

DoD User Guide for Adobe CLP 5.0 Volume Licensing Program Under the DoD Enterprise Software Initiative

The DoD Enterprise Software Initiative (ESI) team through its assigned Contracting Office, the NAVSUP Weapon Systems Support (WSS) - Mechanicsburg, PA has renewed the Adobe Volume Licensing Cumulative License Program (CLP). The new "Primary" CLP Agreement is available for ordering by all DoD Components and is in place for two years, from July 1, 2012 – June 30, 2014. In addition to the primary agreement, the DoD has chosen to institute an additional eleven (11) CLP agreements which are outlined below. As the primary Program Member, DoD has achieved the highest Government Level 2 discount level for all DoD Program Member Affiliates. DoD Program Member Affiliates are entities that are subject to the same organizational, political, and regulatory schemes as the Government entity that is the Program Member.

For the purposes of this agreement, a DoD Program Member Affiliate (Customer) is defined as: the Office of the Secretary of Defense (OSD), the Military Departments, the Chairman of the Joint Chiefs of Staff, the 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, and the Intelligence Community. GSA or other applicable ordering organizations/agencies are authorized to place orders under this BPA on behalf of DoD end users and must comply with DFARS 208.7400. This BPA is also open to DoD Contractors authorized to order in accordance with the FAR Part 51.

Beginning in July 2012 through June 2013, a new series of 12 CLPs (each CLP aligns with a month in the year) will be established to process purchases that occur during that month. Each CLP will begin on the 1st day of each month and will run for a full two-year period, ending on the last day of the last month. The following are the effective periods for the 12 CLPs:

| <u>Monthly CLP</u> | <u>Effective Period</u> |
|---------------------------------|-------------------------------|
| CLP <u>4400301475</u> "Primary" | 07/01/2012 through 06/30/2014 |
| CLP <u>4400301476</u> | 08/01/2012 through 07/31/2014 |
| CLP <u>4400301477</u> | 09/01/2012 through 08/31/2014 |
| CLP <u>4400301478</u> | 10/01/2012 through 09/30/2014 |
| CLP <u>4400301479</u> | 11/01/2012 through 10/31/2014 |
| CLP <u>4400301480</u> | 12/01/2012 through 11/30/2014 |
| CLP <u>4400301481</u> | 01/01/2013 through 12/31/2014 |
| CLP <u>4400301482</u> | 02/01/2013 through 01/31/2015 |
| CLP <u>4400301483</u> | 03/01/2013 through 02/28/2015 |
| CLP <u>4400301484</u> | 04/01/2013 through 03/31/2015 |
| CLP <u>4400301485</u> | 05/01/2013 through 04/30/2015 |
| CLP <u>4400301486</u> | 06/01/2013 through 05/31/2015 |

* NOTE: The CLPs may be extended for an additional two-year period upon mutual written agreement between Adobe and the DoD Enterprise Software Initiative (ESI) team through its assigned Contracting Office, the NAVSUP WSS, Mechanicsburg, PA. Customer should refer to the CLP 5.0 Table A provided in this document for detailed CLP coverage period information and Upgrade Plan purchase options and SKUs that are available for each of the twelve CLPs.

The purpose of 12 CLPs is to enable DoD Customers to make License and Upgrade Plan purchases according to the month of the CLP to accommodate period of performance dates. Complete program membership terms, conditions and policies can be found in the [Adobe CLP 5.0 Volume Licensing Program Guide](#) and apply to each CLP individually. (Note: As a participating affiliate, you are responsible for compliance to the program rules.)

The following is a summary of specific terms and conditions applicable to each DoD ESI CLP 5.0 Volume Licensing Program membership as agreed upon by DoD and Adobe Systems Incorporated:

1. **Designated Adobe License Centers (ALC) resellers.** Ordering under this program is decentralized. Orders can be placed with any of the Government Authorized – GSA Authorized Adobe License Centers (ALCs) holding a DoD Enterprise Software Agreement (ESA) issued as a Basic Purchase Agreement (BPA) against the ALC’s GSA Schedule contract. Please refer to the ordering procedures outlined in each ALC’s BPA.

