

# DoD ESI ORDERING GUIDE



## **DLT Solutions/AUTODESK**

Blanket Purchase Agreement  
(BPA):  
N00104-12-A-ZF30



## DOD ESI BPA ORDERING GUIDE

This Ordering Guide has been developed by the DoD ESI team to assist IT buyers and contracting officials to order technology products and/or services from the ESI BPA holder. This Guide contains essential information about the BPA, identifies the authorized users of the BPA, summarizes the products and services available under the BPA and instructions for users to place an order, and provides Points of Contact information to provide support.

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#### 1. BPA General Information

CONTRACTOR / VENDOR	<b>DLT Solutions</b>
GSA SCHEDULE NUMBER AND WEB LINK	<b>GS-35F-4543G</b> <a href="http://www.dlt.com/sites/default/files/dlt-gsa-tscs-20111014.pdf">http://www.dlt.com/sites/default/files/dlt-gsa-tscs-20111014.pdf</a>
BPA NUMBER AND WEB LINK(S)	<b>N00104-12-A-ZF30</b> <b>Esi.mil</b>
BPA ISSUE DATE	<b>11/21/2011</b>
BPA EXPIRATION	<b>11/20/2014</b>



2. Authorized BPA Users

- a. The BPA is open for ordering by all DoD Components, including the Office of the Secretary of Defense (OSD), the Military Departments, the Chairman of the Joint Chiefs of Staff, the Unified Combatant Commands, the Inspector General of the Department of Defense (DoD IG), the Defense Agencies, the DoD Field Activities, the U. S. Coast Guard, NATO, the Intelligence Community and FMS with a Letter of Authorization.
- b. GSA or other applicable ordering organizations/agencies are authorized to place orders under the BPA on behalf of DoD end users and must comply with DFARS 208.7400.
- c. Government contractors performing work for a DoD end user (as defined above) may place Delivery Orders under the BPA on behalf of and for the benefit of the DoD entity if authorized by their cognizant Contracting Officer in accordance with the requirements of FAR 51 and/or DFARS 251 as appropriate.

3. Products and Services Overview

Category	Publisher(s)	Product Line	Service Line
Autodesk Software	Autodesk	All software titles, subscription and other services as noted in the BPA.  Including: AutoCAD, AutoCAD Map, AutoCAD Civil 3D, AutoCAD Architecture etc.	

(full list is available at [www.esi.mil](http://www.esi.mil))

4. Ordering Officer Responsibilities

- a. Ordering is decentralized. Orders are to be prepared by a Government Ordering Officer (a duly warranted Contracting Officer whose warrant authorizes purchases from the GSA Schedule) in accordance with the terms and conditions of the BPA and the GSA Schedule.
- b. This is a multiple award BPA established non-competitively against GSA Schedule. Refer to the ESI website at [www.esi.mil](http://www.esi.mil) for the listing of the multiple award vendors.
- c. It is the responsibility of the Ordering Officer to:



- i. Comply with the ordering procedures of FAR 8.4 and DFARS 208.4
- ii. Ensure compliance with all fiscal laws prior to issuing an order under the BPA;
- iii. Incorporate into the order any regulatory and statutory requirements that are applicable to the agency for which the order is placed, if pertinent requirements are not already included in the BPA; [Note: The DFARS clauses listed in Attachment D of the BPA are those in effect as of the effective date of the BPA. Ordering Offices are responsible for incorporating the most current version of the applicable DFARS clauses in the Delivery Order as appropriate.]
- iv. Obtain the required authorization to acquire the products or services through the ESI BPA in accordance with FAR Part 51 when a third party is ordering on behalf of a DoD component;
- v. Review the terms and conditions recommended for ordering software, services or hardware provided in the BPA Attachments and secure the additional terms and conditions that represent the best value for the government. Additional terms and conditions to the Publisher's license are not authorized. Additional terms and conditions can only be affixed to the task order.

## 5. Ordering Process

### a. DFARS Regulation 208.74

- i. The BPA is an Enterprise Software Agreement (ESA) as defined in DFARS 208.74, which directs DoD software buyers and requiring officials to check the DoD ESI website ([www.esi.mil](http://www.esi.mil)) for DoD inventory or the availability of an enterprise software agreement before using another method of acquisition. These steps are summarized as follows from the DFARS:
  - 1. Check the Enterprise Agreement Summary Table at [www.esi.mil](http://www.esi.mil) to determine if commercial IT products or services have already been purchased and are available from DoD inventory or through an enterprise software agreement. If they are available, purchase the designated software from DoD inventory and reimburse the SPM.
  - 2. If the required commercial products or services are not available from the enterprise software agreement, the DoD component may use an alternate method of acquisition, subject to applicable laws and policy.
  - 3. If the required commercial products or services are not available from inventory but are available from an enterprise software agreement, buyers must follow the procedure in the DFARS Section 208.74.



