



Form GSOP 1-PIN (04/98)

STATE OF CALIFORNIA
Department of General Services - Office of Procurement
PURCHASE ORDER

Purchase Order No. Rev. Date
61976 3/19/2008

Supplier No. 688271	Solicitation No. 56750	Delivery Date As Specified	FOB Point Destination	Invoice Terms N45
Agency Billing 30961		Agency Purchase Estimate 3120115	Purchase Estimate 67071	Revision 1
Agency Contact KATHY SCHNABEL		Phone 916-375-4789	Date Received	

CDW GOVERNMENT INC
200 N MILWAUKEE AVENUE
VERNON HILLS, IL 60061
Attn: JEFF BUTCHKO

S DEPT OF GENERAL SERVICES
h T OFC TECHNOLOGY RESOURCES
i o 707 3RD STREET, 3RD FLOOR
P WEST SACRAMENTO, CA 95605

C GENERAL SERVICES Z-01
h a T OTR INFOR TECH RESOURCES
r o 707 3RD STREET 3RD FL
g e WEST SACRAMENTO CA 95605

Phone: 800-808-4239

Item No.	Quantity	Unit	Commodity Code	Description	Unit Price	Extension
TERMS AND CONDITIONS:						
THE ATTACHED STATEMENT OF WORK CONSISTING OF THREE (3) PAGES IS PART OF THIS AGREEMENT.						
THE FOLLOWING DOCUMENTS ARE INCORPORATED INTO THIS AGREEMENT AND MAY BE VIEWED AT THE WEBSITE LISTED.						
IT General Provisions, GSPD-401IT Revised and Effective 4/12/2007 http://www.pd.dgs.ca.gov/modellang/genprovit.htm						
Information Technology Software License Special Provisions (Effective 01/21/2003) http://www.pd.dgs.ca.gov/modellang/Software%20Special%20Provisions%2001-21-03.htm						
1	1	EA	7090-000-0007-4	SOFTWARE MAINTENANCE (AS DESCRIBED) BLACKBERRY ENTERPRISE SOLUTION T-SUPPORT TX3 PROGRAM FEE	8,299.0000	8,299.00
2	1	EA	7090-000-0007-4	SOFTWARE MAINTENANCE (AS DESCRIBED) BLACKBERRY ENTERPRISE SOLUTION T-SUPPORT TX3 PER SERVER	599.0000	599.00
3	180	EA	7090-000-0007-4	SOFTWARE MAINTENANCE (AS DESCRIBED) BLACKBERRY ENTERPRISE SOLUTION T-SUPPORT TX3 DEVICES	22.7500	4,095.00
Total Value:						12,993.00
FOB DESTINATION:						
For the purpose of this award, only FOB Destination will be accepted.						
CHANGE ORDERS:						
This Purchase Order may be amended, modified, or						

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

Buyer DIANA MEBICADO	Phone 916-375-4430	BOC Number
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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> 61976	<i>Revision</i>	<i>Date</i> 3/19/2008	<i>Supplier No.</i> 688271	<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>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 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 (https://www.scprs.dgs.ca.gov). The Registration Number is: 17600308293958</p>						

**DEPARTMENT OF GENERAL SERVICES
OFFICE OF TECHNOLOGY SERVICES**

STATEMENT OF WORK

Blackberry Tier 3 Maintenance/Support License Renewals

This Statement of Work ("Agreement") reflects the services to be provided by (Contractor Name), hereinafter referred to as the "Contractor," for the Department of General Services, Information Technology Services Division (ITSD), hereinafter referred to as the "State".

SCOPE

The Contractor will provide one (1) BlackBerry Enterprise Solution T-Support TX3 Program Fee; One (1) BlackBerry Enterprise Solution T-Support TX3 PER Server; and 180 BlackBerry Enterprise Solution T-Support TX 3 Devices and twelve (12) months Support. Support will include the following services:

- Telephone Support – BlackBerry technical experts are available to address your support issues as they arise. Tx2 – Tx5 customers can access these experts 24 hours a day, seven days a week.
- Email Support – Email support is managed in the same way as telephone support. Research In Motion (RIM) technical support experts are available to assist you 24 hours a day and seven days a week.
- Named Callers – 5 Total Named callers are the BlackBerry experts within your organization that are designated to escalate issues to BlackBerry Technical Support. Named callers ensure your technical experts are the ones that get the technical answers you need.
- BlackBerry Enterprise Server Support – 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 your BlackBerry deployment.
- Support for BlackBerry Connect Technology – BlackBerry Connect technology allows leading handset manufacturers to integrate key BlackBerry functionality, including push email, into devices. Now you can access the specialized support required for these devices.
- Software Releases – Free BlackBerry Enterprise Server software releases and support during the upgrade process will enable your organization to make use of the most-up-to-date tools and functionality the BlackBerry Enterprise Solutions has to offer. This program feature ensures your BlackBerry investment stays current.

- Enhanced Technical Knowledge Center – Receive all the features and benefits of online support in the standard BlackBerry Technical Knowledge Center (TKC). Upon signing into the Enhanced TKC you gain access to:
 - BlackBerry Enterprise Server software upgrades
 - My Service Requests, an online tool that will allow you to create, search and view the status of support tickets that your organization has opened with BlackBerry technical support. You also have the capability to edit and/or close any of your existing tickets
 - Online chat is an available support option for Tx3 – Tx5 customers
- Priority Queuing – When you need support and you do not want to wait, priority queuing takes you to the front of the line.
- Non-Production Server Support – The BlackBerry Enterprise Server you use for application development or system backup are support and protected at no additional cost to your organization.
- BlackBerry Enterprise Server Migration Support – When you want to transition to a new messaging platform or version of the BlackBerry Enterprise Server, make the process as seamless and unobtrusive as possible for your organization. Migration support offers your users a 90-day transition period to cradle their devices when you need to migrate. You can use this service at no charge up to two times during the subscription year.
- User Alerts – User alerts allow you to send critical messages via PIN-based messaging when standard email channels are cut off or temporarily shut down, ensuring your wireless users immediately know the status of the situation or special instructions you would like to provide to them.
- BlackBerry Enterprise Server Advanced Administration Training – Advanced Administrator helps your IT team to manage your BlackBerry Enterprise Solution deployment more efficiently and improve the experience of your BlackBerry smartphone users. With a Tx1 or Tx2 subscription, you can take advantage of a reduced rate on a one-day open session, while a Tx3 subscription entitles you to a free one-day open session. With a Tx4 or Tx5 subscription, you can take advantage of a free one-day on-site training session at your business location for up to 12 attendees. A second day of training is available at a reduced rate.
- BlackBerry Application Development Incident Support – Developing new applications for BlackBerry solutions with a Tx3 – Tx5 subscription the RIM Application Development Team can assist. The Development Support Incidents will troubleshoot any issues that may arise.
- Code Signing for Controlled APIs – When developing custom applications, one may use controlled BlackBerry application programming interfaces (APIs), provided our applications meet certain identification, security and export control conditions. RIM can issue you a set of digital keys for code signing at no charge. Requests will be processed within 2 business days for non-Technical Support Services.

PERIOD OF PERFORMANCE

The term of this Agreement will be effective April 1, 2008 through March 31, 2009.

BILLING INFORMATION

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

Department of General Services
Office of Technology Resources
707 3rd Street, 3rd Floor
West Sacramento, CA 95605
Attn: Doris Blueford

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

State's Primary Contact:

Dale Sharp
707 3rd Street, 3rd Floor
West Sacramento, CA 95605
Phone: (916) 375-4758
Fax: (916) 375-4789
Email: Dale.Sharp@dgs.ca.gov

Please forward renewal notices to the attention of the State's Primary Contact

TERMINATION

The State shall have the right to terminate maintenance upon delivery of written notice at least thirty (30) calendar days prior to any scheduled renewal date.