support during the applicable Telephone Support Hours, (ii) access to NAI’s online support site currently located at knowledge.nai.com, and (iii) Update Services.
- O. “PrimeSupport Priority” means (i) priority telephone support during the Telephone Support Hours, (ii) priority telephone support during times other than Telephone Support Hours for Material Conditions, (iii) access to NAI’s online support site currently located at knowledge.nai.com, (iv) Update Services. NAI shall designate telephone or pager numbers for receiving priority handling during Telephone Support Hours and pager numbers for the receipt of priority telephone support during times other than Telephone Support Hours. NAI technical support will respond to calls made to such numbers during periods other than Telephone Support Hours with respect to Material Conditions within sixty (60) minutes.
- P. “PrimeSupport Enterprise” means (i) priority telephone support at all times, (ii) access to NAI’s online support site currently located at knowledge.nai.com, (iii) the Additional Services, and (iv) Update Services. NAI shall permit Customer to designate up to five (5) support contacts (“Customer Contacts”) for the receipt of maintenance. NAI shall designate one NAI technical support engineer (the “Designated Individual”) to be available to provide telephone support to the Customer Contacts and shall provide telephone, e-mail and pager numbers for receiving priority handling during Telephone Support Hours and pager numbers for receiving priority support after Telephone Support Hours. Designated Individual(s) will respond upon the following schedule (all references are to business hours except pager): Pager: thirty minutes, Voice mail: one hour, and e-mail: four hours.
- Q. “Additional Services” shall mean: (i) proactive notice of updates on frequency selected by Customer, (ii) replacement of stolen portable/notebook Sniffer software and network interface cards, (iii) participation in beta tests of Software, (iv) if more than \$100,000 of Maintenance is purchased, a three day onsite support audit once annually, and (v) if purchased, up to five additional Designated Individuals.
- R. “Telephone Support Hours” means 8:00am – 8:00pm Central Time, Monday through Friday (except NAI corporate holidays) in North America; 9:00am - 6:00pm local time, Monday through Friday (except NAI corporate holidays) in Europe, Middle East and Africa; and 8:00am - 6:00pm Australian Eastern Standard Time, Monday through Friday (except NAI corporate holidays) in Asia Pacific global regions. [NOTE: Unless an Additional Region PrimeSupport contract has been purchased, the purchase of a PrimeSupport contract permits telephone support in only one of the four regions identified in the foregoing definition.]
- S. “Update Services” means the availability for Customer to download from knowledge.nai.com and use within the terms of the Master Agreement of (i) any corrections, bug fixes and/or modifications made to the Software by NAI, and (ii) any updates to the Software (including online documentation upgrades as well as new versions of the Software) that are made generally available to NAI's customer base and which are not separately priced or marketed by NAI.

4. GRANT OF LICENSE

- A. Upon issuance of an Order by Customer and acceptance of the Order by NAI, NAI grants to Customer, and Customer accepts from NAI, a perpetual, non-assignable, non-exclusive right and license, without the

right to grant sub-licenses, to use, solely for Customer's own internal business purposes, not including the provision of Managed Services, each Product set forth on each Order, subject to the terms of this Agreement. Customer's use of each Product shall be restricted to the number of User Licenses as set forth in the applicable Order. Products installed on a single un-networked workstation or personal computer requires only a single User License. The number of User Licenses necessary with reference to a network of computers served by such Product is determined by the number of Nodes on the network. A User License must be purchased for each Node. Except as provided in paragraph D below, concurrent usage of the Licensed Product is not permitted.

- B. Customer may reproduce, at no additional charge, for disaster recovery purposes, a reasonable number of copies of the Product. Customer will reproduce all confidentiality and proprietary notices on the Product and maintain an accurate record of the location of each copy of the Product.
- C. Customer agrees that it will not reverse engineer or decompile any Product. Customer shall not sell, lease, license, rent, loan or otherwise transfer, with or without consideration, the Licensed Product to any third party. Customer agrees not to copy the Licensed Product except as expressly permitted above or permit any third party to reproduce or copy the Licensed Product. Customer agrees not to permit any third party (other than third parties under contract with Customer which contains nondisclosure obligations no less restrictive than those set forth herein) to use the Licensed Product in any form and shall use all reasonable efforts to ensure that no improper or unauthorized use of the Licensed Product is made. Customer may not permit third parties to benefit from the use or functionality of the Licensed Product via a timesharing, service bureau or other arrangement, except to the extent such use is specified in the Order. Customer may not modify, or create derivative works based upon, the Licensed Product in whole or in part. No Maintenance shall be provided for any Licensed Product which has been modified by, or for, Customer without the prior written consent of NAI. NAI owns and retains all right, title and interest in and to the Licensed Product, including all copyrights, patents, trade secret rights, trademarks and other intellectual property rights therein.
- D. As to Licensed Products that are Magic Help Desk Products, the Order shall state the number of concurrent administrator seats licensed. The number of administrator seats is determined by the counting the number of servers, desktop computers or thin clients from which help desk tickets may be received, answered or stored.
- E. As to Licensed Products that are Portable Sniffer Products, the number of Nodes/User Licenses required to License the Portable Sniffer is determined by counting the number of copies installed on laptops to be used by one user at any one time.