- 4. If a DoD component must obtain the commercial products or services outside the DoD ESI BPA, the component may seek a waiver from a management official designated by the DoD Component.

- b. Ordering

- i. Orders are subject to the ordering office’s local policy, the underlying GSA Federal Supply Schedule, and the terms of the BPA and may be placed directly with the vendor after compliance with the ordering procedures specified in paragraph 4 above by:

- 1. Execution of delivery/task order (SF1449) through the servicing base contracting office.

- a. Contractor / Vendor Information

Ordering Address	<b>DLT Solutions 13861 Sunrise Valley Drive, Suite 400 Herndon, VA 20171</b>
Remit To	<b>P. O. Box 102549 Atlanta, GA 30168</b>
CAGE	<b>0S0H9</b>
DUNS	<b>786468199</b>
TIN	<b>54-1599882</b>
Business Size	<b>Large</b>

- b. Place BPA number N00104-12-A-ZF30 in Block 2 and a locally assigned delivery order number in Block 4. Or, place GSA Contract Number GS-35F-4543G in Block 2 and a locally assigned GSA delivery order number in Block 4. When the GSA Contract Number appears in Block 2, Block 20 of the SF1449 must include a statement that the order is subject to the terms and conditions of BPA N00104-12-A-ZF30.

\*Delivery order number assignment is determined by the Ordering Office internal procedures.

- c. 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.

- d. The completed SF1449 will be forwarded (fax or mail) to the contractor at the following address: Fax 866-708-6705 or e-mail [autodeskesiorders@dlt.com](mailto:autodeskesiorders@dlt.com)
- e. A copy of SF1449 must be sent to the servicing DFAS center.

2. Government Wide Purchase Card via telephone or on-line.

- a. On-Line Orders can be placed via the following e-commerce sites:

- i. [www.dlt.com](http://www.dlt.com)
- ii. [autodeskesiorders@dlt.com](mailto:autodeskesiorders@dlt.com)

- b. Information Required from the Ordering Office

- i. End User and Name
- ii. End User Email Address
- iii. End User Phone Number

3. Product Receipt

a. The normal means to provide end users with purchased Autodesk software licenses (cd or usb) is via UPS Shipping. All physical shipments for software purchases placed with DLT are expected to ship to the customer in 7 to 10 business days for any order shipping in the continental United States. Overseas orders are expected to be received in 10 to 15 business days. All Autodesk software media ships from a North Carolina location and is done so via UPS. DLT has access to the UPS shipment data to monitor proper fulfillment.

Alternatively, the downloading of software is available. By making new product releases available for download, Autodesk is making it possible for Subscription customers to immediately begin using the most current version of the software as soon as it is released. And, making software download the default upgrade delivery method reduces the environmental impact of producing and shipping materials worldwide.

As an Autodesk Subscription customer, DoD end users can benefit from software download in several ways:

- End user can begin using the software upgrade as soon as it is released and available, without waiting for a box to be shipped and delivered.



- If anything ever happens to the end user's computer, one can always have an online backup that is available 24/7 wherever there is an Internet connection.

