

# ESI Users Ordering Guide

**ESI Contract#: W91QUZ-09-A-003**

## **Period Covered:**

March 26, 2009 – December 19, 2016

## **Contractor:**

Carahsoft Technology Corp.  
12369 Sunrise Valley Drive  
Suite D2  
Reston, VA 20191  
(703) 871-8500 (main)  
(703) 871-8505 (fax)  
[www.carahsoft.com](http://www.carahsoft.com)

FTIN: 52-2189693  
Shipping Point: FOB Destination  
CAGE CODE: 1P3C5  
DUNS No: 088365767  
Business Size: Small

## **CHESS Office POC's**

Dorothy Bowen, Product Leader  
[dorothy.r.bowen.civ@mail.mil](mailto:dorothy.r.bowen.civ@mail.mil)  
(703) 806-8342

CHESS HELPDESK  
[armychess@mail.mil](mailto:armychess@mail.mil)  
(888) 232-4405

## **Contractor POC's**

Chris Hiebert, Director, VMware  
[chris.hiebert@carahsoft.com](mailto:chris.hiebert@carahsoft.com)  
(703) 871-8565

Ryan Ginley, Director, EMC  
[ryan.ginley@carahsoft.com](mailto:ryan.ginley@carahsoft.com)  
(703) 230-7419

## Contents

Summary .....	3
Contract Points of Contact.....	3
CHES Contracting Office.....	3
CHES Point of Contacts.....	3
CHES HELP DESK .....	3
CHES Product Leader.....	3
Contractor Points of Contact .....	3
VMware Product Lead .....	4
EMC Product Lead.....	4
Ordering Process.....	4
Ordering Address: .....	4
Remit To:.....	5
ACH/ Wire: .....	5
Mail: .....	5
Payment Terms: .....	5
GOVERNMENT-WIDE PURCHASE CARD ORDERS.....	5
Additional Contractor Information: .....	5
VMware Participating Dealers/ Ordering Points .....	5
EMC Participating Dealers/ Ordering Points.....	5
Discount Terms and Conditions .....	6
DoD ESI and Government Websites.....	6
Program Terms and Conditions .....	7
DoD Agencies .....	7
Government Prime Contractors.....	8
VMware Product, Warranty, and Support Information.....	8
EMC Product, Warranty, and Support Information .....	8
License Terms and Conditions .....	9
VMware.....	9
EMC.....	9

## Summary

This ordering guide has been developed in accordance with the specifications and guidelines as set forth in US Army, CHES Contract W91QUZ-09-A-003. This guide is to accompany the aforementioned contract.

This BPA has been developed in accordance with the spirit of the Federal Acquisition Streamlining Act. The Department of Defense (DoD) and Carahsoft Technology Corp. have entered into an agreement to further reduce the administrative costs of acquiring commercial items from the General Service Administration (GSA) Federal Supply Schedule (FSS) Contract GS-35F-0119Y. Products from VMware and EMC are available via this BPA. As outlined with this ordering guide, each of these manufacturers has individual terms and conditions governing the products acquired via this contract. Warranty and support services terms and conditions, and software license terms applicable to EMC Corporation (EMC) products acquired under this BPA are set forth in this Ordering Guide. VMware warranty, maintenance, and software license terms set forth in this BPA do not apply to EMC products.

## Contract Points of Contact

### CHES Contracting Office

ARMY CONTRACTING COMMAND - RI  
ROCK ISLAND, IL 61299-8000  
BLDGS 60 & 390

### CHES Point of Contacts

**CHES HELP DESK**  
[armyches@mail.mil](mailto:armyches@mail.mil)  
(888) 232-4405

**CHES Product Leader**  
Dorothy Bowen, Product Leader  
[dorothy.r.bowen.civ@mail.mil](mailto:dorothy.r.bowen.civ@mail.mil)  
(703) 806-8342

### Contractor Points of Contact

Carahsoft Technology Corp.  
12369 Sunrise Valley Drive  
Suite D2  
Reston, VA 20191  
[esibpa@carahsoft.com](mailto:esibpa@carahsoft.com)  
(703) 871-8565

### **VMware Product Lead**

Chris Hiebert - Director, Defense  
[chris.hiebert@carahsoft.com](mailto:chris.hiebert@carahsoft.com)  
(703) 871-8565

### **EMC Product Lead**

Ryan Ginley – Director, Defense  
[ryan.ginley@carahsoft.com](mailto:ryan.ginley@carahsoft.com)  
(703) 230-7419

## **Ordering Process**

All requests for supplies and/or services shall be made in writing, in an email attachment, through the on-line request for quotations, or via FAX attention:

Carahsoft ESI BPA Sales Team  
Phone: (703) 871-8565  
Fax: (703) 871-8505  
E-Mail: [esibpa@carahsoft.com](mailto:esibpa@carahsoft.com)

All orders issued under this BPA shall contain:

1. Name of Contractor
2. BPA Number
3. Delivery Order Number or if using another ordering instruments identification number.
4. Quote Number
5. Address, authorized point(s) of contact to initiate support requests, organization and telephone number. (At least one POC and two alternate authorized point(s) of contact need to be identified.)
6. Statement of Work (SOW) for Professional Services.
7. Serial Numbers for maintenance contracts.
8. Secure Disk requirements.
9. Period of performance.
10. Contracting Officer's Representative (Name, Address, Phone No., Fax No., E-mail).

