

Department of the Navy (DON)

Symantec

Enterprise Software Licensing (ESL) Agreement

Ordering Guide

Version 1.0

10 September 2014

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1.0 Purpose

This document serves as the Ordering Guide for the Department of the Navy (DON) Symantec Enterprise Software Licensing (ESL) Agreement. This Ordering Guide will assist DON Information Technology (IT) customers and contracting officials with the ordering of Symantec software licenses and maintenance. This Guide contains essential information regarding the DON Symantec ESL Agreement, identifies authorized users and products available under the ESL Agreement, outlines ordering instructions and processes, and identifies Point of Contact (POC) information.

This is a mandatory source of supply within the DON for Symantec software licenses and annual maintenance. Additional information pertaining to the DON ESL Agreement for Symantec (e.g., Blanket Purchase Agreement (BPA), Terms & Conditions (Ts&Cs), and Products List) is located on the DON Symantec ESL Customer Site:

<https://www.peoeis.portal.navy.mil/pmm110/symantec/default.aspx>

2.0 Overview

The DON ESL Program Office (PMM-110) established an ESL Agreement on behalf of the DON with DLT Solutions, an authorized Reseller for Symantec products. Appendix 1 includes a copy of the BPA, to include Ts&Cs. The ESL Agreement includes Software Licenses and Software Maintenance. The ESL Agreement is comprised of two parts, as shown in Figure 2-1 & 2-2, below, 1) BPA (Catalog); and 2) Enterprise License Agreement (ELA):

1. **BPA Catalog:** A BPA Catalog has been established to procure Symantec software licenses and maintenance. The BPA period of performance is a base year with four option years. All BPA ordering and funding will be decentralized and executed at the individual Command/Program level. No co-termination date exists for BPA Catalog items.

BPA #:	N66001-14-A-0058
Symantec Reseller:	DLT Solutions; Contract # GS-35F-4543G
Effective Date:	3 April 2014
Expiration Date:	2 April 2019

Figure 2-1

2. **ELA:** An ELA was awarded against the BPA for the Symantec Endpoint Encryption suite of products, to include software licenses and software maintenance. The ELA period of performance is a base year and two option years. All ELA ordering and funding will be decentralized and executed at the individual Command / Program level. A co-termination date of 31 March is required for all maintenance renewals. These products are covered by the Assistant Secretary of the Navy Research, Development & Acquisition (ASN RD&A) approved Class Limited Source Justification (CLSJ) for the entire DON.

ELA #:	N66001-14-F-0046 (<i>Awarded against BPA</i>)
Symantec Reseller:	DLT Solutions # GS-35F-4543G
Effective Date:	9 April 2014
Expiration Date:	31Mar 2017

Figure 2-2

There is an Assistant Secretary of the Navy Research, Development & Acquisition (ASN RD&A) approved Class Limited Source Justification (CLSJ) in place for the entire DON. This DON Symantec CLSJ covers all ELA products and maintenance, as well as maintenance for all Symantec products offered on the BPA Catalog. All new license procurements from the BPA Catalog, except for Symantec EndPoint Encryption, are not covered under the CLSJA and therefore each Command must execute a separate LSJ at the local level in accordance with Federal Acquisition Regulation (FAR) 8.405-6. To better assist our customers, PMM-110 has created a Product List A and Product List B. Product List A includes all products covered under the CLSJ. Product List B is not covered by the CLSJ and will require a separate LSJ. For additional information regarding the different product lists refer to Appendix 4.

Items are limited to the products listed on the DON Symantec ESL Agreement Product and Price Lists (see Appendix 2) and will be updated as needed. For items not listed on the current DON Symantec ESL Agreement Product and Price Lists, please contact the DON Symantec Government Project Officer/Contracting Officer Representative (COR) to determine if those software products can be added.