**4. Ordering methodology and processes for both classified and unclassified delivery orders.**

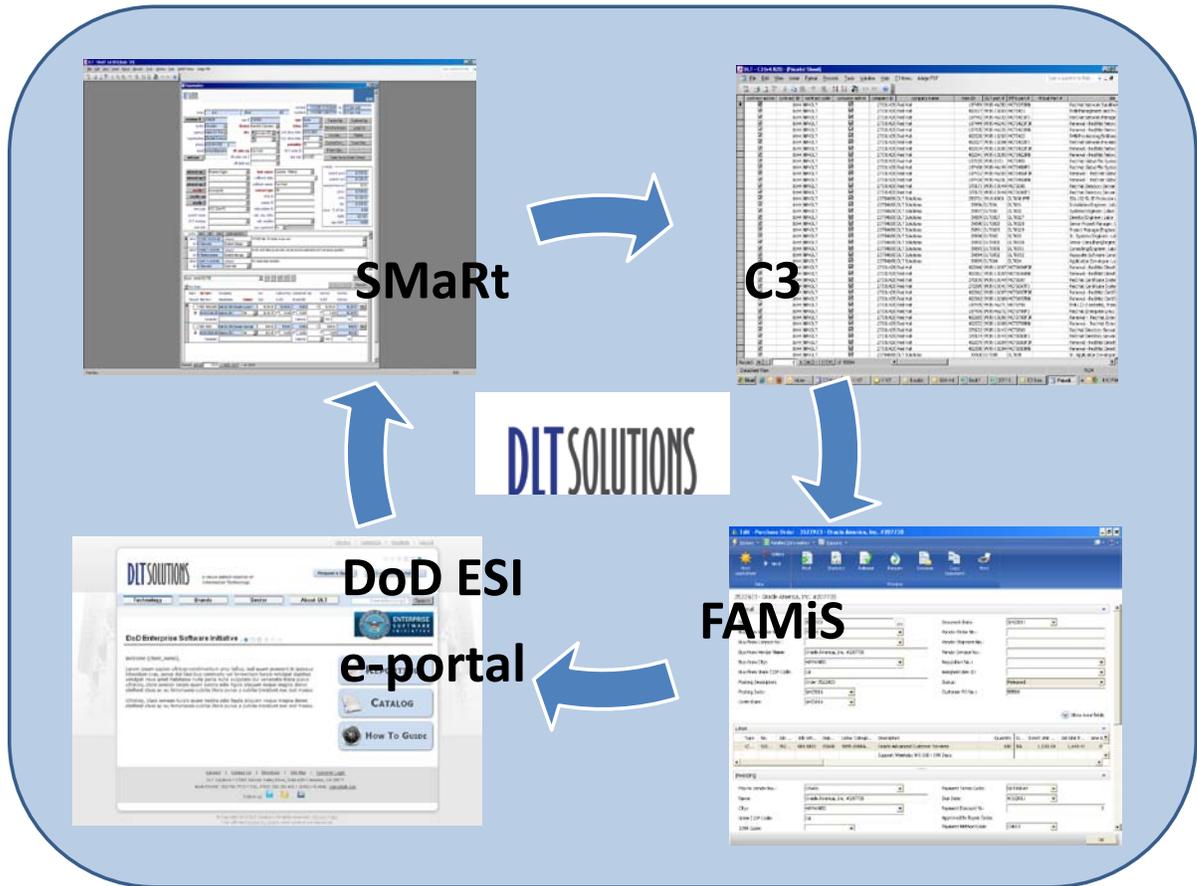
a. The following are the standard ordering methodology and processes for delivery orders. The ordering procedures for classified delivery orders are listed at the end of this response.

Order Fulfillment Service

Purchase or task orders for product and professional services are placed using DLT's internal Sales Management and Relationship Tracking (SMaRT) CRM system. The SMaRT system tracks orders through the quoting process and maintains notes on Customer interaction. Through various, auditable means, the electronic system insures that Customer's orders are accurately and efficiently processed.

Once a need is identified, a DLT sales representative assists the Customer with their procurement. The sales representative maintains the lead sales role for the life of the order. This maintains continuity of processing and helps insure accuracy. Detailed notes in the SMaRT system allow other representatives to service the order if necessary. These notes are stored permanently with the associated order and are available for reporting or other review purposes at a later date.

Publisher License – Autodesk licensing does not include a certificate. All pertinent licensing information will be included in the initial shipment. See 3a for shipping detail.



A brief overview of the quoting/ordering process follows:

*Sales Quality Check 1 –Sales*

- After determining Customer needs, a DLT sales representative creates an initial price quote in the SMaRT system.
- The system electronically tracks metadata associated with the transaction (e.g., buyer information, product lists, etc.). BPA pricing automatically populates the quote. This requires sales personnel to only enter product codes.
- The sales representative reviews the price quote with the Customer to ensure accuracy. Any discrepancies are quickly corrected and a new quote is released and reviewed with the Customer.
- Quotes are tracked by a unique quote number. Correspondence, documents, Customer contact notes, and other data associated with a quote is electronically stored and available for audit in the SMaRT system.



*Sales Quality Check 2 – Order Management and Contracts*

- Customer Purchase Orders (PO) are routed to the sales lead for the order. The sales lead compares the PO with the quote to confirm a match. Discrepancies are immediately addressed with the Customer.
- Valid POs are forwarded to DLT Order Management (OM). OM reviews the order with DLT's Contracts Department to confirm the order meets the contractual requirement of the purchasing vehicle. Discrepancies are immediately addressed with the Customer.
- The PO and any data associated with an order is electronically stored and available for audit in the SMaRT system.
- Once the order is ready, OM submits the order to Autodesk for processing and shipment if applicable.