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|---|---|---|
| Carahsoft Technology Cage Code: 1P3C5 Jennifer Taha jennifer.taha@carahsoft.com 703-871-8556 | CDW Government, LLC Cage Code: 1KH72 Marianne Swann marianne.swann@cdwg.com 703-621-8220 | DELL Marketing L.P. Cage Code: 3DMD3 Stephanie Lendecky Stephanie_lendecky@dell.com 512-728-2277 |
| Emergent LLC Cage Code: 4J2K1 Dan Wells dwells@emergent360.com 703-994-3479 | GovConnection Cage Code: 0GTJ3 Donna Mullen drmullen@govconnection.com 603-683-2337 | Insight Public Sector Cage Code: 575H6 Chris Estes christopher.estes@insight.com 443-534-6457 |
| SHI International Cage Code: 1HTF0 Michael Mattern michael_mattern@shi.com 732-564-8333 | Softchoice Cage Code: 3DH15 James Kman james.kman@softchoice.com 312-655-9167 | Softmart Government Cage Code: 1LW45 Terri Karol terri.karol@softmart.com 703-443-2744 |

2. **Self-enrolled Affiliate:** Any eligible affiliate of the DoD Program Member’s CLP 5.0 Volume Licensing Program is also eligible to enroll separately as a Self-enrolled Affiliate. These enrollments can be linked to any of the 12 CLP 5.0 membership numbers. DoD Affiliates interested in becoming a Self-enrolled affiliate should contact the **DoD ESI Software Product Manager (SPM), Thao Vu: Email: Thao.Vu@navy.mil, Phone: (619) 553-1065** for additional information /instructions prior to enrollment.

3. **Upgrade Plan:** Upgrade Plan is a fixed cost that Customers may pay to receive future software product version upgrades that are covered under Upgrade Plan during the term of each CLP.

SUMMARY

- Upgrade Plan is optional and can be purchased for all, some, or none of the purchased Licenses.
- After the initial three months of each CLP, Upgrade Plan can only be purchased for new and upgrade Licenses and must be purchased at the same time the new and upgrade Licenses are purchased. Otherwise, the opportunity to purchase an Upgrade Plan for the new or upgrade License will not be available for the duration of the CLP 5.0 membership.
- Upgrade Plan which is ordered after the first three months of the CLP membership is prorated by three-month increments. For example, Licenses and Upgrade Plan purchased during the fourth month of new CLP will pay for nine months of Upgrade Plan coverage. This nine month coverage will then cover the Customer until the 12th month of the CLP membership. All Upgrade Plan orders have a coterminous end date that follows the timeline of the CLP agreement itself.
- Upgrade Plan renewals shall be paid via a purchase order or credit card transaction to the designated ALC. Note: There is no penalty for non-payment of the second annual payment other than discontinuation of the Upgrade Plan coverage. If Upgrade Plan coverage is allowed to lapse, the opportunity to purchase an Upgrade Plan for the existing License(s) will not be available for the duration of the CLP 5.0 membership unless the Customer agrees to pay for any lapse in coverage and only if the existing License(s) are at the current shipping version. For details on lapsed coverage payment, please contact your ALC reseller, who will facilitate through Adobe.

- Upgrade Plan begins on the day the purchase order is completed and expires according to the CLP timeline: either at the end of the first year of the two year CLP, or alternatively, on the last day of the CLP.
- Customers ordering Upgrade Plan for a product in the same month as a new version of that product is announced, but before the announcement date, are eligible for an upgrade to the new version. Program members should contact Adobe Customer Service at **(800) 443-8158** to request an upgrade at no additional charge.

Example: A Program Member orders Upgrade Plan for a product on August 12. Adobe announces a new version of that product on August 18. The Program Member contacts Adobe Customer Service, which provides an upgrade License and media coupon at no additional charge to this Program Member.

- Adobe notifies eligible Customers via e-mail when an upgrade is available and can arrange for media to be shipped at no charge. **NOTE:** All orders placed with a designated DoD ALC shall include the end-use customer's POC information (name, email address and phone number) to ensure that the appropriate person is notified when an upgrade is available. If end-use customer information is classified, then an intermediate POC must be listed who will be responsible for forwarding upgrade notifications to the classified end-use customer.
- Upgrade Plan costs are nonrefundable, even if Adobe discontinues a covered product. However, historically Adobe provides support in the form of fixes and patches for a discontinued product.

4. **Upgrade Plan Payment Option:** The DoD CLP 5.0 Upgrade Plan Payment Option for all Customers is a 1-Year Payment Option, which would be paid in two annual payments. To accommodate purchase of Upgrade Plans throughout the 12 month period, three month proration is offered.

Note: Only Self-enrolled Affiliates may choose their own Upgrade Plan payment options at time of enrollments.