5. MAINTENANCE / SERVICES

Upon execution of a Product Order, Customer will be invoiced for one full year of Maintenance, which shall commence on the Delivery Date of the Product. Maintenance shall be renewable annually on the Renewal Date for an additional one (1) year term at firm, fixed pricing pursuant to the applicable renewal option clauses of this document found in the attached Schedule, however, Customer may terminate Maintenance for any Product licensed by providing written notification to NAI at least thirty (30) days prior to the next Renewal Date. NAI may terminate its Maintenance obligations upon breach by Customer of any of its material obligations; upon notice prior to the next Renewal Date; or upon termination of Maintenance to NAI's general customer base for the Product, provided that NAI gives reasonable notice to Customer of such termination. If Customer modifies any Product and it is determined by NAI that such modification has caused a malfunction in the Product, NAI shall not be obligated to provide Maintenance for the modified Product. PrimeSupport KnowledgeCenter, PrimeSupport Connect, PrimeSupport Priority and PrimeSupport Enterprise and other NAI installation and configuration services are available for an additional fee.

Customer agrees that maintenance and/or technical support fees may be required annually, in order to receive software updates (which include enhancements, corrections, modifications, additions and later versions of the licensed product) and/or technical support. However, it remains the sole option of the state to purchase

maintenance or to decline this service. If the state chooses to discontinue maintenance, the software would continue to be legally licensed for use.

During the Maintenance Period, NAI shall provide to Customer one of four levels of maintenance purchased by Customer and designated in the Order. If a level of maintenance is not designated herein, the level of Maintenance ordered shall be deemed to be PrimeSupport KnowledgeCenter. Such maintenance shall be provided in accordance with the foregoing definitions. The updates provided pursuant to the Update Service shall be deemed part of the Software and may be used by Customer subject to the limitations set forth in the Master Agreement. Customer shall promptly download, distribute and install updates to the Software as released by NAI to which Customer is entitled during the period that this Maintenance Agreement is in effect. Customer shall reasonably cooperate in isolating and reproducing software problems in connection with telephone support. No Maintenance shall be provided for any License Product which has been modified by, or for, Customer without the prior written consent of NAI.

Response times set forth in the definitions above are approximate and may vary in any given call, based on telecommunications availability and other factors. NAI's only agreement herein with respect to such response time is to maintain functioning systems in place to permit achievement of such response times in more that eighty percent of such calls from all customers. Access to NAI's online support website may be suspended for brief period due to scheduled maintenance and due to disruptions in the Internet generally.

Upon termination or the expiration of this Agreement, Customer shall have no further rights to receive maintenance services. If Customer purchased a perpetual license to the Software and the Agreement was not terminated by reason of Customer's failure to comply with any of the limitations or other requirements described herein, then Customer may continue to use the Software without further updates subject to the terms of the Master Agreement. This Agreement will terminate upon written notice if Customer materially breach requirements described herein and such failure continues uncured thirty (30) days following written notice thereof from NAI to Customer. In such event, Customer shall have no further right to use the Software and shall return the Software (including all updates received hereunder) (and any copies made pursuant to Section 2) and all related documentation to NAI.

6. TERMS OF PAYMENT

All License fees and Maintenance fees will be due net 30 days from date of receipt of an invoice. Late payment fees shall be in accordance with State of Missouri's statute RSMo. 34.055. Customer is tax exempt (exemption #12602515).