*Sales Quality Check 3 – Autodesk Order Fulfillment*

- DLT's OM is notified by Autodesk in the unlikely event that Autodesk finds issues with the purchase order. Discrepancies are immediately addressed with the Customer.
- Once the order is processed, Autodesk sends an Order Confirmation to DLT. The Order Confirmation includes details such as the Ship To information and software serial numbers generated from the order (the serial number is a unique code which identifies software license ownership). This information is useful for order tracking purposes and in case serial numbers are misplaced by the end users. The Order Confirmation is an automated process between Autodesk and DLT's backend systems. The confirmation data is electronically stored with the ordering information for audit/review purposes.
- Autodesk sends an automated email message to the customer confirming the content of their order.

DLT Quote/Order Tracking Systems

DLT's quote/order database stores all information associated with price quotations and orders. Stored contents includes scanned documents and email messages pertaining to an order, the original quote, the Customer Purchase Order, DLT's order correspondence with Autodesk, and Autodesk's Order Confirmation information.

Classified Orders – DLT has the means, personnel and the facilities to ensure proper execution of classified orders at the TS, TS SCI and above levels. The quotation and order tracking system process utilized for classified orders is same as the unclassified order process noted above. Specific quotation, ordering and shipment instructions are coordinated with the classified customer to ensure compliance with all security requirements.

5. DLT Program Manager

Mr. Dennis Kappeler is the DoD BPA Program Manager (PM) for this BPA. Mr. Kappeler and the balance of the DLT team that will support the DoD ESI office on the resultant BPA award are based in our corporate headquarters located in Herndon, VA. All functional elements of support to the DoD ESI office on the BPA including program management, contracts management and sales and technical support are based in the DLT Herndon, VA location. As such DLT can respond quickly to



requests by the DoD ESI office to meet face-to-face to discuss any BPA management matter. POC: **Dennis Kappeler** [dennis.kappeler@dlt.com](mailto:dennis.kappeler@dlt.com) PH: 703-773-8955

6. Service Escalation Plan

a. The DLT BPA project manager (Mr. Dennis Kappeler) will coordinate with the DoD ESI team and will manage the project for the life of the contract. Mr. Kappeler is the Customer and Vendor single point of contact for all BPA Program Management items. In addition, Mr. Kappeler will have direct oversight of the Contracts and Sales and Technical Support of the BPA. (See Organization Chart and narrative included in DLT Response to Question 7). The intent of this structure is to provide free interface to each DLT department (Contracts, Accounting, Sales, Legal, etc.) individually, but it is noted that the single POC (DLT BPA PM) can greatly reduce the effort that generally accompanies interfacing with multiple departments. The BPA PM’s goal is to provide personal and immediate responses to issues and inquiries (we put the "service" into DLT’s services).