A requested delivery date shall be placed on all orders. Contractor will confirm its ability to meet the requested delivery date within 3 days of the receipt of the order. If the Contractor cannot meet the requested date, an alternative date will be provided by the contractor or allow the ordering office to cancel the order.

### **Ordering Address:**

Carahsoft Technology Corp.  
12369 Sunrise Valley Drive, Suite D2  
Reston, VA 20191  
(703) 871-8500 Tel  
(703) 871-8505 Fa

## Remit To:

### ACH/ Wire:

Information available in the Central Contractor Registration (CCR) or via the Contractor Point of contact.

### Mail:

Carahsoft Technology Corp.  
12369 Sunrise Valley Drive, Suite D2  
Reston, VA 20191  
(703) 871-8500

### Payment Terms:

Net 30 (On Approved Credit)

**GOVERNMENT-WIDE PURCHASE CARD ORDERS:** Contact any one of Carahsoft Technology Corp.'s POCs, or fax orders to 703-871-8505 or go to [www.carahsoft.com](http://www.carahsoft.com) for more information.

## Additional Contractor Information:

CAGE: 1P3C5

DUNS: 08-836-5767

TIN: 52-2189693

Business Size: Small Business

## VMware Participating Dealers/ Ordering Points

The following VMware partners are Participating Dealers under this BPA and are authorized to quote, accept orders, invoice and receive payment on VMware transactions. The individual Order Points are subject to change, as authorized by Carahsoft and VMware.

- IronBow
- CDWG
- Convergence Technologies
- Dell
- GovConnection
- WWT

Details on these order points are available at:

<http://www.carahsoft.com/contracts/participatingdealers/vmware-esi/index.php>

## EMC Participating Dealers/ Ordering Points

The following EMC partners are Participating Dealers under this BPA and are authorized to quote, accept orders, invoice and receive payment on EMC transactions. The individual Order Points are subject to change, as authorized by Carahsoft and EMC.

- Alliance Technology
- CDWG
- Epoch Concepts
- Force3
- GovConnection
- Ironbow
- IT Navigation
- Jtek
- Red River Computer
- StorageHawk
- Swish Data
- Thundercat
- TVAR Solutions
- Worldwide Technology

Details on these order points are available at:

<http://www.carahsoft.com/contracts/participatingdealers/emc-esi/index.php>

## Discount Terms and Conditions

Order placed against this BPA shall receive discounts per the following schedule:

ESI Order Value	With ACT Fee
Orders under \$50,000	1/2%
Orders over \$50,000	1%
Orders over \$300,000	2%
Orders over \$1,000,000	4%
Orders over \$5,000,000	5%
Orders over \$10,000,000	6%
Orders over \$20,000,000	7%
Orders over \$50,000,000	8%

Discounts are not cumulative across orders against this BPA and are available on software licenses only. Discounts are off of the GSA Schedule Prices in effect at time of order. Support/Subscription, Hardware, and Professional Services/PSO Prepaid Consulting Credits non-discountable and are offered on this BPA at the standard GSA discount.

## DoD ESI and Government Websites

- ESI Website: <http://www.esi.mil>

- ESI & SmartBUY Guide: [http://www.carahsoft.com/contracts/dod/EMC\\_Orderguide.pdf](http://www.carahsoft.com/contracts/dod/EMC_Orderguide.pdf)
- ESI Contract W91QUZ-09-A-003 <http://www.esi.mil/contentview.aspx?id=167&type=2>
- SmartBUY Website: <http://www.gsa.gov/portal/content/231349>
- VMware ESI Pricelist:  
<http://www.carahsoft.com/VMwareBPA-DOD/documents/VMware%20GSA%20Pricelist.pdf>
- EMC ESI Pricelist:  
<http://www.carahsoft.com/VMwareBPA-DOD/documents/EMC%20GSA%20Pricelist.pdf>
- VMware ESI Ordering Points:  
<http://www.carahsoft.com/contracts/participatingdealers/vmware-esi/index.php>
- CHESS Website: [https://chess.army.mil/Content/files/W91QUZ-09-A-0003\\_basic\\_contract.pdf](https://chess.army.mil/Content/files/W91QUZ-09-A-0003_basic_contract.pdf)
- Army CHESS Ordering Guidelines:  
[https://chess.army.mil/Content/files/Competition\\_ORDERING\\_GUIDELINES\\_2011.pdf](https://chess.army.mil/Content/files/Competition_ORDERING_GUIDELINES_2011.pdf)
- VMware EULA: <http://www.carahsoft.com/contracts/documents/0119Y/VMware2.pdf>
- EMC EULA: <http://www.carahsoft.com/contracts/documents/EMC.pdf>
- GSA Terms and Conditions:  
[http://www.carahsoft.com/contracts/documents/Carahsoft\\_GSATermsConditions.pdf](http://www.carahsoft.com/contracts/documents/Carahsoft_GSATermsConditions.pdf)