The following table depicts the Upgrade Plan Payment Options for the Primary CLP, which begins **July 01, 2012 and expires June 30, 2014**. This table illustrates the available window of purchase for a single year of New Upgrade Plan coverage, which can be purchased in 3, 6, 9 or 12 month pro-rated options.

NOTE: This is only an example and dates will adjust according to each CLPs effective period:

TABLE A – Upgrade Plan Purchase Options

| Month of the CLP Membership | | | | | | | | |
|--|--------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--|-------------------------------------|-------------------------------------|-------------------------------------|
| | Months 1-3 | Months 4-6 | Months 7-9 | Months 10-12 | Months 13-15 | Months 16-18 | Months 19-21 | Months 22-24 * |
| Available Window of Purchase | Jul 1, 2012 to Sep 30, 2012 | Oct 1, 2012 to Dec 31, 2012 | Jan 1, 2013 to Mar 31, 2013 | Apr 1, 2013 to Jun 30, 2013 | Jul 1, 2013 to Sep 30, 2013 | Oct 1, 2013 to Dec 31, 2013 | Jan 1, 2014 to Mar 31, 2014 | Apr 1, 2014 to Jun 30, 2014 |
| New Upgrade Plan - SKUs Available for Purchase with New or Upgrade license | <u>12 month New Upgrade Plan SKU</u> | <u>9 month New Upgrade Plan SKU</u> | <u>6 month New Upgrade Plan SKU</u> | <u>3 month New Upgrade Plan SKU</u> | <u>12 month New Upgrade Plan SKU</u> | <u>9 month New Upgrade Plan SKU</u> | <u>6 month New Upgrade Plan SKU</u> | <u>3 month New Upgrade Plan SKU</u> |
| Renewal Upgrade Plan - SKUs Available for Purchase | | | | | <u>12 month Renewal Upgrade Plan SKU</u> | | | |

* Upgrade Plan is not available for purchase in the last 30 days of any CLP. Upgrade Plan purchased in months 22-24 provides coverage through the last day of the CLP, which in this example runs through June 30, 2014.

5. **Guidelines Applicable to Individual Order Requirements:**

- A. Customers purchasing Licenses ONLY (without Upgrade Plan) – DoD ESI ALC resellers will process your order under the 5.0 CLP (Primary) Agreement.
- B. Customers purchasing Licenses (New or Upgrade) with an Upgrade Plan – DoD ESI ALC resellers will process your order under the applicable CLP that is currently in effect at the time of purchase, unless the customer specifically request the order be processed under a different CLP, which will be considered on a case by case basis. The following scenario may be one reason for processing an order under a different CLP agreement:
1. Customer wants to manage and consolidate all their Upgrade Plans (for their new and existing Licenses) under one CLP agreement. As part of the market research, the Customer should work with their Ordering Office and/or a DoD ESI ALC reseller for assistance in determining the applicable CLP agreement. Customer considerations should include:
 - a. What CLP Agreement was used for the majority of my License Upgrade Plans? This information can be found on the Adobe License Certificate that is provided to the end-use customer at time of License purchase.
 - b. What is the CLP effective period for the majority of my License Upgrade Plans?
 - c. When are funds available for Upgrade Plan renewals?
 - d. What information should be provided to my Ordering Office for inclusion in the Request for Quote (RFQ)?

At a minimum, the RFQ should contain the following:

- i) The CLP agreement number that was used for previous Upgrade Plan purchase.
- ii) The CLP effective period (Upgrade Plan period of performance).
- iii) The CLP agreement number that is to be used for processing the current requirement.
- iv) The CLP New Upgrade Plan Option (3, 6, 9 or 12 month SKU) that is in effect at time of purchase. Refer to Table A above.
- v) The CLP product part number (Refer to BPA Attachment A).

- C. Customers purchasing Renewal Upgrade Plans – DoD ESI ALC resellers will process your order under the applicable CLP that corresponds to the effective period that the previous Upgrade Plan was processed.

1. DoD ESI ALC resellers will assist the Customer in determining which CLP is applicable for the renewal, if the Customer does not have access to this information. Customers should provide the following information to their Ordering Office for inclusion in the RFQ:
 - a. The CLP agreement number that was provided on the Adobe License Certificate of the previous Upgrade Plan.
 - b. The CLP effective period (Upgrade Plan period of performance).
 - c. The CLP 12-month renewal product part number. (Refer to BPA Attachment A).