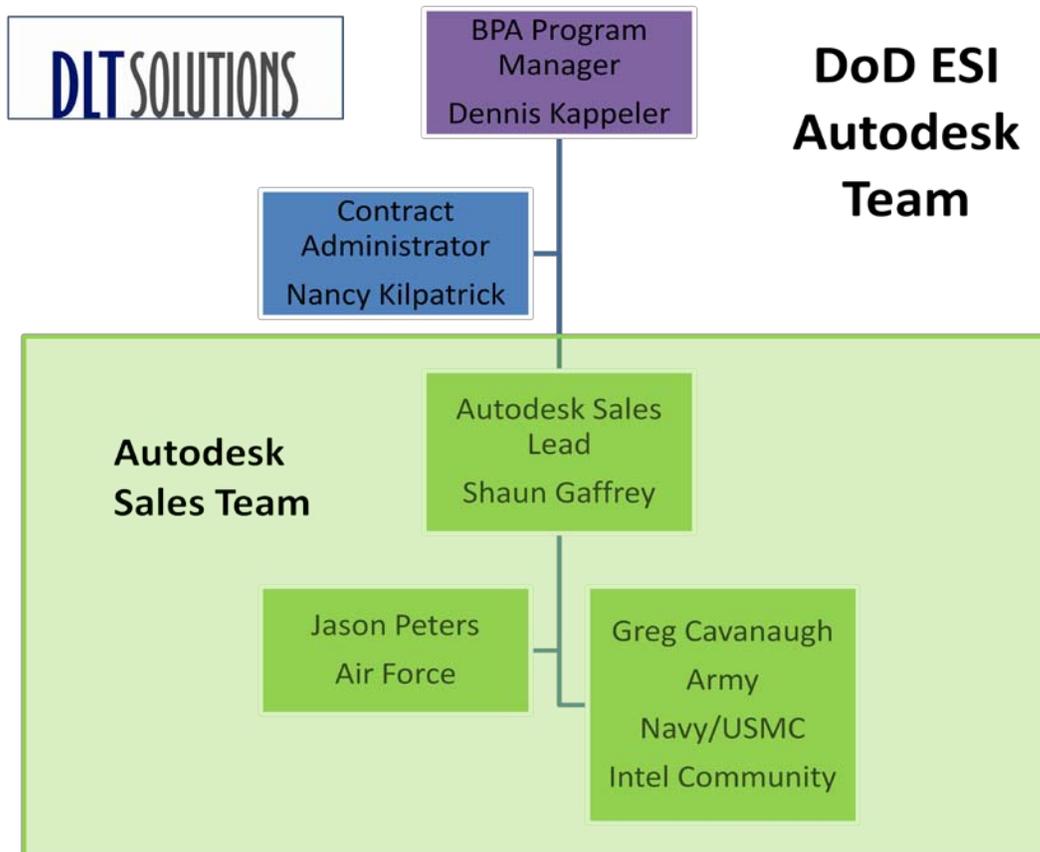
Problem Escalation/Resolution - The DLT Autodesk Sales lead will resolve questions raised by customers concerning pricing in quotations, orders, and invoices. In most cases the issue will be resolved by a response explaining a price adjustment and the effective date. If a problem arises that uncovers an error in process or in executing approved processes, the cause will be identified and corrected, including application of additional quality control checks in the process, if necessary. All problems and resolutions will be conveyed to the DLT BPA PM.

The BPA PM will address all services related concerns (contract issues, Legal, billing, project issues, etc) and provide risk-management/contractual oversight (confirm hours are properly billed, deliverables are provided, schedules are met, Vendors are getting paid in a timely fashion, process contract modifications, etc.). The DLT BPA PM will report as requested all incidents of problems and their resolutions.

**DLT BPA Points of Contacts:**

Program Management	Contracts Management	Sales & Technical
Mr. Dennis Kappeler	Nancy Kirkpatrick	Shaun Gaffrey
Phone: 703 773-8955	Phone: 703 773-8951	Phone: 703-773-1199
Email: dennis.kappeler@dlt.com	Email: nancy.kirkpatrick@dlt.com	Email: shaun.gaffrey@dlt.com

## 7. DLT Organization Chart



## 8. Additional Information

Autodesk and DLT will offer the benefits of the Autodesk Subscription Program to the DOD. Autodesk Subscription allows customers to extend the value of their software investment with access to the latest releases and web services that can help improve design workflows. Additional benefits that enhance productivity include expedited technical support and flexible licensing options.

- Immediate access to the latest technologies – Gain access to the latest software releases and stay current with new product enhancements.
- Expedited technical support – Get priority responses within Autodesk forums and faster access to technical support resources.
- Improved design workflows – Leverage web services that use the power of cloud computing for design analysis and optimization.



- Flexible licensing rights - Allocate previous version and current software releases across multiple territories or for home use.

6. BPA Points of Contact

a. Contracting Office

	<b>Procuring Contracting Officer (PCO)</b>	<b>Alternate Point of Contact</b>
<b>POC</b>	Dennis Fellin	Shawn Mitchell
<b>Voice</b>	717-605-5659	(717) 605-4046
<b>Email</b>	dennis.fellin@nav.mil	shawn.r.mitchell@navy.mil

b. Software Product Manager (SPM)

	<b>Software Product Manager (SPM)</b>	<b>Alternate Point of Contact</b>
<b>POC</b>	Latoya Lowery	Suzi Ellison
<b>Voice</b>	619-553-9618	619-524-9663
<b>Email</b>	Latoya.lowery.@navy.mil	susan.ellison@navy.mil

c. Vendor Points Of Contact

	<b>Program Manager</b>	<b>1) Ordering</b>	<b>2) Ordering</b>
<b>POC</b>	Jim Helou	Shaun Gaffrey	Edward A. Abbot III
<b>Voice</b>	703-708-9686	703-773-1199	703-708-9143
<b>Email</b>	jim.helou@dlt.com	shaun.gaffrey@dlt.com	ed.abbot@dlt.com