All DON organizations and program offices are mandated to use DON ESL Agreements, where they exist, in accordance with the 22 Feb 2012 joint memorandum from the ASN RD&A, Assistant Secretary of Navy, Financial Management & Comptroller (ASN FM&C), and DON Chief Information Officer (DON CIO) entitled “Mandatory Use of Department of the Navy Enterprise Licensing Agreements”. DON ESL Agreements are used to procure any software products and related services, including those products procured by Government purchase cards, unless a waiver is granted. Deputy DON CIO (Navy) and Deputy DON CIO (Marine Corps) are delegated authority by DON CIO to grant waivers for their respective Services, and this authority may not be re-delegated.

Instructions for submitting ESL waivers are posted on the Symantec ESL Customer Site under the Ordering Guide Section. <https://www.peoeis.portal.navy.mil/pmm110/symantec>

POCs for the DON Symantec ESL Agreement are listed in Figure 2-3, below:

Government Contracting Points Of Contact			
NAME	TITLE	EMAIL	TELEPHONE
Lynda Potters	Government Project Officer / COR	lynda.potters@navy.mil	619.553.0923
Spencer Sessions	Government Procuring Contracting Officer (PCO)	spencer.sessions@navy.mil	619.553.4523
Bernadette Honish	Government Contract Specialist	bernadette.honish@navy.mil	619.553.3292
Kristina Roe	DON ESL Business Financial Manager (BFM)	kristina.roe@navy.mil	619.553.5122
Symantec Reseller			
DLT Solutions		SYMNAVYBPInfo@dlt.com	
Please use the email address above for any requests or questions as it relates to the DON BPA in addition to quote request.		For more detailed POC listing please refer to the DON Symantec ESL customer site https://www.peoeis.portal.navy.mil/pmm110/symantec	

Figure 2-3

3.0 Authorized DON ESL Agreement Users

The DON Symantec ESL Agreement is open for ordering by the DON. According to BPA Ts&Cs paragraph A.1.1, the following lists the DON ordering entities considered to be authorized users

- The executive part of the DON at the seat of government; Headquarters, United States Marine Corps (USMC); the entire operating forces of the United States Navy (USN) and of the USMC, including the Reserve Components of such forces; all field activities, headquarters, forces, bases, installations, activities, and functions under the control or supervision of the Secretary of the Navy; and the US Coast Guard when operating as a part of the Navy pursuant to law.
- General Services Administration (GSA) or other applicable ordering organizations/agencies are authorized to place orders under this BPA on behalf of the DON.
- Government contractors performing work for the DON may place orders under this BPA on behalf of and for the benefit of the DON if authorized by their cognizant Contracting Officer in accordance with the requirements of Federal Acquisition Regulation (FAR) Part 51, Use of Government Sources by Contractors, and Defense Federal Acquisition Regulation Supplement (DFARS) Part 251, Use of Government Sources by Contractors, as appropriate.

4.0 Product & Price List

The DON Symantec ESL Agreement consists of two parts:

1. **BPA Catalog:** All BPA ordering and funding will be decentralized and executed at the individual Command/Program level (except the Endpoint Encryption suite which is included in the ELA). A description of each functional category and their respective product suites is included in Figure 4-1 below. Product pricing is available in Attachment 2 to the BPA or Appendix 2 to this Ordering Guide. No co-termination date exists for BPA Catalog items.

New Licenses & Software Maintenance	
Functional Categories	Description
Security	Software utilized to manage and secure infrastructure, information (including data at rest), and interactions against a growing array of insider and outsider threats.
	Endpoint Encryption, Endpoint Protection, Mail Security
Storage	Software utilized for storage and recovery of data and systems in instances of equipment failures, accidental loss of data, or a disaster.
	Backup Exec, Netbackup, Storage Foundation
Infrastructure Operations	Software utilized to create and view up to date picture of the entire enterprise (servers, desktops, and laptops) in order to manage inventory and deployments
	Altris Asset Management, IT Service Management, Data Insight
Information Risk & Compliance	Software utilized to ensure compliance with external regulations and internal policies.
	Enterprise Vault, Critical System Protection
Business Continuity	Software utilized to protect and managed virtualized infrastructure with tools for backup and recovery.
	System Recovery, Veritas Cluster Server, Data Loss Prevention, Ghost
Support	
Functional Categories	Description
Software Support	Commercially-available Symantec technical support provided pursuant to Symantec’s Enterprise Technical Support Policy.
	Symantec Essential, Business Critical, Partner Essential Support (See Appendix 3 for detailed descriptions)