7. LIABILITY/WARRANTY

- A. NAI warrants, for sixty (60) days from the date of shipment, (i) the media (for example diskettes) on which the Software is contained will be free from defects in materials and workmanship, and (ii) any Product licensed hereunder shall operate substantially in accordance with the specifications contained in the documentation that accompanies the Product. With respect to Products that include hardware, please refer to the Limited Hardware Warranty Addendum to the Agreement.
- B. NAI warrants that it has the right to license any Product licensed hereunder. NAI also warrants that the licensed Product does not infringe on any United States patent, trademark, or copyright of a third party and NAI hereby agrees to indemnify, protect, defend, and hold Customer harmless from all claims, suits, actions, losses, damages, judgments, costs and expenses which may be sustained by Customer for such infringement of a United States patent, trademark, trade secret, or copyright by NAI; provided that (i) Customer gives prompt written notice of any suit to NAI, (ii) NAI shall have sole control of the defense of any action or claim and all negotiations for settlement or compromise thereof and (iii) Customer reasonably cooperates in the defense of such action or claim. Customer may elect to participate in any such action with an attorney of its own choice and at its own expense. In the event Customer is precluded by a court of competent jurisdiction from using a Product as a result of the infringement by NAI of any such patent, trademark, trade secret, or copyright of a third party, NAI may, in its reasonable discretion, (i) obtain the right to use the Product for the Customer, or (ii) replace or modify the Product so that it no

longer infringes, or (iii) if neither (i) or (ii) above is commercially feasible, in NAI's reasonable discretion, then NAI may terminate the License for the affected Product and issue to Customer a pro-rata refund of the License fees paid by Customer based on a useful life of five (5) years. If Customer does not notify NAI, as required herein, Customer's rights under this Section shall terminate.

- C. Customer agrees that under this software perpetual agreement, except as provided in Paragraph B above, NAI's liability for direct damages, if any, shall not exceed the initial License fees paid to NAI by Customer for use of the Product(s) under this Agreement.
- D. No action, regardless of form, arising out of this Agreement may be brought by either party more than two (2) years after the cause of action accrues.
- E. THE FOREGOING CONDITIONS AND WARRANTIES ARE IN LIEU OF ALL OTHER CONDITIONS, REPRESENTATIONS AND WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, BY NAI OR ANY OTHER PARTY INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR ANY PARTICULAR PURPOSE. NAI SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, IN CONNECTION WITH OR ARISING FROM THE FURNISHING, PERFORMANCE, OR USE OF THE PRODUCT(S) OR SERVICES PROVIDED HEREIN, REGARDLESS OF ANY LAW AND/OR REGULATION WHICH STATES OTHERWISE. NAI SHALL HAVE NO LIABILITY OR OBLIGATION FOR ANY DAMAGES THAT ARISES FROM THE USE OF A PRODUCT AS PART OR IN COMBINATION WITH ANY DEVICES, PARTS OR SOFTWARE NOT PROVIDED BY NAI, THAT IS INCONSISTENT WITH THE DESIGNED PURPOSE OF THE PRODUCT. THE ABOVE EXCLUSIONS APPLY TO THE EXTENT THAT THE DAMAGES WOULD HAVE BEEN AVOIDED BUT FOR SUCH USE OR COMBINATION.

8. NONDISCLOSURE

- A. Customer agrees to receive and hold in confidence and not disclose in any manner to third parties (other than third parties under contract with Customer which contains nondisclosure obligations no less restrictive than those set forth herein) all documents, disclosures and written or oral statements disclosed to it by NAI (collectively the "Confidential Information") shall be deemed confidential by NAI under any License unless clearly marked otherwise or is nonconfidential pursuant to Section 7B. Customer shall use any Confidential Information only internally within its own company in the pursuit of its own internal business interests. Customer shall not sell, lease, license or otherwise transfer, with or without consideration, any Confidential Information to any third party or permit any third party (other than third parties as set forth above) to reproduce or copy or otherwise use or see any Confidential Information in any form and shall use all reasonable efforts to ensure that no improper or unauthorized use of any Confidential Information is made. In addition, Customer agrees that it will not reverse engineer or decompile any Product.
- B. Customer shall provide reasonable assistance to NAI in the prosecution of any third parties who violate any of NAI's rights under this Agreement or rights provided by law with respect to any Product licensed hereunder to Customer. NAI shall bear any associated cost and expense provided that such violation is not the result of a breach by Customer of its obligations hereunder. Customer shall not have any obligation to hold any information in confidence if the information was (1) rightfully disclosed to Customer without any obligation to keep such information confidential prior to execution of this Agreement, (2) in the public domain through no fault of Customer, (3) is developed by Customer independently of any proprietary information contained in the Confidential Information, or (4) required by Missouri law to be disclosed.

9. AUDIT

NAI reserves the right to periodically audit Customer to ensure that Customer is not using any Product in violation of this Agreement or any Order. During Customer's standard business hours and upon three (3) business days prior written notice, NAI may visit Customer and Customer will make available to NAI or its representatives

any records pertaining to the Product to NAI. The cost of any requested audit will be solely borne by NAI, unless such audit discloses an underpayment or amount due to NAI in excess of five (5%) of the initial license fee for the Product, in which case Customer shall pay the cost of the audit.

U. S. PERPETUAL SOFTWARE LICENSE AGREEMENT

SCHEDULE A

Description	New Product Skew	Unit of Measure	Renewal Price
Magic Products by BMC Software			
BMC Service Desk Express Suite (formerly known as BMC Service Desk Suite)	LPN17.0.0.00 List Price \$3,750.00	Per concurrent user	\$3,500.00
BMC Knowledge Management Express (formerly known as BMC Magic Knowledge Management)	LP1M1.0.0.00 List Price \$800.00	Per Concurrent User	\$661.50
BMC Knowledge Management Express Self Service LSN add on (formerly known as BMC Magic Knowledge Mgmt. Self Service)	LA1MB.0.0.00 List Price \$1,000.00	Per Concurrent User	\$826.88
Crystal Enterprise Professional CAL for BMC Service Desk Express (formerly known as Crystal Enterprise Professional CAL for Magic)	LP332.0.0.00 List Price \$3,500.00	Per Concurrent User	\$3,390.19
Crystal Reports for BMC Service Desk Express (formerly known as Crystal Reports for Magic – NOTE: product will be made <u>obsolete</u> on 4/9/09)	LP331.0.0.00 List Price \$495.00	Per named User	\$495.00
BMC Service Desk Express Client Services (formerly known as Magic Client Services - NOTE: product will be made <u>obsolete</u> on 10/10/2011)	LPN24.0.0.00 List Price \$10.00	Per named User	\$6.31
BMC Service Desk Express Client Service – External Use (formerly known as Magic Client Services – External Use)	LPN24.0.0.00 List Price \$20,000.00	Flat Fee	\$20,000.00
BMC Service Desk Express Change Management – Licensed Add-On (formerly Management Desktop Automation Suite)	LPN28.0.0.00 List Price \$995.00	Per Concurrent User	\$995.00

Products	Support Plan	Annual Support Unit Cost	Support Plan	Total Per Product Support Fee	Support Plan	Annual Support Unit Cost
BMC Service Desk Express Change Management – Licensed Add-On	BMC Basic (5 x8)	\$149.25	BMC Fast-Track (5 x 12)	\$179.10	BMC Continuous (7 x 24)	\$199.00
BMC Service Desk Express Client Services – Licensed Add-On	BMC Basic (5 x8)	\$1.50	BMC Fast-Track (5 x 12)	\$1.80	BMC Continuous (7 x 24)	\$2.00
BMC Service Desk Express Client Services – Licensed Add-On – External Use	BMC Basic (5 x8)	\$3,000.00	BMC Fast-Track (5 x 12)	\$3,600.00	BMC Continuous (7 x 24)	\$4,000.00
BMC Service Desk Express Suite	BMC Basic (5 x8)	\$488.38	BMC Fast-Track (5 x 12)	\$501.66	BMC Continuous (7 x 24)	\$700.00
Crystal Enterprise Professional CAL for BMC Service Desk Express – Licensed Add-On	BMC Basic (5 x8)	\$525.00	BMC Fast-Track (5 x 12)	\$630.00	BMC Continuous (7 x 24)	\$700.00
Crystal Reports for BMC Service Desk Express – Licensed Add-On (product obsolete date: 4-9-09)	BMC Basic (5 x8)	\$74.25	BMC Fast-Track (5 x 12)	\$89.10	BMC Continuous (7 x 24)	\$99.00
BMC Knowledge Management Express	BMC Basic (5 x8)	\$120.00	BMC Fast-Track (5 x 12)	\$144.00	BMC Continuous (7 x 24)	\$160.00
BMC Knowledge Management Express Self Service Licensed Add-On	BMC Basic (5 x8)	\$150.00	BMC Fast-Track (5 x 12)	\$180.00	BMC Continuous (7 x 24)	\$200.00
BMC Service Desk Express Client Services – product obsolete date: 10/10/2011	BMC Basic (5 x8)	\$1.50	BMC Fast-Track (5 x 12)	\$1.80	BMC Continuous (7 x 24)	\$2.00
Crystal Reports for BMC Service Desk Express	BMC Basic (5 x8)	\$74.25	BMC Fast-Track (5 x 12)	\$89.10	BMC Continuous (7 x 24)	\$99.00