

# Overview for Contract

*Prior to utilizing a contract, the user should read the contract in its entirety.*

## CONTRACT DESCRIPTION

### Premier Support Services:

The precise scope of the services that are provided will be specified in services descriptions entered into under this agreement. Commonwealth agencies can enter into services descriptions under this agreement with the Supplier's local affiliate. The ability of the Supplier to deliver the services depends upon full and timely agency corporation, as well as the accuracy and completeness of any information provided to the supplier.

**Note:** Agencies are not permitted to purchase a few TAM hours of problem resolution hours. They must purchase entire Premier Support packages.

## CONTRACT INFO

Material or Service	Services	
Title & Contract # (s)	Premier Support Services 4400000452	
Number of Suppliers	1	Pcard enabled: N Pcard accepted: Y MSCC: N
Validity Period	08/01/2007 - 12/31/9999 (Contract does not expire)	
Point of Contact	Scott Cropper	
Contact Phone #	717.346.3819	
Email	<a href="mailto:scropper@pa.gov">scropper@pa.gov</a>	

## PRICING HIGHLIGHTS

Minimum Order Amount: N/A

### Premier Service Category Items:

1. TAM (SAM & SA) or GTSC/CSS SP Labor Rate (PRS) per hour
2. Advisory Support Engineer Labor Rate per hour (sold in 300 hr increments)
3. Development Consulting Labor Rate per hour (sold in 300 hr increments)
4. Prepaid US Site Visit T & E - up to 2 days.

## PROCESS TO ORDER

CONTRACT TYPE: SRM and PRODUCT CATEGORY: 81112200

**A:** The Commonwealth will issue Purchase Orders electronically. All service descriptions shall be agreed to by the Commonwealth and Microsoft prior to the issuance of a Purchase Order. Service descriptions shall be attached to the Purchase Order and must have an "ink:" signature from each party. Execution of service descriptions may be effected by delivery of facsimiles of signature pages.

**B:** The Purchase Order will not include an "ink" signature by the Commonwealth. The electronically-printed name of the purchaser represents the signature of that individual who has the authority, on behalf of the Commonwealth, to authorize the Contractor to proceed. Work cannot commence until the Purchase Order is fully executed. Signatures on a service description without a fully executed Purchase Order in place will not suffice.

[illegible]