Figure 4- 1

- A. **New Licenses Purchases:** At the time of purchase, new software licenses will include software maintenance for 12 months. In accordance with SECNAVINST 5230.15 “Information Management/Information Technology Policy for Fielding Commercial Off-The-

Shelf Software”, vendor supported software is mandatory for all DON procured Commercial-Off-The-Shelf (COTS) software. Symantec software maintenance ensures support of Symantec products. Software maintenance for Symantec licenses, regardless of how they were originally purchased, must be procured under this ESL Agreement. Reminder – New Licenses, except for Endpoint Encryption, are not covered under the DON Symantec ESL CLSJ; therefore a new LSJ is required.

B. **Maintenance Renewals:** Software license renewals include one year of maintenance. It is the responsibility of the ordering organization to ensure funding is budgeted and allocated for annual software maintenance. The annual unit prices are included in the Product and Price List (Appendix 2). Reminder – maintenance renewals are covered under the DON Symantec ESL CLSJ; therefore no addition LSJ is required.

2. **ELA:** An ELA was awarded against the BPA for the Symantec Endpoint Encryption suite of products, to include software licenses and software maintenance. All BPA ordering and funding will be decentralized and executed at the individual Command/Program level. The ELA has a co-termination date of 31 Mar. ELA licenses and maintenance are covered by the ASN RD&A approved CLSJ for the entire DON.

A. **New Licenses Purchases:** At the time of purchase, new software licenses will include software maintenance for 12 months. In accordance with SECNAVINST 5230.15 “Information Management/Information Technology Policy for Fielding Commercial Off-The-Shelf Software”, vendor supported software is mandatory for all DON procured COTS software. Symantec software maintenance ensures support of Symantec products. Software maintenance for Symantec licenses, regardless of how they were originally purchased, must be procured under this ESL Agreement

B. **Maintenance Renewals:** All maintenance covered under the Endpoint Encryption ELA (which is centrally-ordered) co-terminates on 31 Mar 2015 and annually thereafter. On the initial year the Command’s maintenance payments transition onto this ELA, the coverage dates will be prorated from the date of the order through the next 31 Mar. Subsequent payments will cover an annual period of 1 Apr to 31 Mar of the following year. It is the responsibility of the ordering organization to ensure funding is budgeted and allocated for annual software maintenance and routed in accordance with Section 6.1 of this Ordering Guide. The annual unit prices are included in the Product and Price Lists (Appendix 2).

5.0 Ordering

Key Points for Ordering

- This DON Symantec ESL Agreement is a mandatory source of supply for Symantec brand products for DON funded requirements and fulfills the requirements of DFARS 208.74 – Enterprise Software Agreements.
- Funding for the BPA and ELA is decentralized at the respective Command/Program level.
 - Ordering activities must plan and budget for maintenance sustainment.
- Ordering for the BPA and ELA is decentralized at the respective Command/Program level.
- Maintenance of software is required in accordance with SECNAVINST 5230.15.
- An approved Information Technology Purchase Request (ITPR) is required prior to procuring software licenses or maintenance from the Symantec ESL Agreement (BPA & ELA).
- For all BPA and ELA orders, the Command Representative must complete a Symantec Request for Quote form via the DLT Solutions DON Symantec Customer Portal.

Use of Government Sources by Contractors:

Contractors are authorized to purchase off this BPA when permitted in writing by the Contracting Officer for that contractor's contract or solicitation. In order for a contractor to order off this BPA, the cognizant Contracting Officer is required to comply with FAR 51 and DFARS 251. A letter of authorization to use Government sources must be completed, signed by the Contracting Officer, and provided to the contractor. This letter shall designate the owning organization name that will be responsible for future maintenance payments. The contractor will then provide this letter to DLT Solutions as proof that authorization has been granted. DLT will then provide quotes with BPA pricing to the contractor once authorization has been confirmed.

A sample letter of authorization can be found at DFARS PGI 251.102 "Authorization to use Government supply sources" at http://farsite.hill.af.mil/reghtml/regs/far2afmcfars/fardfars/dfars/PGI%20251_1.htm

5.1 DLT Portal

5.1.1 User Account Request

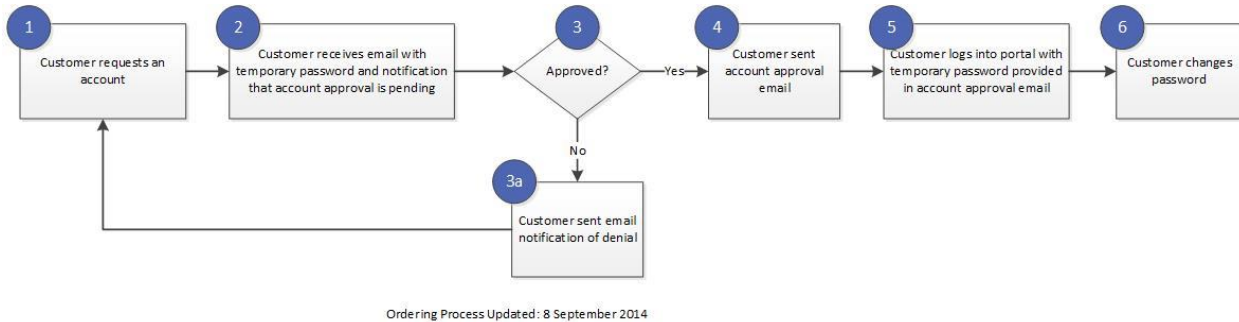


Figure 5-1

Figure 5-1 depicts the process for requesting an account on the DLT Solutions DON Symantec Customer Portal.

Step 1: Open an Internet Browser window and go to the portal's URL

(<https://customerportal.dlt.com/don-symantec>)

Step 2: Click the Create new account link

Step 3: On the Create New Account tab, enter your government / organization email address

Step 4: Select BSO from the drop down list

Step 5: Enter the following information

- First Name
- Last Name
- Title
- Business Phone

Step 6: Click *Create New Account*

NOTE: Your account must be approved by a portal administrator. Please do not attempt to log into the portal until you receive the account approval email.

Step 7: Open account approval email and log in using either Method 1 or 2, as detailed in the email

Step 8: To Log in using Method 1, go to the portal home page and log in using your email address and password. Once you are logged into the site, go to the "My Account" tab and select edit to change your password.

Step 9: To Log in using Method 2, click or cut and paste the provided website address into your browser. Note: this is a one-time logon. After logging in via the link you will be redirected to <https://customerportal.dlt.com/don-symantec/user/30/edit> so you can change your password.

5.1.2 Viewing Symantec Product Information

Step 1: Click Symantec Product Families page tab from the left menu. This will take you to a page that lists all of the Symantec Product Families broken down between the ELA and BPA.

Step 2: Click the name of the product you are interested in learning more about (i.e. Encryption – <http://www.symantec.com/encryption>) This will open the Symantec website in a new browser window / tab and will display detailed information regarding the product(s).

5.1.3 Viewing Symantec Product Catalog

Step 1: Click Symantec Product Catalog page tab from the left menu. This will take you to a page with a link to the catalog.

Step 2: Click the file. This will open a new browser window and a task box allowing you to open or save a PDF of the catalog. *Note: you can search, select and copy text, save and/or print from this window.*

5.2 Quote Request

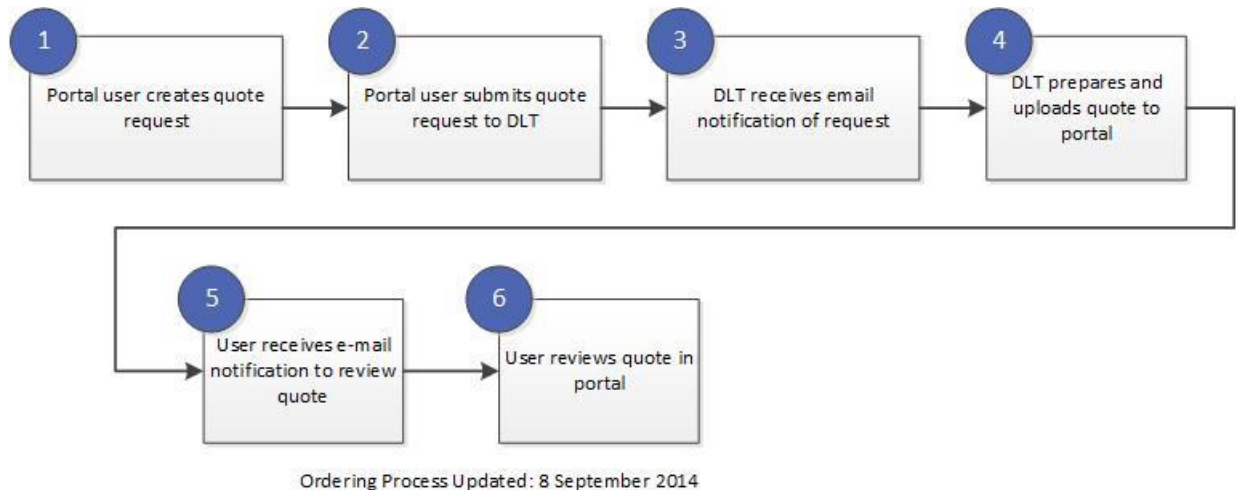


Figure 5- 2

Figure 5-2 depicts the process for requesting a quote on the DLT Solutions DON Symantec Customer Portal.

5.2.1 Request Initial Quote

Step 1: The Command Representative must log into the DLT Solutions DON Symantec Customer Portal. Note: If Command Representative does not have an account, please follow steps in section 5.1.1.

Step 2: Click Quote Request page tab from the left menu. The Create Quote Request form will be displayed.

Step 3: Command Representative completes Quote Request Form. *Note: The following will auto-populate Date Requested, BSO, Contact information (name, address, phone number and email).*

Step 4: Command Representative ensures form is complete and clicks Save. *Note: At this point the quote is in draft and can be changed by selecting the Edit Tab.*

Step 5: If the Request is ready to submit, select the Home tab.

Step 6: The newly created Quote Request will be displayed in the Quote Requests in Progress section of the page. Select Submit to DLT for Quote. *Note: The message “Your BPA (or ELA) Quote Request has successfully been submitted to DLT” will be displayed.*

NOTE: DO NOT EDIT QUOTES THAT HAVE BEEN SUBMITTED TO DLT.

Step 7: DLT Solutions reviews request and provides a quote.

Step 8: Command Representative will receive an email notification that the quote is available for review via the DLT Solutions DON Symantec Customer Portal.

Step 9: Command Representative logs into the portal and clicks the Quote Request in the Quotes Delivered by DLT Sales section of the home page.

Step 10: Click the PDF link to view the quote. The PDF will open in a new browser tab or window. *Note: you can search, select and copy text, save and/or print from this window.*

Step 11: If a revision to the quote is required, Command Representative clicks on the Quote Request in the Quotes Delivered by DLT Sales section of the home page.

Step 12: Command Representative clicks the Edit tab and revises the Quote Request as needed.

Step 13: Command Representative clicks Change Requested and the process goes back to Step 7.

Step 14: If the quote is acceptable. Command Representative will print and follow local process and procedures for placing an order.

6.0 Funding

The funding of orders under the DON Symantec ESL Agreement will be the responsibility of each Command/Program based on their current funding processes. These Commands/Programs will be responsible for:

- Ensuring the proper funding appropriation is assigned to each order
- Ensuring budget and funding are available for new product requirements and annual maintenance in future years

7.0 Software Maintenance

SECNAVINST 5230.15 (Information Management / Information Technology Policy for Fielding of Commercial Off the Shelf Software (COTS)) dated 10 April 2009 requires that software maintenance is procured with any new licenses and kept current on all existing licenses, in order to mitigate any risks associated with security vulnerabilities or failure to stay current on software updates/patches/bug fixes/etc. Therefore, throughout the term of this ESL Agreement, all new licenses must be purchased with one year of maintenance. Maintenance includes:

- Patches and security fixes
- Upgrades

Additional information on maintenance refer to Appendix 3.

8.0 Glossary (includes Roles & Responsibilities of key positions)

- **ESL Project Officer:** The individual responsible for being the point of contact the Symantec ESL Agreement; responsible for reviewing and approving ELA (CORE) License Requests; disseminates ELA (CORE) licenses from DLT to Command Representatives
- **Ordering Officer / Ordering Official:** The individual authorized to place an order on this BPA on behalf of the Command Representatives. This individual must process orders in accordance with FAR Part 8.4 and this Ordering Guide.
- **[For Marine Corps] ITSS Shopping Cart:**
 - Link: <https://www.mcendw.marcorsyscom.usmc.mil/ShoppingCart/>
 - Application Technical Support Options: Phone: 703.441.9400; Email: itihelpdesk@pdsinfo.com
 - Also: ITSS Customer Care Telephone 866.912.6247; Email: ITSSCustomerCare@usmc.mil
- **DLT:** The authorized Symantec reseller responsible for complying with the Ts&Cs of the Symantec ESL Agreement.

9.0 Appendices to the Ordering Guide

Note:

All appendices have been posted to:

<https://www.peoeis.portal.navy.mil/pmm110/symantec/default.aspx> unless otherwise noted. These Ordering Guide “Appendices” may reference some of the “Attachments” to the Symantec BPA itself, but the referenced documents with the same title are identical.

Appendix 1 – DON Symantec ESL Agreement, BPA # N66001-14-A-0058, including Terms & Conditions

Appendix 2 – Product & Price List

Appendix 3 – Support Descriptions

Appendix 4 – Understanding Product List A and B

Appendix 5 – Class Limited Source Justification and Approval (Redacted)

Appendix 6 – Sample BPA Call

Appendix 7 – Navy Purchase Card Data Sheet

10.0 Acronyms

ASN	Assistant Secretary of the Navy
BFM	Business Financial Manager
BPA	Blanket Purchase Agreement
BSO	Budget Submitting Office
CCCIC	Cross Company Code Internal Contracting
COMSPAWARSYSCOM	Commander, Space & Naval Warfare Systems Command
COR	Contracting Officer Representative
COTS	Commercial Off-the-Shelf Software
CIO	Chief / Command Information Officer
Class LSJ	Class Limited Source Justification
CLIN	Contract Line Item Number
DFARS	Defense Federal Acquisition Regulation Supplement
DON	Department of the Navy
DON CIO	Department of the Navy Chief Information Officer
EDA	Electronic Document Access
ELA	Enterprise License Agreement
ESL	Enterprise Software Licensing
FAR	Federal Acquisition Regulation
FM&C	Financial Management and Comptroller
FPDS-NG	Federal Procurement Data System-Next Generation
GSA	General Services Administration
IT	Information Technology
ITAAP	Information Technology Acquisition Approval Process
ITPR/ITPRAS	Information Technology Procurement Request / Information Technology Procurement Request Review/Approval System
ITSS	Information Technology Strategic Sourcing
MARADMIN	United States Marine Corps Administrative Message
MCSELMs	Marine Corps Software Enterprise License Management System
NAVADMIN	Naval Administrative Message
NAV-IDAS	Navy Information Dominance Approval System
Navy-ERP	Navy Enterprise Resource Planning System
NGEN	Next Generation Enterprise Network
PD2	Procurement Desktop Defense
PCO	Procuring Contracting Officer
PEO-EIS	Program Executive Office – Enterprise Information Systems
PMM-110	Program Manager, Marine Corps (e.g., PMM-110)
PO	Purchase Order
POC	Point(s) Of Contact
PR	Purchase Request
RD&A	Research, Development and Acquisition
SKU	Stock Keeping Unit
SPAWAR	Space and Naval Warfare
SSC PAC	Space and Naval Warfare Systems Command – Pacific
SPS	DoD Standard Procurement System
Ts&Cs	Terms & Conditions

UIC
USMC
USN

Unit Identification Code
United States Marine Corps
United States Navy