## Program Terms and Conditions

DFARS Section 208.74 directs DoD buyers and requiring officials to check the DoD ESI website for DoD inventory or an ESA before using another method of acquisition. These steps for the buyer are summarized from the DFARS:

1. Check the Enterprise Agreement Summary Table to determine if software rights or maintenance have already been purchased and are available from DoD inventory. If they are available, purchase the designated software from DoD inventory and reimburse the SPM.
2. If the required software rights or maintenance are not available from inventory or from an ESA, you may use an alternate method of acquisition, subject to laws and policy.
3. If the required software rights or maintenance are not available from inventory but are available from an ESA, you must follow the procedure in the DFARS Section 208.74.
4. If you must obtain the software or software maintenance outside the DoD ESA, you may seek a waiver from a management official designated by your DoD Component.

**DoD Agencies:** Follow the procedures in DFARS 208.405-70(b) and (c). Requests for Quotation (RFQs) may be posted to GSA's electronic RFQ system, e-Buy, which allows ordering activities to post

requirements and obtain quotes electronically. Ordering activities may access e-Buy at <http://www.ebuy.gsa.gov>. While the use of performance specifications is preferred to encourage offerors to propose innovative solutions, the use of brand name or equal purchase descriptions may be advantageous under certain circumstances. Brand name or equal purchase descriptions must include, in addition to the brand name, a general description of those salient physical, functional, or performance characteristics of the brand name item that an "equal" item must meet to be acceptable for award. In competitive RFQs, include a description of the basis upon which the contracting officer will make the selection.

**Government Prime Contractors:** Follow the terms of this BPA, the GSA schedule, and your contract and the direction of its Government contracting officer in accordance with FAR Part 51 for ordering from Federal Supply Schedules.

Professional services (SIN 132-51): This BPA may be used for acquiring IT Professional services when defined as individual tasks. Professional Services (SIN 132-51) are only available from VMware Corporation or Carahsoft Technology Corp. under this BPA.

Contractor team arrangements per FAR 9.6 may be utilized under this BPA.

Open Market (non-contract) items may be added to a FSS BPA individual order, provided that the items are clearly labeled as such on the order, all applicable regulations have been followed, and price reasonableness has been determined by the ordering activity for the open market items.

## **VMware Product, Warranty, and Support Information**

VMware Support/Subscription is mandatory with all new license purchases at the standard GSA Contract rates and is subject to the terms and conditions of the then current VMware Support and Subscription Services and is offered under GSA FSS Contract SIN 132-34. VMware Support and Subscription terms and conditions are available at the following link:  
[http://www.vmware.com/files/pdf/support/support\\_terms\\_conditions.pdf](http://www.vmware.com/files/pdf/support/support_terms_conditions.pdf)

## **EMC Product, Warranty, and Support Information**

The EMC "**Product Notice**" is the notice by which EMC informs Customer of product-specific use rights and restrictions, warranty periods, warranty upgrades and maintenance (support) terms. Product Notices may be delivered in an EMC quote, otherwise in writing and/or a posting on the applicable EMC website, currently located at [http://www.emc.com/products/warranty\\_maintenance/index.jsp](http://www.emc.com/products/warranty_maintenance/index.jsp). The terms of the Product Notice in effect as of the date of the EMC quote shall be deemed to be incorporated into and made a part of the relevant Customer purchase order. Each Product Notice is dated and is archived when it is superseded by a newer version. EMC shall not change any Product



Notice retroactively with regard to any Products listed on an EMC quote issued prior to the date of the applicable Product Notice. Upon request, EMC shall without undue delay provide a copy of the applicable Product Notice and/or attach it to the relevant EMC quote.

The terms of EMC's Product warranty and available support services, which EMC will provide to Customer as a subcontractor to the authorized reseller under the Blanket Purchase Agreement are available at the following link:

<http://www.carahsoft.com/pdf/EMC/EMCProductWarrantyandSupportService.pdf>

## License Terms and Conditions

### VMware

Software license terms applicable to VMWare, Inc.(VMware) products acquired under this BPA are available at the following link:

<http://www.carahsoft.com/contracts/documents/0119Y/VMware2.pdf>

EMC warranty, maintenance, and software license terms set forth in this BPA do not apply to VMware products.

### EMC

EMC Software is licensed by authorized resellers and participating dealers. Software license terms applicable to EMC Corporation (EMC) products acquired under this BPA are available at the following link:

<http://www.carahsoft.com/contracts/documents/EMC.pdf>

VMware warranty, maintenance, and software license terms set forth in this BPA do not apply to EMC products.