

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICELIST

Special Item 54151	Software Maintenance Services
Special Item 54151S	Information Technology Professional Services
Special Item 511210	Software Licenses
Special Item 518210C	Cloud and Cloud-Related IT Professional Services
Special Item 532420L	Leasing of New Electronic Equipment
Special Item 811212	Maintenance, Repair Services and/or Repair Parts/Spare Parts
Special Item OLM	Order Level Materials

SIN 54151 – SOFTWARE MAINTENANCE SERVICES

PCS Code J070 SOFTWARE MAINTENANCE SERVICES

Software maintenance services creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance services includes person-to-person communications regardless of the medium used to communicate: telephone support, online technical support, customized support, and/or technical expertise which are charged commercially.

SIN 54154S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

PSC Code D399 - OTHER INFORMATION TECHNOLOGY SERVICES, NOT ELSEWHERE CLASSIFIED

IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.

Note1: IT professional services may only be resold in direct support of products that are authorized to be sold via the schedule contract.

Note 2: Contractor shall not provide services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

SIN 511210 - SOFTWARE LICENSES

Includes both term and perpetual software licenses, and maintenance.

PSC Code 7030 - INFORMATION TECHNOLOGY SOFTWARE

Large Scale Computers

Operating System; Application; Electronic Commerce (EC); Utility; Communications; Core Financial Management; Ancillary Financial Systems; and Special Physical, Visual, Speech, and Hearing Aid Software

Microcomputers

Operating System; Application; Electronic Commerce (EC); Utility; Communications; Core Financial Management; Ancillary Financial Systems; and Special Physical, Visual, Speech, and Hearing Aid Software

SIN 518210C – CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES

PSC CODE D305 – ADP TELEPROCESSING AND TIMESHARING SERVICES

Includes commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to or governance/management of Cloud computing. Specific labor categories and/or fixed price solutions (e.g. migration services, etc.) that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities.

SIN 5324200L - LEASING OF NEW ELECTRONIC EQUIPMENT

PSC Code W070 – LEASE-RENT OF ADP EQUIPMENT AND SUPPLIES

SIN 811212 - MAINTENANCE OF EQUIPMENT, REPAIR SERVICES, AND/OR REPAIR PARTS/SPARE PARTS

PSC Code J070 - MAINTENANCE AND REPAIR SERVICE)(REPAIR PARTS/SPARE PARTS - SEE FSC CLASS FOR BASIC EQUIPMENT)

Maintenance Service, Repair Service, Third Party Maintenance
Repair Parts/Spare Parts

SIN OLM – ORDER-LEVEL MATERIALS (OLM)

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

Order-Level Materials (OLMs) are supplies and/or services acquired in direct support of an individual task or delivery order under the contract. OLMs are not defined, priced or awarded at the contract level.

**Dell Federal Systems Federal Systems L.P.
Federal Government Solutions**

One Dell Way
Round Rock, Texas 78682
1-855-860-9606
Internet Address: <http://www.dell.com/fed>

**Solicitation #47QSMD20R0001
Refresh 0006**

Contract Number: GS-35F-0884P

Contract Period: September 20, 2004 – September 19, 2024
General Services Administration
Federal Acquisition Service

TABLE OF CONTENTS

Information For Ordering Activities Applicable to all Special Item Numbers	4
Terms And Conditions Applicable To Software Maintenance Services (SIN 54151) and Software Licenses (SIN 511210))	13
Terms and Conditions Applicable to Information Technology Professional Services (SIN 54151S)	17
Terms and Conditions Applicable to Cloud and Cloud-Related Professional Services (SIN 518210C)	25
Terms and Conditions Applicable to Leasing of New Electronic Equipment (SIN 532420L)	38
Terms and Conditions Applicable to Maintenance of Equipment, Repair Services and/or Repair/Spare Parts (SIN 811212)	46
Terms and Conditions Applicable to Order Level Materials (SIN OLM)	49
USA Commitment To Promote Small Business Participation Procurement Programs	51
BPA Sample	52
Teaming Agreement	55
Appendix A Price List	56
Appendix B Customer Master Services Addendum	87
Appendix C Optional Supplemental Lease Terms	89

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The internet address for GSA Advantage!® is: **GSAAdvantage.gov**. Please note that certain Dell services may not be available on Advantage due to its limitations.

For information regarding Dell's GSA products and pricing please refer to the Dell Federal Government Home Page at <https://www.delltechnologies.com/en-us/industry/federal/federal-government-it.htm#scroll=off>. On the Federal Home Page is a tool to identify Dell Sales Representatives responsible for individual Federal Agencies. If you know the name of your Sales Representative, address your Internet mail message to: firstname_lastname@dell.com

Appendix A provides Dell's FSS Contract price list.

INFORMATION FOR ORDERING ACTIVITIES

SPECIAL NOTICE TO AGENCIES:

Small Business Participation. SBA strongly supports the participation of small business concerns in GSA's Multiple Award Schedule (hereinafter "MAS") Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Multiple Award Schedule, and to report accomplishments against these goals.

For orders exceeding the micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/price lists of at least three Schedule contractors or consider reasonably available information by using the GSA Advantage! On-line shopping service (<http://www.gsaadvantage.gov>). The catalogs/price lists, GSA Advantage! And the Federal Supply Service Home Page (www.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting price lists for a best value determination.

For orders exceeding the micro-purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

0. DEFINED TERMS

Throughout this Authorized Federal Supply Schedule Price List ("AFSSPL") (i) Dell Federal Systems L.P. may be referred to as "Dell" or "Contractor"; and (ii) this AFSSLP, GS-35F-0884P may be referred to as "Contract" or "FSS Contract."

1. ORDER QUANTITIES

The minimum dollar value of orders is \$100. There is no maximum order limit.

2. GEOGRAPHIC SCOPE OF CONTRACT

(a) The geographic scope of this Contract is worldwide, with the exception of VMware Professional Services.

(b) The terms and conditions of this Contract shall apply to all orders for delivery and maintenance of equipment in areas listed in the price list outside the 48 contiguous states, Hawaii, Alaska and the District of Columbia except for the following modifications:

(1) In place of a delivery date, an estimated shipping date shall be specified on the order.

(2) Upon request of Dell, the Government, on a reimbursable basis, may provide Dell with logistics support, as available, in accordance with all applicable Government regulations. Such Government support will be provided on a reimbursable basis, and will only be provided to Dell's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this Contract.

(c) Outside of the U.S., Dell agrees to accept orders for maintenance (On-Site Service) of equipment where Dell maintains the capability of performing such maintenance. Some isolated locations may only be serviced through a "return to depot" process. As conditions are subject to change, ordering activities should check with their Dell Sales Representative.

3. POINTS OF PRODUCTION

Please refer to the Dell Federal Systems L.P. SAM registration (www.sam.gov, search under Dell's DUNS 149530219 in the Representations and Certifications section, FAR 52.212-6 Place of Performance) for the points of production for Dell-branded products.

4. DISCOUNTS AND PRICING

(a) Prices. Prices listed herein are net (discounts deducted), and the GSA Industrial Funding Fee ("IFF") has been incorporated into the price, thus the IFF is not separately priced/invoiced.

(b) Special Pricing. Ordering activities are encouraged to compete their large requirements among GSA MAS Schedule contractors, and Schedule contractors are encouraged to quote lower "spot prices" for individual opportunities. The resulting competitive price may be included in a Delivery Order without triggering the Price Reduction clause. Special pricing may be available for large requirements. Please call the applicable Agency-specific telephone number listed above to discuss with your Sales Representative.

(1) Maximum Order Threshold

The Maximum Order value for the following SINs is \$500,000:

511210	Software Licenses
518210C	Cloud and Cloud-Related IT Professional Services
532420L	Leasing of New Electronic Equipment
54151	Software Maintenance Services
54151S	Information Technology (IT) Professional Services
811212	Maintenance of Equipment, Repair Services, and/or Repair/Spare Parts

(c) Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers.

5. PROMPT PAYMENT TERMS / PAYMENT TERMS

(a) No prompt payment discounts are available.

(b) Payment terms are Net 30 days from receipt of invoice or completion of acceptance, whichever is later – payment by check or EFT.

(c) Dell accepts the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders, provided billing is authorized at the time of shipment. Dell does not offer my additional discount for their use.

(d) Dell accepts the Government purchase cards for payments above the micro-purchase threshold per with paragraph 7.d.ii., and provided billing is authorized at the time of shipment. Dell does not offer my additional discount for their use.

(e) Advance or pre-payment is not authorized or allowed under this FSS Contract. (31 U.S.C. 3324). Charges for training, maintenance, and services (other than warranty or after point of sale warranty extensions) must be billed and paid in arrears (31 U.S.C. 3324)

6. FOREIGN ITEMS

Given the nature of this Contract, i.e. Professional Services, Secure (i.e. Classified) Support and Microsoft software, there are generally no foreign items. In the event a foreign item is sold under the OLM SIN, it will be so identified.

7. TRADE AGREEMENTS ACT OF 1979, AS AMENDED

Dell's information technology systems (IT Systems) (e.g., notebooks, desktops, workstations, servers, data storage equipment) comply with the Trade Agreements Act (TAA) as specified in FAR §52.225-5. Dell's IT Systems may include ancillary peripheral items that attach to the IT System (e.g., monitors, mice, keyboards, port replicators). These peripheral items may not comply with the TAA when sold alone, but will take on the TAA designation of the IT System with which the peripheral item is contemporaneously sold. Peripheral items not sold contemporaneously with an IT System will comply with the TAA on their own. Dell also provides replacement/spare parts for its IT Systems (e.g., HDDs, memory, SSDs, processors) that are integrated internally into the IT System. These replacement/spare parts may not comply with the TAA, but will take on the TAA designation of the IT System inside which that replacement/spare part will be integrated.

8. PRODUCT SUBSTITUTIONS

Dell may make product substitutions either to base systems, internal system components, options or external peripherals as long as the substitute item is the same or better technology at the same or lower price. Delivery order modifications will not be required. The invoice will reflect the actual product shipped NOT the product ordered. Notwithstanding the forgoing, if any change would impact (i) any customer software image, (ii) other such requirements such as ESTAR, EPEAT, etc.; or (iii) the order requires non-deviation/form-fit-function (specified at the time of quote request and called out clearly on the Order) product substitutions will not be made without the written approval of the Ordering Activity. In such instances Dell shall notify the Ordering Activity and request approval prior to making any such changes. If such changes are not acceptable to the Ordering Activity and Dell is unable to provide the product as originally quoted/ordered, the Order shall be terminated for convenience.

9. DELIVERY SCHEDULE

(a) TIME OF DELIVERY. The Contractor shall deliver to CONUS destinations within the number of calendar days after receipt of order (ARO), as set forth below. Offerors shall insert in the "time of Delivery (days ARO)" column in the Schedule of Items a definite number of calendar days within which delivery will be made. In no case shall the offered delivery time exceed the Contractor's normal commercial practice, except where commercial Smart Select systems and/or non-Trade Agreement Act compliant products are being delivered. The Contractor shall ship orders to destinations OCONUS within the days ARO times specified below, or as otherwise negotiated between the Ordering Activity and Dell.

SIN	CONUS	OCONUS
54151	5 – 120	5 – 120
54151S	5 – 120	5 – 120
511210	5 – 120	5 – 120
518210C	5 – 120	5 – 120
532420L	5 – 120	5 – 120
811212	5 – 120	5 – 120
OLM	5 – 120	5 – 120

(1) EXPEDITED DELIVERY TIMES. For those items that can be delivered quicker than the delivery times in paragraph (a), above, the offeror is requested to insert below, a time (hours/days ARO) that delivery can be made when expedited delivery is requested: As negotiated at the time of Ordering Activity request.

(2) OVERNIGHT AND 2-DAY DELIVERY TIMES. Ordering activities may require overnight or 2-day delivery, which is available within the U.S. only. Dell generally does not build hardware products to inventory; rather, Dell custom configures products as orders are received. Once the product is built, overnight or 2-day delivery is available for an expedite fee that is negotiated at the time of Ordering Activity request. Dell is not required to provide, and the paying office shall not require, documentation to substantiate the fee for expedited delivery that Dell and the Ordering Activity have previously agreed upon.

(3) INSIDE DELIVERY. Ordering activities may require inside delivery. Inside delivery is available within the U.S. only. Additional charges, if any will be negotiated at the time of Ordering Activity request.

(b) URGENT REQUIREMENTS. When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements for an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the Contract.

10. FOB POINT

(a) Within the continental U.S (CONUS) and the District of Columbia: Destination (three to five day ground delivery). Hawaii and Alaska: Destination (3rd day air).

(b) Outside the U.S. (OCONUS): Deliveries via APO/FPO - Origin (i.e. the CONUS-located APO or FPO).

(c) Other deliveries - as agreed between the Ordering Activity and Dell. Shipping charges will be separately quoted, and agreed upon between the Ordering Activity and Dell.

11. ORDERING ADDRESS / PROCEDURE

(a) Dell Federal Systems L.P. / Federal
Round Rock 3 East, MS RR3-63
2300 Greenlawn
Round Rock, TX 78664-7090

Dell's GSA Terms and Conditions, as well as Dell's GSA product and pricing, are available on the Dell Federal Government Home Page at <https://www.delltechnologies.com/en-us/industry/federal/federal-government-it.htm#scroll=off>. On the Federal Home Page is a tool to identify Dell Sales Representatives responsible for individual Federal Agencies. If you know the name of your Sales Representative, address your Internet mail message to: firstname_lastname@dell.com

(1) Orders may be placed electronically, by telephone or by mail. There must be a valid Dell quote number in order to place an order (except orders placed through GSA Advantage!) Ordering activities may obtain technical and/or ordering assistance at: Voice (855) 860-9606 / Fax (877) 416-4334.

(2) Dell Federal Systems L.P. is not currently participating in GSA's Cooperative Purchasing Program. However, at any one time there are approximately 20 MAS contractors who hold Dell GSA Letters of Supply and participate in Cooperative Purchasing. State and local government ordering activities may contact Dell's GSA Schedule Point of Contact listed on the GSA e-Library email the Dell Federal Reseller mailbox

Page | 7

at Fed_Reseller_Admin@dell.com for additional information and a current list of Dell Letter of Supply holders.

(b) ORDERING PROCEDURES FOR SUPPLIES AND SERVICES. Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

(1) FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.

(2) FAR 8.405-2 Ordering procedures for services requiring a statement of work.

(c) Contract Administration for Ordering Activities. Any Ordering Activity, with respect to any one or more delivery orders placed by it under this Contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the Ordering Activity's convenience, and (m) Termination for Cause (See 52.212-4).

(d) Purchase of Incidental, Non-Schedule Items

(1) Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this Contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

(2) Open Market items shall be clearly labeled on the order as such.

(3) All clauses applicable to items not on the FSS contract must be included in the order.

12. PAYMENT ADDRESSES

Standard Remittance Address:

Dell Federal Systems L.P.
c/o Dell USA L.P.
P.O. Box 676365
Dallas, TX 75267-6021
Richardson, Texas 75081

Overnight Mail Remittance Address:

Dell Federal Systems L.P.
c/o Dell USA L.P.
Box 676265
1200 East Campbell Rd, Suite 108

Wire Transfer Information

Payee/Company Information:

Dell Federal Systems L.P.
One Dell Way
Round Rock, TX 78682
Tax ID: 74-2924476

Financial Institution Information:

PNC Bank
500 First Avenue
Pittsburgh, PA 15222
Beneficiary Name: Dell Federal Systems L.P.
Bank Contact: 800-762-9473

****All Electronic Fund Transfers (EFT) must use the CTX format in order for the invoice to be processed accurately and timely.**

13. WARRANTY PROVISIONS

(a) For the purpose of this FSS Contract, warranties include, in addition to those agreed for the entire schedule Contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which results in orders under this schedule contract.
- (3) Any representations and/or warranties made concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

(b) The above list does not encompass items not currently covered by the FSS Contract.

(c) Please refer to the warranty provisions within the SIN-specific sections below.

14. EXPORT PACKAGING CHARGES

Export packing is available. In the event export requires additional packaging beyond Dell's standard commercial packaging, such packaging may require an additional charge. If such a charge is required, it will be separately quoted on an open market basis and will be listed as an open market line item on the Delivery Order.

15. SECTION 508 COMPLIANCE

(a) General information regarding Section 508 compliance on the supplies and services in this Contract is available in Electronic and Information Technology (EIT) at: <http://www.section508.gov/>

(b) Dell maintains a library of Section 508 Voluntary Product Accessibility Templates (VPATS) detailing how individual products meet the requirements of Section 508. Dell's VPATS, as well as other related information may be found at: <http://www.dell.com/learn/us/en/uscorp1/vpat>. Additional information is also available from your Dell Sales Representative. VPATS for third party products are maintained by the manufacturer.

16. DUNS AND OTHER STATISTICAL DATA FOR ORDERING ACTIVITY COMPLETION OF SF 279

Data Universal Numbering System (DUNS) Number: 149530219
Business Size: Large Business
Woman-Owned Small Business: No
Tax Identification Number (TIN): 74-2924476
Veteran Owned Small Business (VOSB): No
CAGE Code: 3XAU1

17. SYSTEM FOR AWARD MANAGEMENT (SAM)

Dell Federal Systems L.P.'s SAM registration is current, accurate and complete.

18. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this Contract. As Dell Federal Systems L.P. does not hold have SIN 334111 on this Contract, but does have secure/classified support and hold an U.S. Government Facility Security Clearance

("FSC"), in event clearances are required for Dell-branded hardware purchased under the Dell Marketing L.P. GSA Schedule (GS-35F-059DA), the Contractor will establish a GSA Contactor Teaming Agreement with Dell Marketing Systems L.P. All costs associated with providing individuals who possess the appropriated level of security clearance will be negotiated with the Ordering Activity on an individual task/delivery order basis.

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this Contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5, in the event a mitigation plan is unable to be agreed upon between the order activity and the Contractor.

(g) Documentations/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

(h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the Ordering Activity's order.

(i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary. Contractor does not maintain a Government approved property management system.

(j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the Contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer. It is at the Contractor's sole discretion whether to accept an order(s) where funds are not yet available.

19. BLANKET PURCHASE AGREEMENT (BPAs)

Subject to FAR 8.405-3, establishment of BPAs under this FSS Contract to fill repetitive needs for supplies or services is allowable.

20. CONTRACTOR TEAM ARRANGEMENTS

(a) Dell participates in contractor team arrangements (CTA), consistent with the GSA guidance at <http://www.gsa.gov/portal/content/200553>. During the solicitation phase of a GSA procurement, where Dell may be bidding as a CTA Team Member with multiple competing Team Leads, contingent upon the Ordering Activity's approval, a Letter of Intent to Team with each Lead is acceptable in lieu negotiation multiple CTAs, only to have all but one cancelled.

(b) Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with contract clause 552.238-80, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

21. INSTALLATION, DEINSTALLATION, REINSTALLATION

(a) The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services.

(b) Dell is unable to accept task orders subject to the Davis Bacon Act; compliance may be possible through a CTA where Dell is a Team Member. The Ordering Activity issuing the task order against this FSS Contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the Ordering Activity at the time a request for quotations is made for applicable construction classified installation, de-installation, and reinstallation services under SIN 33411.

22. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

(a) Dell shall, at its own expense, provide and maintain during the entire performance of this FSS Contract, at least the kinds and minimum amounts of insurance required herein.

(b) If requested by the Ordering Activity, before commencing work hereunder, Dell shall notify the Contracting Officer in writing that the required insurance has been obtained, and provide a Certificate of Insurance if so desired. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this Contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

23. LIABILITY FOR INJURY OR DAMAGE

Dell shall not be liable for any injury to Ordering Activity personnel or damage to Ordering Activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor. The foregoing limitation of liability shall not apply to (1) personal injury or death resulting from Contractor's gross negligence; or (2) for fraud.

24. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATIONS STANDARDS REQUIREMENTS

Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be directed to Dell.

(a) Federal Information Processing Standards Publications (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

(b) Federal Telecommunications Standards: Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, NIST, Gaithersburg, MD 20899, telephone number (301)975-2833.

**TERMS AND CONDITIONS APPLICABLE TO SOFTWARE MAINTENANCE SERVICES
(SPECIAL ITEM NUMBER 54151) AND SOFTWARE LICENSES (SPECIAL ITEM NUMBER 511210)**

0. DEFINITIONS

(a) **Term Licenses.** The word "Term" is defined in this FSS Contract as "a limited period of time." **Term** Software Licenses have a limited duration and are not owned in perpetuity. Unless the Contract provides an option for converting Term licenses into perpetual licenses, end users lose the right to use these licenses upon the end of the term period. This SIN is NOT Infrastructure as a Service (IaaS), Platform as a Service (PaaS), or Software as a Service (SaaS) as defined in SIN 518210C - Cloud and Cloud-Related IT Professional Services.

(b) **Perpetual Licenses.** The word "perpetual" is defined in this Contracts as "continuing forever, everlasting, valid for all time."

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender those items that conform to the requirements of this Contract. Acceptance shall occur on the day of proof of delivery of the product to the Ordering Activity.

2. GUARANTEE/WARRANTY/RETURNS POLICY

(a) **Warranty/License**

(1) **Dell Software.** This subparagraph covers all software that is distributed with the Dell product, for which there is no separate license agreement between the buyer and the manufacturer or owner of the software. Included as Appendix A is the GSA- approved Dell Enterprise License Agreement ("ELA"). The ELA covers Dell-branded software (as listed on Exhibit A thereto) and is normalized to eliminate conflicts with U.S. law as set forth on Exhibit B thereto.

(2) **Third-party software products.**

(i) Dell does not warrant third-party software products. Any warranty provided on third-party software is provided by the publisher or original manufacturer and may vary from product to product. All software furnished pursuant to the terms of this Contract will be unconditionally guaranteed for defects in the media the software is provided on for a period of one (1) year, beginning on the first day of acceptance.

(ii) **License Agreement.** All software, including Microsoft software, is provided subject to the license agreement provided with the software, either pre-loading on the system or as part of the software package. Ordering Activity acknowledges that there may be agrees that it will be bound by the license agreement. No software will be available under the Contract unless the EULA has been approved by GSA. Notwithstanding the forgoing, the terms of GSAR

(c) **Limitation of Liability.** Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the Ordering Activity for consequential damages resulting from any defect or deficiencies in accepted items. The foregoing limitation of liability shall not apply to (1) personal injury or death resulting from Licensor's gross negligence; or (2) for fraud.

(d) **Software Returns Policy.** Software may not be returned at any time, unless the software being returned is:

(1) Application software or operating systems installed by Dell on a returnable system which is being returned within the applicable return period; or

- (2) Media-based software that is unopened and still in its sealed package or, if delivered electronically, software that you have not accepted by clicking "I agree to these Terms and Conditions." Specific return instructions may be found at:

<http://www.dell.com/learn/us/en/uscorp1/terms-of-sale-commercial-and-public-sector-returns>

3. SOFTWARE MAINTENANCE

(a) Software maintenance as it is defined: (select software maintenance type):

- (1) Software Maintenance as a Product (SIN 511210). Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics. Software Maintenance as a product is billed at the time of purchase.
- (2) Software Maintenance as a Service (SIN 54151). Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

(b) Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). Prompt payment discount, if applicable, shall be shown on the invoice.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the Government, shall provide a point of contact the purpose of which is to provide user assistance and guidance in the implementation of the operating system software for the first 30 days from the date of acceptance. User assistance may be provided by Dell or the software manufacturer. Assistance is available through Dell Technical Support; the Technical Support telephone numbers may vary by product type and are available online (as is support via chat and email) on the "Call Technical Support" page at: <http://www.dell.com/support/home/us/en/04?c=us&l=en&s=bsd>

On that site, click on the "Telephone" button, you will then be asked for your Dell Service Tag, after which the appropriate telephone number will be provided. Assistance is available from 6:00 a.m. Central Time to 9:00 p.m. Central Time, Monday through Friday, and 8:00 a.m. Central Time to 4:00 p.m. Central Time, Saturday, Contractor's scheduled holidays; and may be available 24x7 depending on system type. Application software support can be purchased optionally from the software manufacturer.

5. PERIODS OF SOFTWARE LICENSES

- (a) The Contractor shall honor orders for periods for the duration of the Contract period or a lesser period of time.
- (b) Term Licenses and/or maintenance may be discontinued by the Ordering Activity on thirty (30) calendar day's written notice to the Contractor.

(c) Annual Funding. When annually appropriated funds are cited on an order for maintenance, the period of maintenance shall automatically expire on September 30 of the Contract period, or at the end of the Contract period, whichever occurs first. Renewal of the maintenance orders citing the new appropriation shall be required, if the maintenance is to be continued during any remainder of the Contract period.

(d) Cross-Year Funding Within Contract Period. Where an Ordering Activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the Ordering Activity may place an order under this schedule Contract for a period up to the expiration of the Contract period, notwithstanding the intervening fiscal years.

(e) Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the maintenance is to be terminated at that time. Orders for the continuation of maintenance will be required if the maintenance is to be continued during the subsequent period.

6. UTILIZATION LIMITATIONS

(a) Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

(b) When acquired by the Ordering Activity, commercial computer software and related documentation so legend shall be subject to the following:

- (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
- (2) Software licenses are by site and by Ordering Activity. An Ordering Activity is defined as a cabinet level or independent Ordering Activity. The software may be used by any subdivision of the Ordering Activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one Ordering Activity's site. This would allow other agencies access to one Ordering Activity's database. For Ordering Activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user Ordering Activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user Ordering Activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user Ordering Activity.
- (3) Except as is provided in paragraph 8.b(2) above, the Ordering Activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the Ordering Activity who have the Ordering Activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the Ordering Activity to use software, documentation, or information therein, which the Ordering Activity may already have or obtains without restrictions.
- (4) The Ordering Activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of disaster recovery, the Ordering Activity has the right to transfer the software to another site if the Ordering Activity site for which it is acquired is deemed to be unsafe for Ordering Activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and

to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

- (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule Contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

7. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

There are hundreds of Microsoft and Adobe software titles available under the Contract, as such an attachment describing each is impractical. Complete descriptions of each software product including the operating systems on which the software can be used, and a brief, introductory explanation of the modules and documentation which are offered are available on www.microsoft.com and www.adobe.com.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
(SPECIAL ITEM NUMBER 54151S)**

1. SCOPE

- (a) The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- (b) The Contractor shall provide services at the Contractor's facility or at the Ordering Activity location, as agreed to by the Contractor and the Ordering Activity.
- (c) Availability of IT Professional Services in certain OCONUS locations may vary. Ordering offices are encouraged to check availability with Contractor Services Sales Representatives.

2. PERFORMANCE INCENTIVES

- (a) Performance incentives may be agreed upon between the Contractor and the Ordering Activity on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.
- (b) The Ordering Activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- (c) Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the Ordering Activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- (a) Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (April 1984) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- (b) All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence. In the event of a conflict between the terms of the task order and a Service Agreement (as defined in section 3.c below) the contract will take precedence
- (c) Task order services will be described in one or more of the following: (i) "Service Descriptions" as generally described in this SIN 54151S and available at:

<http://www.dell.com/learn/us/en/uscorp1/terms-of-sale-commercial-and-public-sector-service-contracts>

The Statement of Work includes, for example:

- Dell's responsibilities
- The Government's responsibilities
- The specific conditions (Completion Criteria), if any, that Dell is required to meet to fulfill its obligations
- A performance period for Services and an estimated schedule for planning purposes

- Applicable charges (not including taxes) and any other terms
- Resumes shall be provided by Dell upon request.
- Services Agreement similar to those found at the URL in 3.c above.

4. PERFORMANCE OF SERVICES

(a) The Contractor shall commence performance of services on the date agreed to by the Contractor and the Ordering Activity.

(b) The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the Ordering Activity.

(c) The Ordering Activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

(d) Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

(e) Technical personnel shall remain under the supervision, management, and control of Dell, which shall include their assignment and evaluation. The tasks on which assigned personnel assist shall remain the responsibility of the Government. Therefore, Dell does not guarantee that the Government's task will be accomplished under this contract, only that assistance shall be provided. No estimate made by Dell of the assistance to be provided to the Ordering Activity is guaranteed to any extent or in any way.

(f) Support Services may be performed by both Dell personnel and subcontracted non-Dell personnel. Dell will provide Support Service personnel with the necessary technical skills.

(g) "Third Party Products" means any third-party hardware, services or software. Some manufacturers' warranties or service contract terms and conditions for Third Party Products may become void if Dell or anyone else, other than the manufacturer or its authorized representative, provides services for or works on the hardware or software (such as providing maintenance and repair services). **DELL DOES NOT TAKE RESPONSIBILITY FOR THIRD PARTY WARRANTIES OR FOR ANY EFFECT THAT THE DELL SERVICES MAY HAVE ON THOSE WARRANTIES.** Except as agreed to in writing between the Ordering Activity and Dell, Third Party Products shall be exclusively subject to terms and conditions between the third party and the Ordering Activity. Dell shall have no liability for Third Party Products and the Ordering Activity shall look exclusively to the third party provider for any damages or liability with respect to the provision of such Third Party Products. Except as otherwise specifically agreed to in a Service Agreement, the Ordering Activity authorizes Dell (or otherwise obtains the rights for Dell) to copy, install and modify, when necessary and as required by the Service Agreement, all Third Party Products, including software, to be used in the Services or to be copied or stored for subsequent re-installation of a backup system or data. The Ordering Activity warrants to Dell that it has obtained any licenses, consents, regulatory certifications or approvals required to give Dell and its subcontractors or employees such rights or licenses to access, copy, distribute, use and/or modify (including creating derivative works) or install any Third Party Products to be used in the Services, without infringing the ownership or license rights (including patent and copyright) of the providers or owners of such products

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the

period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services—Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection—Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract. Contractor's ISO 9001:2015 (expiration date January 24, 2023) certification constitutes an inspection system that is acceptable to the Government.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all applicable laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

8. PROPRIETARY RIGHTS

(a) Except as otherwise specifically agreed to in a task order/Service Agreement, Dell will retain exclusive ownership in all Deliverables created by Dell hereunder and will own all intellectual property rights, title and interest in any ideas, concepts, know how, documentation or techniques developed by Dell thereunder. Dell grants the Ordering Activity a non-exclusive, non-transferable, royalty-free right to use the Deliverables solely Ordering Activity's internal use. "Deliverables" means the tangible and intangible materials, including reports, studies, base cases, drawings, findings, manuals, procedures and recommendations that are prepared by Dell or its subcontractors in the course of performing the Services.

(b) Notwithstanding the provisions of section 8.a above, right, title and interest in all Deliverables shall vest in the Ordering Activity in accordance with FAR 52.227-14 Rights in Data – General, where such Deliverables are specifically identified by a separately priced CLIN on the task order or delivery order as deliverable data or restricted computer software. Ordering Activity rights in data and restricted computer software not separately called out under a Delivery Order CLIN, if any, shall be in accordance with section 8.a above.

(c) Tools & Software. Dell will retain all intellectual property rights with respect to the processes, tools and software related to the Services. Any use by Ordering Activity, including the execution, reverse engineering, decompilation, reproduction, modification, distribution, transmission, republication, display, transfer or performance, except as specifically permitted by Dell during the term of Services is prohibited.

9. RESPONSIBILITIES OF THE ORDERING ACTIVITY

(a) Subject to security regulations, the Ordering Activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

(b) It is the Ordering Activity's responsibility to backup data on its systems. CONTRACTOR IS NOT RESPONSIBLE FOR LOSS OF OR DAMAGE TO DATA OR LOSS OF USE OF ANY OF THE ORDERING ACTIVITY'S COMPUTER OR NETWORK SYSTEMS. The Ordering Activity acknowledges that Contractor's performance and delivery of the Services are contingent upon: (i) subject to security regulations, Ordering Activity providing access to its personnel, facilities, equipment, hardware, software, network and information and (ii) Ordering Activity's timely decision-making, notification of relevant issues or information and granting of approvals and/or permission. Ordering Activity will promptly obtain and provide to Contractor any required consents necessary for Contractor's performance of the Services described in the applicable Service Description, SOW or Technical Specification Form.

(c) Order activity agrees that any information or data disclosed or sent to Contractor, over the telephone, electronically or otherwise, is not confidential or proprietary to Ordering Activity, unless disclosed pursuant to a mutual non-disclosure agreement executed by the Parties.

(d) Some Services may require Dell to access hardware or software that is not manufactured by Dell. Some manufacturers' warranties may become void if Dell or anyone else, other than the manufacturer or its authorized representative, works on the hardware or software. DELL DOES NOT TAKE RESPONSIBILITY FOR THIRD PARTY WARRANTIES OR FOR ANY EFFECT THAT THE DELL SERVICES MAY HAVE ON THOSE WARRANTIES.

10. EXPORT; REGULATORY REQUIREMENTS

(a) Export. The Ordering Activity warrants that any software provided by the Ordering Activity and used as part of the Services contains no encryption or, to the extent that it contains encryption, such software is approved for export without an export license, or if such a license is required, the software is eligible for export under Bureau of Export Administration export license exception GOV.

(b) Regulatory Requirements. Dell shall not be under any obligation to perform any Service Description, SOW or Technical Specification Form or to install any Third Party Products as part of the Services or proceed with Services if such Third Party Products, or the resulting software, do not satisfy the local regulatory requirements of the country to which the Products are to be shipped.

11. INDEMNIFICATION

(a) The Ordering Activity accepts responsibility for, and agrees to indemnify and hold Dell harmless from, any and all liability, damages, claims or proceedings arising out of (1) the failure of Ordering Activity to obtain the appropriate license, intellectual property rights, or any other permissions required to support any Service Agreement or Dell's performance of the Services, including the right to make any copies or reproductions of any Ordering Activity provided software, or (2) any inaccurate representations regarding the existence of an export license or the eligibility for export of software without a license.

(b) Dell shall defend, indemnify and hold harmless Ordering Activity from any third-party claim or action that the Services or any Deliverables (excluding Third-Party Products) prepared or produced by Dell and delivered pursuant to the Service Agreement infringe or misappropriate that third party's patent, copyright, trade secret, or other intellectual property rights enforceable in the country(ies) in which the Services or Deliverables are sold to Ordering

Activity by Dell ("Indemnified Claims"). In addition, if Dell receives notice of a claim that, in Dell's reasonable opinion, is likely to result in an adverse ruling, then Dell shall at its option, (A) obtain a right for Ordering Activity to continue using such Service or Deliverable; (B) modify such Service or Deliverable to make it non-infringing; (C) replace such Service or Deliverable with a non-infringing equivalent; or (D) refund any pre-paid fees for the allegedly infringing Services that have not been performed or provide a reasonable depreciated refund for the allegedly infringing Deliverable. Notwithstanding the foregoing, Dell shall have no obligation under this Section for any claim resulting or arising from (A) Ordering Activity's modifications of the Service or Deliverable that were not approved by Dell; (B) the combination, operation or use of the Service or Deliverable in connection with a third-party product or service (the combination of which causes the infringement); or (C) Dell's compliance with Ordering Activity's written specifications or directions, including the incorporation of any software or other materials or process provided by or requested by Ordering Activity.

12. INDEPENDENT CONTRACTOR

All Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the Ordering Activity.

13. ORGANIZATIONAL CONFLICTS OF INTEREST

(a) Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed Ordering Activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

(b) To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the Ordering Activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

14. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the Ordering Activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month. Such invoices may include generic, dollar value denominational skus – as listed on the applicable hardware/services GSA price list – to facilitate ease of invoicing. The value of the denominational skus shall tie back to the task order/Service Agreement pricing.

15. PAYMENTS

(a) Charges will be invoiced monthly for services rendered. The Ordering Activity on individual orders may authorize progress payments. Progress payments shall be based upon completion of defined milestones.

(b) For firm-fixed price orders the Ordering Activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for services rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. For time-and-materials/labor-hour orders applicable under FAR 52.216-31 (Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

- (1) The Ordering Activity contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (2) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (i) The offeror;
 - (ii) Subcontractors; and/or
 - (iii) Divisions, subsidiaries, or affiliates of the offeror under a common control.

(c) If the Services are being performed on a time and materials or labor hour basis, any estimates provided by Dell are for planning purposes only.

16. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user Ordering Activity upon request. Please note that during the proposal phase of task order procurement, given the uncertainty of awardee and contractor labor resource utilization requirements, sample resumes may be submitted. Upon award resumes of the individual(s) who will perform the service(s) will be provided to the Ordering Activity upon request.

17. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract, and will be considered a non-schedule item for purposes of including the cost on the delivery order. The costs will be negotiated separately with the Ordering Activity in accordance with the guidelines set forth in the FAR.

18. APPROVAL OF SUBCONTRACTS

The Ordering Activity may require that the Contractor receive, from the Ordering Activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order, which consent will not be unreasonably withheld.

19. WARRANTY FOR DELL SERVICES

(a) **Limited Warranty.** DELL WARRANTS THAT SERVICES WILL BE PERFORMED IN A GOOD AND WORKMANLIKE MANNER. EXCEPT AS EXPRESSLY STATED IN THE PRECEDING SENTENCE, DELL

(INCLUDING ITS AFFILIATES, SUBCONTRACTORS AND AGENTS) AND EACH OF THEIR RESPECTIVE EMPLOYEES, DIRECTORS AND OFFICERS (COLLECTIVELY, THE "DELL PARTY(IES)") MAKES NO EXPRESS OR IMPLIED WARRANTIES WITH RESPECT TO ANY OF THE SERVICES OR DELIVERABLES, INCLUDING BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE, SUITABILITY OR NON-INFRINGEMENT; ANY WARRANTY RELATING TO THIRD-PARTY PRODUCTS OR THIRD-PARTY SERVICES; ANY WARRANTY WITH RESPECT TO THE PERFORMANCE OF ANY HARDWARE OR SOFTWARE USED IN CONDUCTING SERVICES; OR ANY WARRANTY CONCERNING THE RESULTS TO BE OBTAINED FROM THE SERVICES OR THE RESULTS OF ANY RECOMMENDATION THE DELL PARTIES MAY MAKE.

(b) Limitation of Liability. NEITHER THE DELL PARTIES NOR CUSTOMER WILL BE LIABLE FOR ANY INCIDENTAL, INDIRECT, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF OR IN CONNECTION WITH THE SERVICES PROVIDED BY DELL. WHETHER DIRECT OR INDIRECT, NEITHER PARTY SHALL HAVE LIABILITY FOR THE FOLLOWING, (A) LOSS OF REVENUE, INCOME, PROFIT, OR SAVINGS, (B) LOST OR CORRUPTED DATA OR SOFTWARE, LOSS OF USE OF SYSTEM(S) OR NETWORK, OR THE RECOVERY OF SUCH, (C) LOSS OF BUSINESS OPPORTUNITY, (D) BUSINESS INTERRUPTION OR DOWNTIME, OR (E) SERVICES, DELL PRODUCTS OR THIRD-PARTY PRODUCTS NOT BEING AVAILABLE FOR USE BY CUSTOMER. THE DELL PARTIES' AGGREGATE LIABILITY (WHETHER IN CONTRACT, TORT OR OTHERWISE) FOR ANY CLAIM OF LIABILITY ARISING OUT OF, OR IN CONNECTION WITH ANY SERVICE PROVIDED PURSUANT TO THIS MSA SHALL NOT EXCEED THE AMOUNTS PAID BY CUSTOMER FOR THE SPECIFIC SERVICE(S) GIVING RISE TO SUCH CLAIM DURING THE PRIOR TWELVE (12) MONTH PERIOD. EACH PARTY ACKNOWLEDGES THAT THESE LIMITATIONS APPLY EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR THE REMEDIES FAIL OF THEIR ESSENTIAL PURPOSE AND THAT, WITHOUT THESE LIMITATIONS, THE FEE FOR THE SERVICES PROVIDED HEREUNDER WOULD BE HIGHER.

(c) High-Risk Application Disclaimer. The Services are not fault-tolerant and are not designed or intended for use in hazardous environments requiring fail-safe performance, including without limitation, in the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, weapons systems, life-support machines, or any other application in which the failure of the Services could lead directly to death, personal injury, or severe physical or property damage (collectively, "**High-Risk Activities**"). Dell expressly disclaims any express or implied warranty of fitness for High-Risk Activities.

20. SUPPORT SERVICES.

Except as stated below, when Services consist of repair of Dell systems, such Services shall be those repair services that are necessary because of any existing defect or a defect occurs in materials or workmanship in the system or in any system component covered by this Agreement. Preventive maintenance is not included. Repairs necessitated by software problems, or as a result of alteration, adjustment, or repair by anyone other than Dell (or its representatives) are not included. Unless otherwise provided in the Service Agreement, Services do not include repair of any system or system component which has been damaged as a result of: (i) accident, misuse, or abuse of the system or component (such as, but not limited to, use of incorrect line voltages, use of incorrect fuses, use of incompatible devices or accessories, improper or insufficient ventilation, or failure to follow operating instructions) by anyone other than Dell (or its representatives), (ii) an act of God such as, but not limited to, lightning, flooding, tornado, earthquakes, and hurricanes, or (iii) the moving of the system from one geographic location to another or from one entity to another.

21. AVAILABLE IT PROFESSIONAL SERVICES

(a) Dell Services leverages expertise in a wide range of IT services solutions, including but not limited to project management, infrastructure design, application development, and storage architecture to deliver end-to end technology solutions addressing the government's critical information technology needs. These solutions help solve

critical IT challenges, maximize the value of information technology investments, and create an efficient, effective and scalable enterprise, while minimizing expense and complexity.

(b) Descriptions, by category, of Dell Services' portfolio are available on the link below. Additional, detailed information is available either from your Dell Services Account Executive or Sales Representative. Many of the services are available under the Contract through utilization of its labor categories; others are available through GSA teaming with Dell Marketing L.P.'s Schedule, with the Contractor as the Team Lead providing cleared personnel, and selectively as open market items consistent with Ordering Activity regulations.

<http://www.dell.com/learn/us/en/rc1009777/by-service-type?c=us&l=en&s=fed&cs=rc1009777>

Service practice areas include:

- Support Services
- Application Modernization
- Application Services
- Business Process Outsourcing
- Cloud-Based Services
- Deployment Services
- Information Security Services
- IT Consulting and Training Services

22. HOURLY LABOR SERVICES

Information Technology Professional Services hourly rate labor categories and descriptions are included in the Appendix A Price List, Section II.

23. PRICING

(a) Selected Dell Services offerings are available only on a fixed price basis (using the Contract's approved labor categories/rates as the basis for the statement of work); other services are available on a time and materials or labor hour basis. Please contact your Dell Services Account Executive for additional information on pricing.

(b) Secure Support Services. Many Government end-users required cleared personnel (i.e. those holding security clearances) to perform warranty services. Appendix A, Section I lists Secure Support Services available under the Contract. In the event a particular Dell IT hardware model is not listed, GSA Contractor Teaming is available as a solution, i.e. Dell Marketing L.P. would provide the basic service under its Schedule, and Contractor (as Team Lead) would provide the cleared personnel. The uplift, if any, for cleared resources would be billed under Dell Federal Systems L.P.'s Schedule. An overarching GSA CTA is in place between Dell Federal Systems L.P. and Dell Marketing L.P. for this purpose.

(c) Professional IT Services Hourly Labor Rates. Please refer to section II. Hourly Labor Rates, of Appendix A – Price List. Please note that the Contractor has additional labor categories available on an open market basis, consistent with the Ordering Activity's guidelines.

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF CLOUD COMPUTING SERVICES
(SPECIAL ITEM NUMBER 518210C)**

NOTE: If procuring related IT Professional Services over and above initial onboarding and training, please reference the SIN 54151S Section below.

1. SCOPE

The prices, terms and conditions stated under Special Item Number 518210C Cloud Computing Services apply exclusively to Cloud Computing Services within the scope of this Information Technology Schedule.

This SIN provides ordering activities with access to technical services that run in cloud environments and meet the NIST Definition of Cloud Computing Essential Characteristics. Services relating to or impinging on cloud that do not meet all NIST essential characteristics should be listed in other SINs.

The scope of this SIN is limited to cloud capabilities provided entirely as a service. Hardware, software and other artifacts supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build on premise cloud functionality, through combining different services on other FSS Contract SINs (e.g. 54151S).

This Contract offers all sub-categories in scope for this SIN: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). See service model guidance below for advice on sub-category selection. Sub-category selection within this SIN is optional for any individual cloud service offering, and new cloud computing technologies that do not align with the aforementioned three sub-categories may be included without a sub-category selection so long as they comply with the essential characteristics of cloud computing as outlined by NIST. Table 1 is representation of the scope and sub-categories.

2. GUARANTEE/WARRANTY

(a) Warranty/License for third-party software products.

(1) Dell does not warrant third-party software products. Any warranty provided on third-party software is provided by the publisher or original manufacturer and may vary from product to product. All software furnished pursuant to the terms of this contract will be unconditionally guaranteed for defects in the media on which the software is provided for a period of one (1) year, beginning on the first day of acceptance.

(2) License Agreement. All software, including Microsoft software, is provided subject to the license agreement provided with the software, either pre-loaded on the system or as part of the software package. Ordering Office agrees that it will be bound by the license agreement.

(b) Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the Ordering Activity for consequential damages resulting from any defect or deficiencies in accepted items.

(c) Return Policy. The Ordering Activity may return products to Dell up to 30 days from the day they are delivered. To return products, you must call Dell Customer Service (800) 284-1200 to receive a Credit Return Authorization Number. You must ship the products to Dell in their original packaging or equivalent, prepay the shipping charges, and you must insure the shipment or accept the risk of loss or damage during shipment. Software is returnable only if the sealed package containing the diskettes is unopened. Returned products must be in as new condition, and all of the manuals, diskettes, power cords and other items included with a product must be returned with it.

Table 1: Cloud Computing Services SIN

SIN Description	Sub-Categories ¹
<ul style="list-style-type: none"> • Commercially available cloud computing services • Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics • Open to all deployment models (private, public, community or hybrid), vendors specify deployment models 	<p>1. Software as a Service (SaaS): Consumer uses provider's applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application level configuration may be available.</p> <p>2. Platform as a Service (PaaS): Consumer deploys applications onto cloud platform service using provider-supplied tools. Has control over deployed applications and some limited platform configuration but does not manage the platform or infrastructure.</p> <p>3. Infrastructure as a Service (IaaS): Consumer provisions computing resources. Has control over OS, storage, platform, deployed applications and some limited infrastructure configuration, but does not manage the infrastructure.</p>

3. DESCRIPTION OF CLOUD COMPUTING SERVICES AND PRICING

(a) Cloud computing services available under the Contract consist of the following Microsoft products:

- Office 365 **Microsoft Azure (Service Model: IaaS and PaaS/Deployment Model: Public Cloud and Government Community Cloud)**
- **Dynamics CRM Online (Service Model: SaaS/Deployment Model: Public Cloud and Government Community Cloud)**
- **Microsoft Intune (Service Model: SaaS/Deployment Model: Public Cloud)**

i. Cloud services pricing is set forth in Appendix A.

ii. Mapping of Microsoft Cloud Properties to NIST Cloud Characteristics is set forth in Table 3 below.

(b) Information technology hardware products necessary for a cloud implementation, if any, are available under Dell Federal Marketing L.P.'s GSA Schedule 70 (GS-35F-059DA), through a GSA CTA. Dell Federal Systems L.P. is an affiliate of Dell Marketing L.P. Professional services are available under SIN 54151S of this FSS Contract.

4. RESPONSIBILITIES OF THE CONTRACTOR.

(a) The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

(b) Acceptance Testing. Any required Acceptance Test Plans and Procedures shall be negotiated by the Ordering Activity at task order level. The Contractor shall perform acceptance testing of the systems for Ordering Activity approval in accordance with the approved test procedures.

(c) Training. If training is provided commercially the Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. Contractor is responsible for indicating if there are separate training charges.

¹ Offerors may optionally select the single sub-category that best fits each cloud service offering, per Service Model Guidance, or select no sub-category if the offering does not fit an existing NIST service model.

(d) Information Assurance/Security Requirements. The contractor shall meet information assurance/security requirements in accordance with the Ordering Activity requirements at the Task Order level.

(e) Related Professional Services. The Contractor is responsible for working with the Ordering Activity to identify related professional services and any other services available on other SINs that may be associated with deploying a complete cloud solution. Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this SIN.

(f) Performance of Cloud Computing Services. The Contractor shall respond to Ordering Activity requirements at the Task Order level with proposed capabilities to Ordering Activity performance specifications or indicate that only standard specifications are offered. In all cases the Contractor shall clearly indicate standard service levels, performance and scale capabilities. The Contractor shall provide appropriate cloud computing services on the date and to the extent and scope agreed to by the Contractor and the Ordering Activity.

(g) Reporting. The Contractor shall respond to Ordering Activity requirements and specify general reporting capabilities available for the Ordering Activity to verify performance, cost and availability. In accordance with commercial practices, the Contractor may furnish the Ordering Activity/user with a monthly summary Ordering Activity report.

5. RESPONSIBILITIES OF THE ORDERING ACTIVITY

The Ordering Activity is responsible for indicating the cloud computing services requirements unique to the Ordering Activity. Additional requirements should not contradict existing SIN or IT Schedule 70 Terms and Conditions. Ordering Activities should include (as applicable) Terms & Conditions to address Pricing, Security, Data Ownership, Geographic Restrictions, Privacy, SLAs, etc. Cloud services typically operate under a shared responsibility model, with some responsibilities assigned to the Cloud Service Provider (CSP), some assigned to the Ordering Activity, and others shared between the two. The distribution of responsibilities will vary between providers and across service models. Ordering activities should engage with CSPs to fully understand and evaluate the shared responsibility model proposed. Federal Risk and Authorization Management Program (FedRAMP) documentation will be helpful regarding the security aspects of shared responsibilities, but operational aspects may require additional discussion with the provider.

(a) Ordering Activity Information Assurance/Security Requirements Guidance

- (1) The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA) as applicable.
- (2) The Ordering Activity shall assign a required impact level for confidentiality, integrity and availability (CIA) prior to issuing the initial statement of work.² The Contractor must be capable of meeting at least the minimum security requirements assigned against a low- impact information system in each CIA assessment area (per FIPS 200) and must detail the FISMA capabilities of the system in each of CIA assessment area.
- (3) Agency level FISMA certification, accreditation, and evaluation activities are the responsibility of the Ordering Activity. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Cloud Computing Services.
- (4) The Ordering Activity has final responsibility for assessing the FedRAMP status of the service, complying with and making a risk-based decision to grant an Authorization to Operate (ATO) for the cloud computing service, and continuous monitoring. A memorandum issued by the Office of Management

² Per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, "Standards for Security Categorization of Federal Information and Information Systems") (FIPS 200, "Minimum Security Requirements for Federal Information and Information Systems")

and Budget (OMB) on Dec 8, 2011 outlines the responsibilities of Executive departments and agencies in the context of FedRAMP compliance.³

- (5) Ordering activities are responsible for determining any additional information assurance and security related requirements based on the nature of the application and relevant mandates.

(b) Deployment Model. If a particular deployment model (Private, Public, Community, or Hybrid) is desired, Ordering Activities are responsible for identifying the desired model(s). Alternately, Ordering Activities could identify requirements and assess Contractor responses to determine the most appropriate deployment model(s).

(c) Delivery Schedule. The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in Information for Ordering Activities Applicable to All Special Item Numbers.

(d) Interoperability. Ordering Activities are responsible for identifying interoperability requirements. Ordering Activities should clearly delineate requirements for API implementation and standards conformance.

(e) Performance of Cloud Computing Services. The Ordering Activity should clearly indicate any custom minimum service levels, performance and scale requirements as part of the initial requirement.

(f) Reporting. The Ordering Activity should clearly indicate any cost, performance or availability reporting as part of the initial requirement.

(g) Privacy. The Ordering Activity should specify the privacy characteristics of their service and engage with the Contractor to determine if the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could be requiring assurance that the service is capable of safeguarding Personally Identifiable Information (PII), in accordance with NIST SP 800-122⁴ and OMB memos M- 06-16⁵ and M-07-16⁶. An Ordering Activity will determine what data elements constitute PII according to OMB Policy, NIST Guidance and Ordering Activity policy.

(h) Accessibility. The Ordering Activity should specify the accessibility characteristics of their service and engage with the Contractor to determine the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could require assurance that the service is capable of providing accessibility based on Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

(i) Geographic Requirements. Ordering activities are responsible for specifying any geographic requirements and engaging with the Contractor to determine that the cloud services offered have the capabilities to meet geographic requirements for all anticipated task orders. Common geographic concerns could include whether service data, processes and related artifacts can be confined on request to the United States and its territories, or the continental United States (CONUS).

(j) Data Ownership and Retrieval and Intellectual Property. Intellectual property rights are not typically transferred in a cloud model. In general, CSPs retain ownership of the Intellectual Property (IP) underlying their services and the customer retains ownership of its intellectual property. The CSP gives the customer a license to use the cloud services for the duration of the contract without transferring rights. The government retains ownership of the IP and data they bring to the customized use of the service as spelled out in the FAR and related materials.

³ MEMORANDUM FOR CHIEF INFORMATION OFFICERS: Security Authorization of Information Systems in Cloud Computing Environments. December 8, 2011.

⁴NIST SP 800-122, "Guide to Protecting the Confidentiality of Personally Identifiable Information (PII)"

⁵ OMB memo M-06-16: Protection of Sensitive Agency Information <http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2006/m06-16.pdf>

⁶ OMB Memo M-07-16: Safeguarding Against and Responding to the Breach of Personally Identifiable Information <http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2007/m07-16.pdf>

General considerations of data ownership and retrieval are covered under the terms of Schedule 70 and the FAR and other laws, ordinances, and regulations (Federal, State, City, or otherwise). Because of considerations arising from cloud shared responsibility models, ordering activities should engage with the Contractor to develop more cloud-specific understandings of the boundaries between data owned by the government and that owned by the cloud service provider, and the specific terms of data retrieval.

In all cases, the Ordering Activity should enter into an agreement with a clear and enforceable understanding of the boundaries between government and cloud service provider data, and the form, format and mode of delivery for each kind of data belonging to the government.

The Ordering Activity should expect that the Contractor shall transfer data to the government at the government's request at any time, and in all cases when the service or order is terminated for any reason, by means, in formats and within a scope clearly understood at the initiation of the service. Example cases that might require clarification include status and mode of delivery for:

- Configuration information created by the government and affecting the government's use of the cloud provider's service.
- Virtual machine configurations created by the government but operating on the cloud provider's service.
- Profile, configuration and other metadata used to configure SaaS application services or PaaS platform services.

The key is to determine in advance the ownership of classes of data and the means by which Government owned data can be returned to the Government.

(k) Service Location Distribution. The Ordering Activity should determine requirements for continuity of operations and performance and engage with the Contractor to ensure that cloud services have adequate service location distribution to meet anticipated requirements. Typical concerns include ensuring that:

- Physical locations underlying the cloud are numerous enough to provide continuity of operations and geographically separate enough to avoid an anticipated single point of failure within the scope of anticipated emergency events.
- Service endpoints for the cloud are able to meet anticipated performance requirements in terms of geographic proximity to service requestors.

Note that cloud providers may address concerns in the form of minimum distance between service locations, general regions where service locations are available, etc.

(l) Related Professional Services. Ordering activities should engage with Contractors to discuss the availability of limited assistance with initial setup, training and access to the services that may be available through this SIN. Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this SIN. Ordering activities should consult the appropriate GSA professional services schedule.

6. GUIDANCE FOR CONTRACTORS

This section offers guidance for interpreting the Contractor Description Requirements in Table 2, including the NIST essential cloud characteristics, service models and deployment models. This section is not a list of requirements.

Contractor-specific definitions of cloud computing characteristics and models or significant variances from the NIST essential characteristics or models are discouraged and will **not** be considered in the scope of this SIN or accepted in response to Factors for Evaluation. The only applicable cloud characteristics, service model/subcategories and deployment models for this SIN will be drawn from the NIST 800-145 special publication. Services qualifying for

Page | 29

listing as cloud computing services under this SIN must substantially satisfy the essential characteristics of cloud computing as documented in the NIST Definition of Cloud Computing SP 800-145.

Contractors must select deployment models corresponding to each way the service can be deployed. Multiple deployment model designations for a single cloud service are permitted but at least one deployment model must be selected.

In addition, contractors submitting services for listing under this SIN are encouraged to select a sub- category for each service proposed under this SIN with respect to a single principal NIST cloud service model that most aptly characterizes the service. Service model categorization is optional.

Both service and deployment model designations must accord with NIST definitions. Guidance is offered in this document on making the most appropriate selection.

(a) NIST Essential Characteristics

General Guidance

NIST’s essential cloud characteristics provide a consistent metric for whether a service is eligible for inclusion in this SIN. It is understood that due to legislative, funding and other constraints that government entities cannot always leverage a cloud service to the extent that all NIST essential characteristics are commercially available. For the purposes of the Cloud SIN, meeting the NIST essential characteristics is determined by whether each essential capability of the commercial service is available for the service, whether or not the Ordering Activity actually requests or implements the capability. The guidance in Table 3 offers examples of how services might or might not be included based on the essential characteristics, and how the Contractor should interpret the characteristics in light of current government contracting processes.

Table 2: Guidance on Meeting NIST Essential Characteristics

Characteristic	Capability	Guidance
On-demand self-service	<ul style="list-style-type: none">Ordering activities can directly provision services without requiring Contractor intervention.This characteristic is typically implemented via a service console or programming interface for provisioning	<p>Government procurement guidance varies on how to implement on- demand provisioning at this time. Ordering activities may approach on-demand in a variety of ways, including “not-to-exceed” limits, or imposing monthly or annual payments on what are essentially on demand services.</p> <p>Services under this SIN must be capable of true on- demand self-service, and ordering activities and Contractors must negotiate how they implement on demand capabilities in practice at the task order level:</p> <ul style="list-style-type: none">Ordering activities must specify their procurement approach and requirements for on-demand service.Contractors must propose how they intend to meet the approach.Contractors must certify that on-demand self-service is technically available for their service should procurement guidance become available.

Broad Network Access	<ul style="list-style-type: none"> Ordering activities are able to access services over standard agency networks. Service can be accessed provisioned using standard devices standard devices such as browsers, tablets and mobile phones 	<ul style="list-style-type: none"> Broad network access must be available without significant qualification and in relation to the deployment model and security domain of the service. Contractors must specify any ancillary activities, services or equipment required to access cloud services or integrate cloud with other cloud or non- cloud networks and services. For example a private cloud might require an Ordering Activity to purchase or provide a dedicated router, etc. which is acceptable but should be indicated by the Contractor.
Resource Pooling	<ul style="list-style-type: none"> Pooling distinguishes cloud services from offsite hosting Ordering activities draw resources from a common pool maintained by the Contractor Resources may have general characteristics such as regional location 	<ul style="list-style-type: none"> The cloud service must draw from a pool of resources and provide an automated means for the Ordering Activity to dynamically allocate them. Manual allocation, e.g. manual operations at a physical server farm where Contractor staff configure servers in response to Ordering Activity requests, does not meet this requirement. Similar concerns apply to software and platform models; automated provisioning from a pool is required Ordering activities may request dedicated physical hardware, software or platform resources to access a private cloud deployment service. However the provisioned cloud resources must be drawn from a common pool and automatically allocated on request.
Measured Service	<ul style="list-style-type: none"> Measured service should be understood as a reporting requirement that enables an Ordering Activity to control their use in cooperation with self service 	<ul style="list-style-type: none"> Procurement guidance for on-demand self-service applies to measured service as well, i.e. rapid elasticity must be technically available but ordering activities and Contractors may mutually designate other contractual arrangements. Regardless of specific contractual arrangements, reporting must indicate actual usage, be continuously available to the Ordering Activity, and provide meaningful metrics appropriate to the service measured. Contractors must specify that measured service is available and the general sort of metrics and mechanisms available The goal of the Measured Service requirement is to ensure Ordering Activities realize the full benefit of “pay as you go” consumption models. Consumption measurements that are not discrete enough or frequent enough (greater than 30 days), will not fulfill this NIST essential characteristic and will not be eligible for inclusion in this SIN.

Inheriting Essential Characteristics

Cloud services may depend on other cloud services, and cloud service models such as PaaS and SaaS are able to inherit essential characteristics from other cloud services that support them. For example a PaaS platform service can inherit the broad network access made available by the IaaS service it runs on, and in such a situation would be fully compliant with the broad network access essential characteristic. Services inheriting essential characteristics must make the inherited characteristic fully available at their level of delivery to claim the relevant characteristic by inheritance.

Inheriting characteristics does not require the inheriting provider to directly bundle or integrate the inherited service, but it does require a reasonable measure of support and identification. For example, the Ordering Activity may

acquire an IaaS service from “Provider A” and a PaaS service from “Provider B”. The PaaS service may inherit broad network access from “Provider A” but must identify and support the inherited service as an acceptable IaaS provider.

Assessing Broad Access

Typically broad network access for public deployment models implies high bandwidth access from the public internet for authorized users. In a private cloud deployment internet access might be considered broad access, as might be access through a dedicated shared high bandwidth network connection from the Ordering Activity, in accord with the private nature of the deployment model.

Resource Pooling and Private Cloud

All cloud resource pools are finite, and only give the appearance of infinite resources when sufficiently large, as is sometimes the case with a public cloud. The resource pool supporting a private cloud is typically smaller with more visible limits. A finite pool of resources purchased as a private cloud service qualifies as resource pooling so long as the resources within the pool can be dynamically allocated to the ultimate users of the resource, even though the pool itself appears finite to the Ordering Activity that procures access to the pool as a source of dynamic service allocation.

Table 3: Mapping of Microsoft Cloud Properties to NIST Cloud Characteristics

Service	Mapping
Office 365	<ul style="list-style-type: none">• On-demand self-service: Office 365 end users and administrators can unilaterally provision computing capabilities without requiring human interaction with Office 365 operational staff.• Broad network access: Office 365 is accessible over data networks and the public Internet and is accessible through standard mechanisms that promote use by heterogeneous thin or thick clients, to include mobile phones, tablets, laptops and workstations.• Resource pooling: Office 365 is a “multi-tenant” service, in which the computing resources are pooled to serve multiple customers, with different physical and virtual resources dynamically assigned and reassigned according to customer demand. The location of Office 365 resources such as storage, processing, memory and network are generally not known to the end user and do not affect the performance experienced by the end user. Government administrators of Office 365 tenants can specify data center locations but the specification of those locations do not impact the experience of the end user.• Rapid elasticity: Office 365 capabilities can be elastically provisioned and released automatically, to scale rapidly outward and inward commensurate with demand. To the end user, the capabilities available for provisioning appear to be unlimited and can be appropriated in any quantity at any time (subject to all relevant government acquisition regulations and governing law).• Measured service: Office 365 measures end user and organizational consumption across a number of meters relevant to Office 365 functionality, including but not limited to storage allocated to documents and email and functionality such as Unified Communications and client side software installation. Office 365 has multiple levels of costs based on usage.

<p>Microsoft Azure (Service Model: IaaS and PaaS / Deployment Model: Public Cloud and Government Community Cloud)</p>	<ul style="list-style-type: none"> • On-demand self-service: Azure tenant administrators can unilaterally provision computing capabilities such as server time, storage, network bandwidth and other computing capabilities, automatically without requiring human interaction. • Broad network access: Azure capabilities are available over the network and accessed through standard mechanisms via heterogeneous thin or thick client platforms such as mobile phones, tablets, laptops and workstations. • Resource pooling: The computing resources underlying Azure are pooled to serve multiple consumers using a multi-tenant model, with different physical and virtual resources dynamically assigned and reassigned according to consumer demand. Customers generally have no control or knowledge over the exact location of the provided resources but are able to specify location at a higher level of abstraction, such as region within the United States. • Rapid elasticity: Azure capabilities can be elastically provisioned and released automatically to scale rapidly outward and inward commensurate with demand. To the consumer, the Azure capabilities available for provisioning appear unlimited and can be appropriated in any quantity at any time. • Measured service: Azure automatically controls and optimizes resource use by leveraging a metering capability at an appropriate level of abstraction for the type of service, including storage, processing, bandwidth and active user accounts. Resource usage is monitored, controlled and reported via the Azure Portal as well as various Application Program Interfaces (APIs) available to consumers of Azure.
<p>Dynamics CRM Online (Service Model: SaaS/Deployment Model: Public Cloud and Government Community Cloud)</p>	<ul style="list-style-type: none"> • On-demand self-service: Dynamics CRM Online end users and administrators can unilaterally provision computing capabilities without requiring human interaction with Dynamics CRM Online operational staff. • Broad network access: Dynamics CRM Online is accessible over data networks and the public Internet and is accessible through standard mechanisms that promote use by heterogeneous thin or thick clients, to include mobile phones, tablets, laptops and workstations. • Resource pooling: Dynamics CRM Online is a “multi-tenant” service, in which the computing resources are pooled to serve multiple customers, with different physical and virtual resources dynamically assigned and reassigned according to customer demand. The location of Dynamics CRM Online resources such as storage, processing, memory and network are generally not known to the end user and do not affect the performance experienced by the end user. • Rapid elasticity: Dynamics CRM Online capabilities can be elastically provisioned and released automatically, to scale rapidly outward and inward commensurate with demand. To the end user, the capabilities available for provisioning appear to be unlimited and can be appropriated in any quantity at any time (subject to all relevant government acquisition regulations and governing law). • Measured service: Dynamics CRM Online measures end user and organizational consumption across a number of meters relevant to Dynamics CRM Online functionality, including but not limited to storage and functionality of features.
<p>Microsoft Intune (Service Model: SaaS/Deployment Model: Public Cloud)</p>	<ul style="list-style-type: none"> • On-demand self-service: Microsoft Intune is a cloud based mobile device management service operated by Microsoft. Users of Intune can unilaterally provision mobile device management (MDM) and mobile application management from a variety of client devices running Windows, iOS and Android while Intune subscription administrators can control the applications and devices managed by Intune without human intervention. • Broad network access: Microsoft Intune is accessible over the public Internet and can be accessed by heterogeneous thin or thick client platforms like phones, tablets, laptops and workstations via standard mechanisms. • Resource pooling: Microsoft Intune resources are pooled to serve multiple consumers using a multi-tenant model, with different physical and virtual resources dynamically assigned and reassigned according to customer demand. • Rapid elasticity: Microsoft Intune capabilities can be elastically provisioned and released automatically to scale rapidly outward and inward commensurate with demand. • Measured service: Microsoft Intune automatically controls and optimizes resource use by leveraging metering capabilities at a level of abstraction appropriate for mobile device and mobile application management. Microsoft Intune consumers, in particular the Intune subscription administrators, can view, monitor and control resource usage via an online portal.

(b) NIST Service Model. The Contractor may optionally document the service model of cloud computing (e.g. IaaS, PaaS, SaaS, or a combination thereof, that most closely describes their offering, using the definitions in The NIST Definition of Cloud Computing SP 800-145. The following guidance is offered for the proper selection of service models.

NIST's service models provide this SIN with a set of consistent sub-categories to assist ordering activities in locating and comparing services of interest. Service model is primarily concerned with the nature of the service offered and the staff and activities most likely to interact with the service. Contractors should select a single service model most closely corresponding to their proposed service based on the guidance below. It is understood that cloud services can technically incorporate multiple service models and the intent is to provide the single best categorization of the service.

Contractors should take care to select the NIST service model most closely corresponding to each service offered. Contractors should not invent, proliferate or select multiple cloud service model sub-categories to distinguish their offerings, because ad-hoc categorization prevents consumers from comparing similar offerings. Instead vendors should make full use of the existing NIST categories to the fullest extent possible.

For example, in this SIN an offering commercially marketed by a Contractor as "Storage as a Service" would be properly characterized as Infrastructure as a Service (IaaS), storage being a subset of infrastructure. Services commercially marketed as "LAMP as a Service" or "Database as a Service" would be properly characterized under this SIN as Platform as a Service (PaaS), as they deliver two kinds of platform services. Services commercially marketed as "Travel Facilitation as a Service" or "Email as a Service" would be properly characterized as species of Software as a Service (SaaS) for this SIN. However, Contractors can and should include appropriate descriptions (include commercial marketing terms) of the service in the full descriptions of the service's capabilities.

When choosing between equally plausible service model sub-categories, Contractors should consider several factors:

(1) Visibility to the Ordering Activity. Service model sub-categories in this SIN exist to help Ordering Activities match their requirements with service characteristics. Contractors should select the most intuitive and appropriate service model from the point of view of an Ordering Activity.

(2) Primary Focus of the Service. Services may offer a mix of capabilities that span service models in the strict technical sense. For example, a service may offer both IaaS capabilities for processing and storage, along with some PaaS capabilities for application deployment, and SaaS capabilities for specific applications. In a service mix situation the Contractor should select the service model that is their primary focus. Alternatively contractors may choose to submit multiple service offerings for the SIN, each optionally and separately subcategorized.

(3) Ordering Activity Role. Contractors should consider the operational role of the Ordering Activity's primary actual consumer or operator of the service. For example services most often consumed by system managers are likely to fit best as IaaS; services most often consumed by application deployers or developers as PaaS, and services most often consumed by business users as SaaS.

(4) Lowest Level of Configurability. Contractors can consider IaaS, PaaS and SaaS as an ascending hierarchy of complexity, and select the model with the lowest level of available Ordering Activity interaction. As an example, virtual machines are an IaaS service often bundled with a range of operating systems, which are PaaS services. The Ordering Activity usually has access to configure the lower level IaaS service, and the overall service should be considered IaaS. In cases where the Ordering Activity cannot configure the speed, memory, network configuration, or any other aspect of the IaaS component, consider categorizing as a PaaS Service.

Cloud management and cloud broker services should be categorized based on their own characteristics and not those of the other cloud services that are their targets. Management and broker services typically fit the SaaS service model, regardless of whether the services they manage are SaaS, PaaS or IaaS. Use Table 4 to determine which service model is appropriate for the cloud management or cloud broker services, or, alternately choose not to select a service model for the service.

The guidance in Table 4 offers examples of how services might be properly mapped to NIST service models and how a Contractor should interpret the service model sub-categories.

Table 4: Guidance on Mapping to NIST Service Models

Service Model	Guidance
Infrastructure as a Service (IaaS)	<p>Select an IaaS model for service based equivalents of hardware appliances such as virtual machines, storage devices, routers and other physical devices.</p> <ul style="list-style-type: none"> • IaaS services are typically consumed by system or device managers who would configure physical hardware in a non-cloud setting • The principal customer interaction with an IaaS service is provisioning then configuration, equivalent to procuring and then configuring a physical device. <p>Examples of IaaS services include virtual machines, object storage, disk block storage, network routers and firewalls, software defined networks.</p> <p>Gray areas include services that emulate or act as dedicated appliances and are directly used by applications, such as search appliances, security appliances, etc. To the extent that these services or their emulated devices provide direct capability to an application they might be better classified as Platform services (PaaS). To the extent that they resemble raw hardware and are consumed by other platform services they are better classified as IaaS.</p>

<p>Platform as a Service (PaaS)</p>	<p>Select a PaaS model for service based equivalents of complete or partial software platforms. For the purposes of this classification, consider a platform as a set of software services capable of deploying all or part of an application.</p> <ul style="list-style-type: none"> • A complete platform can deploy an entire application. Complete platforms can be proprietary or open source • Partial platforms can deploy a component of an application which combined with other components make up the entire deployment • PaaS services are typically consumed by application deployment staff whose responsibility is to take a completed agency application and cause it to run on the designated complete or partial platform service • The principal customer interaction with a PaaS service is deployment, equivalent to deploying an application or portion of an application on a software platform service. • A limited range of configuration options for the platform service may be available. <p>Examples of complete PaaS services include:</p> <ul style="list-style-type: none"> • A Linux/Apache/MySQL/PHP (LAMP) platform ready to deploy a customer PHP application, • a Windows .Net platform ready to deploy a .Net application, • A custom complete platform ready to develop and deploy an customer application in a proprietary language • A multiple capability platform ready to deploy an arbitrary customer application on a range of underlying software services. <p>The essential characteristic of a complete PaaS is defined by the customer's ability to deploy a complete custom application directly on the platform.</p> <p>PaaS includes partial services as well as complete platform services. Illustrative examples of individual platform enablers or components include:</p> <ul style="list-style-type: none"> • A database service ready to deploy a customer's tables, views and procedures • A queuing service ready to deploy a customer's message definitions • A security service ready to deploy a customer's constraints and target • applications for continuous monitoring <p>The essential characteristic of an individual PaaS component is the customer's ability to deploy their unique structures and/or data onto the component for a partial platform function. Note that both the partial and complete PaaS examples all have two things in common:</p> <ul style="list-style-type: none"> • They are software services, which offer significant core functionality out of the box • They must be configured with customer data and structures to deliver results <p>As noted in IaaS, operating systems represent a gray area in that OS is definitely a platform service, but is typically bundled with IaaS infrastructure. If your service provides an OS but allows for interaction with infrastructure, please sub-categorize it as IaaS. If your service "hides" underlying infrastructure, consider it as PaaS.</p>
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Software as a Service (SaaS)	<p>Select a SaaS model for service based equivalents of software applications.</p> <ul style="list-style-type: none"> • SaaS services are typically consumed by business or subject-matter staff who would interact directly with the application in a non-cloud setting • The principal customer interaction with a SaaS service is actual operation and consumption of the application services the SaaS service provides. <p>Some minor configuration may be available, but the scope of the configuration is limited to the scope and then the permissions of the configuring user. For example an agency manager might be able to configure some aspects of the application for their agency but not all agencies. An agency user might be able to configure some aspects for themselves but not everyone in their agency. Typically only the Contractor would be permitted to configure aspects of the software for all users.</p> <p>Examples of SaaS services include email systems, business systems of all sorts such as travel systems, inventory systems, etc., wiki's, websites or content management systems, management applications that allow a customer to manage other cloud or non-cloud services, and in general any system where customers interact directly for a business purpose.</p> <p>Gray areas include services that customers use to configure other cloud services, such as cloud management software, cloud brokers, etc. In general these sorts of systems should be considered SaaS, per guidance in this document.</p>
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(c) Deployment Model

Deployment models (e.g. private, public, community, or hybrid) are not restricted at the SIN level and any specifications for a deployment model are the responsibility of the Ordering Activity.

Multiple deployment model selection is permitted, but at least one model must be selected. The guidance in Table 5 offers examples of how services might be properly mapped to NIST deployment models and how the Contractor should interpret the deployment model characteristics. Contractors should take care to select the range of NIST deployment models most closely corresponding to each service offered.

Note that the scope of this SIN does not include hardware or software components used to construct a cloud, only cloud capabilities delivered as a service, as noted in the Scope section.

Table 5: Guidance for Selecting a Deployment Model

Deployment Model	Guidance
Private Cloud	The service is provided exclusively for the benefit of a definable organization and its components; access from outside the organization is prohibited. The actual services may be provided by third parties, and may be physically located as required, but access is strictly defined by membership in the owning organization.
Public Cloud	The service is provided for general public use and can be accessed by any entity or organization willing to contract for it.
Community Cloud	The service is provided for the exclusive use of a community with a definable shared boundary such as a mission or interest. As with private cloud, the service may be in any suitable location and administered by a community member or a third party.
Hybrid Cloud	The service is composed of one or more of the other models. Typically hybrid models include some aspect of transition between the models that make them up, for example a private and public cloud might be designed as a hybrid cloud where events like increased load permit certain specified services in the private cloud to run in a public cloud for extra capacity, e.g. bursting.

**TERMS AND CONDITIONS APPLICABLE TO LEASING OF NEW ELECTRONIC EQUIPMENT
(SPECIAL ITEM NUMBER 532420L)⁷**

LEASE TYPES

The Ordering Activity will consider proposals for the following lease types:

- Lease to Ownership;
Lease with Option to Own; and
Step Lease.

Orders for leased products must specify the leasing type.

OPTION 1

1. STATEMENT

(a) It is understood by all parties to this Contract that orders issued under this SIN shall constitute a lease arrangement. Unless the Ordering Activity intends to obligate other than annual appropriations to fund the lease, the base period of the lease is from the date of the product acceptance through September 30 of the fiscal year in which the order is placed.

(b) Agencies are advised to follow the guidance provided in Federal Acquisition Regulation (FAR) Subpart 7.4 Product Lease or Purchase and OMB Circular A-11. Agencies are responsible for the obligation of funding consistent with all applicable legal principles when entering into any lease arrangement.

2. FUNDING AND PERIODS OF LEASING ARRANGEMENTS

(a) Annual Funding. If annually appropriated funds are cited on an order for leasing, the following applies:

- (1) The base period of an order for any lease executed by the Ordering Activity shall be for the duration of the fiscal year. All Ordering Activity renewal options under the lease shall be specified in the delivery order. All orders for leasing shall remain in effect through September 30 of the fiscal year or the planned expiration date of the lease, whichever is earlier, unless the Ordering Activity exercises its rights hereunder to acquire title to the product prior to the planned expiration date or unless the Ordering Activity exercises its right to terminate under FAR 52.212-4. Orders under the lease shall not be deemed to obligate succeeding fiscal year's funds or to otherwise commit the Ordering Activity to a renewal.
- (2) All orders for leasing shall automatically terminate on September 30, unless the Ordering Activity notifies the Contractor in writing thirty (30) calendar days prior to the expiration of such orders of the Ordering Activity's intent to renew. Such notice to renew shall not bind the Ordering Activity. The Ordering Activity has the option to renew each year at the original rate in effect at the time the order is placed. This rate applies for the duration of the order. If the Ordering Activity exercises its option to renew, the renewal order, shall be issued within 15 days after funds become available for obligation by the Ordering Activity, or as specified in the initial order. No termination fees shall apply if the Ordering Activity does not exercise an option.

(b) Crossing Fiscal Years Within Contract Period. Where an Ordering Activity has specific authority to cross fiscal years with annual appropriations, the Ordering Activity may place an order under this option to lease product for a period up to the expiration of its period of appropriation availability, or twelve months, whichever occurs later, notwithstanding the intervening fiscal years.

⁷ Dell proposes additional optional terms and conditions for billings, payments, and/or invoices, consistent with terms and conditions specified in Appendix D Supplemental Leasing Provisions.

3. DISCONTINUANCE AND TERMINATION

Notwithstanding any other provision relating to this SIN, the Ordering Activity may terminate products leased under this agreement, at any time during a fiscal year in accordance with the termination provisions contained in FAR 52.212-4. (l) Termination for the Ordering Activity's convenience, or (m) Termination for cause. Additionally, no termination for cost or fees shall be charged for non-renewal of an option.

OPTION 2

Option 2 Lease Terms and Conditions contains a cancellation clause, in which the fee must be in accordance with applicable legal principles.

To the extent an Offeror wishes to propose alternative lease terms and conditions that provide for lower discounts/prices based on the Ordering Activity's stated intent to fulfill the projected term of a lease including option years, while at the same time including separate charges for early end of the lease, the following terms apply. These terms address the timing and extent of the Ordering Activity's financial obligation including any potential charges for early end of the lease.

52.207-5	Option to Purchase Equipment	Feb 1995
52.227-14	Rights in Data-General	May 2014

1. LEASING PRICE LIST NOTICE

Contractors must include the following notice in their contract price list for SIN 532420L:

"The Ordering Activity is responsible for the obligation of funds consistent with applicable law. Agencies are advised to review the lease terms and conditions contained in this price list prior to ordering and obligating funding for a lease."

2. STATEMENT OF ORDERING ACTIVITY INTENT

(a) The Ordering Activity and the Contractor understand that a delivery order issued pursuant to this SIN is a lease arrangement and contemplates the use of the product for the term of the lease specified in such delivery order (the "Lease Term"). In that regard, the Ordering Activity, as lessee, understands that the lease provisions contained herein and the rate established for the delivery order are premised on the Ordering Activity's intent to fulfill that agreement, including acquiring products for the period of time specified in the order. Each lease hereunder shall be initiated by a delivery order which shall, either through a statement of work or other attachment, specify the product being leased, and the required terms of the transaction.

(b) Each Ordering Activity placing a delivery order under the terms of this option intends to exercise each renewal option and to extend the lease until completion of the Lease Term so long as the need of the Ordering Activity for the product or functionally similar product continues to exist and funds are appropriated. Contractor may request information from the Ordering Activity concerning the essential use of the products.

3. LEASE TERM

(a) The date on which the Ordering Activity accepts the products is the Commencement Date of the lease. For acceptance to occur, the products must operate in accordance with the product's published specifications and statement of work. Acceptance shall be in accordance with the terms of the contract or as otherwise negotiated by the Ordering Activity and the Contractor.

(b) Any lease is executed by the Ordering Activity on the basis that the known requirement for such product exceeds the initial base period of the delivery order, which is typically 12 months, or for the remainder of the fiscal year. Pursuant to FAR and/or DFAR 232.703--3(b), delivery orders with options to renew that are funded by annual (fiscal year) appropriations may provide for initial base periods and option periods that cross fiscal years as long as the initial base period or each option period does not exceed a 12 month period. This cross fiscal year authority does not apply to multi-year leases.

(c) The total Lease Term will be specified in each delivery order, including any relevant renewal options of the Ordering Activity. All delivery orders, whether for the initial base period or renewal period, shall remain in effect through September 30 of the fiscal year (unless extended by statute), through any earlier expiration date specified in the delivery order, or until the Ordering Activity exercises its rights hereunder to acquire title to the product prior to such expiration date. The Ordering Activity, at its discretion, may exercise each option to extend the term of the lease through the lease term. Renewal delivery orders shall not be issued for less than all of the product and/or software set forth in the original delivery order. Delivery orders under this SIN shall not be deemed to obligate succeeding fiscal year funds. The Ordering Activity shall provide the Contractor with written notice of exercise of each renewal option as soon as practicable. Notice requirements may be negotiated on an order-by-order basis.

(d) Where an Ordering Activity's specific appropriation or procurement authority provides for contracting beyond the fiscal year period, the Ordering Activity may place a delivery order for a period up to the expiration of the Lease Term, or to the expiration of the period of availability of the multi-year appropriation, or whatever is appropriate under the applicable circumstances.

4. LEASE TERMINATION

(a) The Ordering Activity must elect the Lease Term of the relevant delivery order. The Contractor (and assignee, if any) will rely on the Ordering Activity's representation of its intent to fulfill the full Lease Term to determine the monthly lease payments calculated herein.

- (1) The Ordering Activity may terminate or not renew leases under this option at no cost, pursuant to a Termination for Non-Appropriation as defined herein (see paragraph (c) below). In any other event, the Ordering Activity's contracting officer may either terminate the relevant delivery order for cause or Termination for Convenience in accordance with GSAR 552.212-4 paragraphs (l) and (m).
- (2) The Termination for Convenience at the end of a fiscal year allows for separate charges for the early end of the lease (see paragraph (d) below). In the event of termination for the convenience of the Ordering Activity, the Ordering Activity may be liable only up to the amount beyond the order's Termination Ceiling. Any termination charges calculated under the Termination for Convenience clause must be determined or identified in the delivery order or in the lease agreement.

(b) Termination for Convenience of the Ordering Activity: Leases entered into under this option may not be terminated except by the Ordering Activity's contracting officer responsible for the delivery order in accordance with GSAR 552.212-4, Contract Terms and Conditions-Commercial Items, paragraph (l), *Termination for Convenience of the Ordering Activity*. The costs charged to the Ordering Activity as the result of any Termination for Convenience of the Ordering Activity must be reasonable and may not exceed the sum of the fiscal year's payment obligations less payments made to date of termination plus the Termination Ceiling.

(c) Termination for Non-Appropriation: The Ordering Activity reasonably believes that the bona fide need will exist for the entire Lease Term and corresponding funds in an amount sufficient to make all payments for the lease Term will be available to the Ordering Activity. Therefore, it is unlikely that leases entered into

under this option will terminate prior to the full Lease Term. Nevertheless, the Ordering Activity's contracting officer may terminate or not renew leases at the end of any initial base period or option period under this paragraph if (a) it no longer has a bona fide need for the product or functionally similar product; or (b) there is a continuing need, but adequate funds have not been made available to the Ordering Activity in an amount sufficient to continue to make the lease payments. If this occurs, the Ordering Activity will promptly notify the Contractor, and the product lease will be terminated at the end of the last fiscal year for which funds were appropriated. Substantiation to support a termination for non-appropriation shall be provided to the Contractor upon request.

(d) Termination Charges: At the initiation of the lease, termination ceilings will be established for each year of the lease term. The termination ceiling is a limit on the amount that a Contractor may be paid by the Ordering Activity on the Termination for Convenience of a lease. No claim will be accepted for future costs: supplies, maintenance, usage charges or interest expense beyond the date of termination. In accordance with the bona fide needs rule, all termination charges must reasonably represent the value the Ordering Activity received for the work performed based upon the shorter lease term. No Termination for Convenience costs will be associated with the expiration of the lease term.

(e) At the order level, the Ordering Activity may, consistent with legal principles, negotiate lower monthly payments or rates based upon appropriate changes to the termination conditions in this section.

LEASE PROVISIONS COMMON TO ALL TYPES OF LEASE AGREEMENTS

The following terms and conditions are applicable to any lease awarded under this Contract regardless of type or Option.

1. ORDERING PROCEDURES

(a) When an Ordering Activity expresses an interest in leasing a product(s), the Ordering Activity will provide the following information to the prospective Contractor:

- (1) Which product(s) is (are) required.
- (2) The required delivery date.
- (3) The proposed lease plan and term of the lease.
- (4) Where the product will be located.
- (5) Description of the intended use of the product.
- (6) Source and type of appropriations to be used.

(b) The Contractor will respond with:

- (1) Whether the Contractor can provide the required product.
- (2) The estimated residual value of the product (Lease with Option to Own and Step Lease only).
- (3) The monthly payment based on the rate.
- (4) The estimated cost, if any, of applicable State or local taxes. State and local personal property taxes are to be estimated as separate line items in accordance with FAR 52.229-1, which may be identified and added to the monthly lease payment.

(5) A confirmation of the availability of the product on the required delivery date.

(6) Extent of warranty coverage, if any, of the leased products.

(7) The length of time the quote is valid.

(c) The Ordering Activity may issue a delivery order to the Contractor based on the information set forth in the Contractor's quote. In the event that the Ordering Activity does not issued a delivery order within the validity period stated in the Contractor's quote letter, the quote shall expire.

2. ASSIGNMENT OF CLAIMS

GSAR 552.232-23, Assignment of Claims, is incorporated herein by reference as part of these lease provisions. The Ordering Activity's contracting officer will acknowledge the assignment of claim for a lease in accordance with FAR 32.804-5. The extent of the assignee's protection is in accordance with FAR 32.804. Any setoff provision must be in accordance with FAR 32.803.

3. PEACEFUL POSSESSION AND UNRESTRICTED USE

In recognition of the types of products available for lease and the potential adverse impact to the Ordering Activity's mission, the Ordering Activity's quiet and peaceful possession and unrestricted use of the product shall not be disturbed in the event the product is sold by the Contractor, or in the event of bankruptcy of the Contractor, corporate dissolution of the Contractor, or other event. The product shall remain in the possession of the Ordering Activity until the expiration of the lease. Any assignment, sale, bankruptcy, or other transfer of the leased product by the Contractor will not relieve the Contractor of its obligations to the Ordering Activity, and will not change the Ordering Activity's duties or increase the burdens or risks imposed on the Ordering Activity.

4. COMMENCEMENT OF LEASE

The date on which the Ordering Activity accepts the products is the Commencement Date of the lease. Acceptance is as defined elsewhere in the Contract, or as further specified in the order.

5. INSTALLATION AND MAINTENANCE

(a) Installation and Maintenance, when applicable, normally are not included in the charge for leasing. The Contractor may require the Ordering Activity to obtain installation and maintenance services from a qualified source. The Ordering Activity may obtain installation and/or maintenance on the open market, from the Contractor's schedule Contract, or from other sources. The Ordering Activity may also perform installation and/or maintenance in house, if qualified resources exist. In any event, it is the responsibility of the Ordering Activity to ensure that maintenance is in effect for the Lease term for all products leased.

(b) When installation and/or maintenance are ordered under this schedule to be performed by the Contractor, the payments, terms and conditions as stated in this Contract apply. The rates and terms and conditions in effect at the time the order is issued shall apply during any subsequent renewal period of the lease. The maintenance rates and terms and conditions may be added to the lease payments with mutual agreement of the parties.

6. MONTHLY PAYMENTS

(a) Prior to the placement of an order under this Special Item Number, the Ordering Activity and the Contractor must agree on a "base value" for the products to be leased. For Lease to Ownership (Capital Lease) the base value will be the Contract purchase price (less any discounts). For Lease with Option to

Own (Operating Lease), the base value will be the Contract purchase price (less any discounts), less a mutually agreed upon residual value (pre-stated purchase option price at the conclusion of the lease) for the products. The residual value will be used in the calculation of the original lease payment, lease extension payments, and the purchase option price.

(b) To determine the initial lease term payment, the Contractor agrees to apply the negotiated lease factor to the agreed upon base value: For delivery orders placed under this SIN 532420L, whether under Option 1 or Option 2, Dell offers the following lease pricing:

(1) Pricing shall be calculated at an interest rate consisting of 400 basis points plus the Treasury constant maturity equal to the original lease term as shown in the Federal Reserve statistical release H.15 as of the preceding date closest to the date of the Lease Quote letter.

(2) For Example: Lease factor one (1) percent over the rate for the three year (or other term) Treasury Bill (T-bill) at the most current U. S. Treasury auction.

The lease payment may be calculated by using a programmed business calculator or by using "rate" functions provided in commercial computer spreadsheets (e.g., Lotus 1-2-3, Excel).

(c) For any lease extension, the extension lease payment will be based on the original residual value, in lieu of the purchase price. The Ordering Activity and the Contractor shall agree on a new residual value based on the estimated fair market price at the end of the extension. The formula to determine the lease payment will be that in 6.b. above.

(d) The purchase option price will be the fair market value of the product or payment will be based upon the unamortized principle, as shown on the payment schedule as of the last payment prior to date of transfer of ownership, whichever is less.

NOTE: At the order level, Ordering Activity may elect to obtain a lower rate for the lease by setting the purchase option price as either, the fair market value of the product or unamortized principle. The methodology for determining lump sum payments may be identified in the pricelist.

(e) The point in time when monthly rates are established is subject to negotiation and evaluation at the order level. In the event the Ordering Activity desires, at any time, to acquire title to product leased hereunder, the Ordering Activity may make a one-time lump sum payment.

7. LEASE END/DISCONTINUANCE OPTIONS

(a) Upon the expiration of the Lease Term, Termination for Convenience, or Termination for Non-Appropriation, the Ordering Activity will return the Product to the Contractor unless the Ordering Activity by 30 days written notice elects either:

(1) to purchase the product for the residual value of the product, or

(2) to extend the term of the Lease, as mutually agreed. To compute the lease payment, the residual value from the preceding lease shall be the initial value of the leased product. A new residual value shall be negotiated for the extended lease and new lease payments shall be computed.

(b) Relocation - The Ordering Activity may relocate products to another location within the Ordering Activity with prior written notice. No other transfer, including sublease, is permitted. Ordering Activity shall not assign, transfer or otherwise dispose of any products, or any interest therein, or create or suffer any levy, lien or encumbrance then except those created for the benefit of Contractor or its assigns.

(c) Returns:

- (1) Within fourteen (14) days after the date of expiration, non-renewal or termination of a lease, the Ordering Activity shall, at its own risk and expense, have the products packed for shipment in accordance with manufacturer's specifications and return the products to Contractor at the location specified by Contractor in the continental US, in the same condition as when delivered, ordinary wear and tear excepted. Any expenses necessary to return the products to good working order shall be at Ordering Activity's expense.
- (2) The Contractor shall conduct a timely inspection of the returned products and within 45 days of the return, assert a claim if their condition product exceeds normal wear and tear.
- (3) Product will be returned in accordance with the terms of the Contract and in accordance with Contractor instruction.
- (4) With respect to software, the Ordering Activity shall state in writing to the Contractor that it has:
 - (i) deleted or disabled all files and copies of the software from the equipment on which it was installed;
 - (ii) returned all software documentation, training manuals, and physical media on which the software was delivered; and
 - (iii) has no ability to use the returned software.

8. UPGRADES AND ADDITIONS

(a) The Ordering Activity may affix or install any accessory, addition, upgrade, product or device on the product ("additions") provided that such additions:

- (1) can be removed without causing material damage to the product;
- (2) do not reduce the value of the product; and
- (3) are obtained from or approved by the Contractor, and are not subject to the interest of any third party other than the Contractor.

(b) Any other additions may not be installed without the Contractor's prior written consent. At the end of the lease term, the Ordering Activity shall remove any additions which:

- (1) were not leased from the Contractor, and
- (2) are readily removable without causing material damage or impairment of the intended function, use, or value of the product, and restore the product to its original configuration.

(c) Any additions that are not so removable will become the Contractor's property (lien free).

(d) Leases of additions and upgrades must be co-terminus with that of the product.

9. RISK OF LOSS OR DAMAGE

The Ordering Activity is relieved from all risk of loss or damage to the product during periods of transportation, installation, and during the entire time the product is in possession of the Ordering Activity, except when loss or damage is due to the fault or negligence of the Ordering Activity. The Ordering Activity shall assume risk of loss or damage to the product during relocation, (i.e., moving the product from one Ordering Activity location to another Ordering Activity location), unless the Contractor shall undertake such relocation.

10. TITLE

During the lease term, product shall always remain the property of the Contractor. The Ordering Activity shall have no property right or interest in the product except as provided in this leasing agreement and shall hold the product subject and subordinate to the rights of the Contractor. Software and software licenses shall be deemed personal property. The Ordering Activity shall have no right or interest in the software and related documentation except as provided in the license and the lease. Upon the Commencement Date of the Lease Term, the Ordering Activity shall have an encumbered license to use the software for the Lease Term. The Ordering Activity's encumbered license rights in the software will be subject to the same rights as provided to a purchaser of a license under the terms of this contract except that the Ordering Activity will not have an unencumbered, paid-up license until it has made all lease payments for the full Lease Term in the case of an Lease To Ownership or has otherwise paid the applicable purchase option price.

11. TAXES

The lease payments, purchase option prices, and interest rates identified herein exclude all state and local taxes levied on or measured by the Contract or sales price of the product furnished hereunder. The Ordering Activity will be invoiced for any such taxes as Contractor receives such tax notices or assessments from the applicable local taxing authority. Pursuant to the provisions of FAR 52.229-1 (Deviation – May 2003), State and Local Taxes, the Ordering Activity agrees to pay tax or provide evidence necessary to support an exemption from the tax.

12. OPTION TO PURCHASE EQUIPMENT (FEB 1995) (FAR 52.207-5)

(a) The Government may purchase the equipment provided on a lease or rental basis under this Contract. The contracting officer may exercise this option only by providing a unilateral modification to the Contractor. The effective date of the purchase will be specified in the unilateral modification and may be any time during the period of the Contract, including any extensions.

(b) Except for final payment and transfer of title to the Government, the lease or rental portion of the Contract becomes complete and lease or rental charges shall be discontinued on the day immediately preceding the effective date of purchase specified in the unilateral modification required in paragraph (a) of this clause.

(c) The purchase conversion cost of the equipment shall be computed as of the effective date specified in the unilateral modification required in paragraph (a) of this clause, on the basis of the purchase price set forth in the Contract, minus the total purchase option credits accumulated during the period of lease or rental, calculated by the formula contained elsewhere in this Contract.

(d) The accumulated purchase option credits available to determine the purchase conversion cost will also include any credits accrued during a period of lease or rental of the equipment under any previous Government contract if the equipment has been on continuous lease or rental. The movement of equipment from one site to another site shall be "continuous rental."

OPTIONAL SUPPLEMENTAL LEASE TERMS

Please refer to Appendix D, Optional Supplemental Lease Terms, for additional terms that, if adopted, may decrease the lease rate.

**TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE OF EQUIPMENT, REPAIR SERVICES
AND/OR REPAIR PARTS / SPARE PARTS
(SPECIAL ITEM NUMBER 811212)**

I. REPAIR SERVICE – PRODUCTS NO LONGER UNDER WARRANTY

1. SERVICE AREAS

(a) Given the wide range types, sizes and complexity of product available under this Contract, return to depot repair is only available for selected client products. Please contact Dell Technical Support for additional information.

(b) For most Dell-branded products, repair of defective equipment is performed at the end-user location. Specific return instructions will be provided by Customer Care and/or Technical Support. To obtain a repair quote and/or purchase repair services, contact Technical Support to set up a repair service. Enter the product's service tag-number at t: <http://www.dell.com/support/home/us/en/04?c=us&l=en&s=bsd> and follow the prompts.

2. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS

Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this Contract. Orders for repair service shall not extend beyond the end of the Contract period. