



Form GSOP 1-PIN (04/98)

STATE OF CALIFORNIA
Department of General Services - Office of Procurement

PURCHASE ORDER

Table with Purchase Order No. 61969, Rev. 3/14/2008, Date

Table with Supplier No. 788501, Solicitation No. 56741, Delivery Date As Specified, FOB Point Destination, Invoice Terms N45

CDW GOVERNMENT, INC.
PROPOSALS & CONTRACTS
230 N. MILWAUKEE AVE.
VERNON HILLS, IL 60061
Attn: JEFF BUTCHKO

S DEPT OF FISH AND GAME
h T INFORMATION TECHNOLOGY BR
i o 1807 - 13TH STREET, #201
P SACRAMENTO, CA 95811
Attn: ROBERT STUART
C FISH & GAME A-43
h T INFO TECHNOLOGY BRANCH
r o (SAME AS SHIP TO ADDRESS)
g e ATTN: ITB PAYMENTS

Table with Agency Billing 28128, Agency Purchase Estimate PE770006, Purchase Estimate 67067, Revision 0

Table with Agency Contact ROBERT STUART, Phone 916-327-8331, Date Received

Phone: 800-808-4239

Table with columns: Item No., Quantity, Unit, Commodity Code, Description, Unit Price, Extension

TERMS AND CONDITIONS:

THE ATTACHED STATEMENT OF WORK CONSISTING OF TWO (2) PAGES IS PART OF THIS AGREEMENT.

THE FOLLOWING DOCUMENTS ARE INCORPORATED INTO THIS AGREEMENT AND MAY BE VIEWED AT THE WEBSITE LISTED.

- 1. IT General Provisions, GSPD-401IT Revised and Effective 4/12/2007
http://www.pd.dgs.ca.gov/modellang/genprovit.htm
2. IT Purchase Special Provisions (Effective 01/21/03)
http://www.pd.dgs.ca.gov/modellang/purchasespecial012103.htm
3. IT Software License Special Provisions (Effective 01/21/2003)
http://www.pd.dgs.ca.gov/modellang/Software%20Special%20Provisions%2001-21-03.htm

Table with 2 items: 1. Cellular Telephone (AS DESCRIBED) BLACKBERRY TX2 SUPPORT BES FEE, 2. Cellular Telephone (AS DESCRIBED) BLACKBERRY TX2 ACTIVE CAL 100-499U

Total Value: 8,273.00

FOB DESTINATION:

For the purpose of this award, only FOB Destination will be accepted.

CHANGE ORDERS:

This Purchase Order may be amended, modified, or terminated at any time by mutual agreement of the parties in writing. Change orders amending, modifying or terminating the Purchase Order, including any modifications of the compensation payable, may be issued only by the State Procurement Officer. All such change orders shall be

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

Table with Buyer Diana Mercado, Phone 916-375-4430, BOC Number

Handwritten signature of Jon Alvey

STATE OF CALIFORNIA

Department of General Services - Office of Procurement

**PURCHASE ORDER CONTINUATION**

Form GSOP 2-PIN (04/98)

<i>Purchase Order No.</i> 61969	<i>Revision</i>	<i>Date</i> 3/14/2008	<i>Supplier No.</i> 788501	<i>Supplier Name</i> CDW GOVERNMENT, INC.
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<i>Item No.</i>	<i>Quantity</i>	<i>Unit</i>	<i>Commodity Code</i>	<i>Description</i>	<i>Unit Price</i>	<i>Extension</i>
<p>in writing and issued only upon written concurrence of the supplier. Termination, as that term is used in this section, does not include termination for default of the supplier.</p> <p><u>STATE CONTRACTS AND PROCUREMENT REGISTRATION:</u></p> <p>This Purchase Order has been registered into the State Contracts and Procurement Registration System (<a href="https://www.scprs.dgs.ca.gov">https://www.scprs.dgs.ca.gov</a>). The Registration Number is: 36000308293175</p>						

**California Department of Fish and Game  
Information Technology Branch**



**Statement of Work**

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**BlackBerry T-Support**

This Statement of Work (SOW) reflects the goods and services to be provided by (Contractor Name), hereinafter referred to as the "Contractor," to the Department of Fish and Game, hereinafter referred to as "DFG."

**SCOPE**

The Contractor will provide BlackBerry T-Support Level Tx2 for the DFG BlackBerry Enterprise Servers and the BlackBerry Handheld devices in use by the department. BlackBerry T-Support Level Tx2 includes the following:

- 24x7 Telephone Support
  - o BlackBerry technical experts are available to address support issues as they arise. Tx2-Tx5 customers can access these experts 24 hours a day, seven days a week.
- Email Support
  - o Email support is managed in the same way as telephone support. RIM technical experts are available to assist during the support hours that correspond with the subscription level. With Tx2-Tx5 customers receive 24x7 email support.
- Four named callers
  - o Named callers are the BlackBerry experts within DFG that are designated to escalate issues to BlackBerry Technical Support. The DFG named callers are:
    - Robert Stuart
    - Cole Tadlock
    - Erica Richins
    - Rick Fukushima
- BlackBerry Enterprise Server Support
  - o Ability to work directly with BlackBerry Technical Support experts to resolve technical issues related to BlackBerry Enterprise Server and gain insight into simplified management and centralized control of BlackBerry deployment.
- Support for BlackBerry Connect
  - o BlackBerry Connect technology allows leading handset manufacturers to integrate key BlackBerry functionality, including push email, into devices.
- Software Releases
  - o Free BlackBerry Enterprise Server software releases and support during the upgrade process will enable DFG to make use of the most up-to-date tools and functionality the BlackBerry Enterprise Solution has to offer. These releases will be available via BlackBerry's support site.
- Enhanced Technical Knowledge Center
  - o Receipt of all the features and benefits of online support in the standard BlackBerry Technical Solution Center, with the addition of online self-service support within the Enhanced Technical Knowledge Center (TKC). Upon signing into the Enhanced TKC DFG will gain access to:
    - BlackBerry Enterprise Server software upgrades available via support site.
    - My Service Requests, an online tool that will allow the creation, search and viewing of the status of support tickets that DFG has opened with BlackBerry technical support. Also available will be the capability to edit and/or close any of the existing tickets.
- Blackberry Enterprise Server Advanced Administrator Training
  - o BlackBerry Enterprise Server Advanced Administrator Training helps DFG to manage the BlackBerry Enterprise Solution deployment more efficiently and improve the experience of the BlackBerry smartphone users. With Tx2 subscription, DFG can take advantage of a reduced rate on a one-day open session. A second day of training is available at a reduced rate.

**California Department of Fish and Game  
Information Technology Branch**



**Statement of Work**

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**PERIOD OF PERFORMANCE**

This Statement of Work will be effective from the DFG approval date for a period of twelve months.

**BILLING INFORMATION**

The invoice should be submitted to:  
ITB Payments  
1807 13<sup>th</sup> Street, Suite 201  
Sacramento, CA 95811

The invoice must refer to the DFG contract number.

**POINTS OF CONTACT**

**Contractor Primary Contact:**

Jeff Butchko  
200 N Milwaukee Avenue  
Vernon Hills, IL 60061  
Ph: (800) 808-4239  
Fax: (847) 371-2100  
Email: jeffbut@cdwg.com

**DFG Primary Contact:**

Robert Stuart  
1807 13<sup>th</sup> St Street, Suite 201  
Sacramento, CA 95811  
Phone: 916.327.8331  
Fax: 916.323.1431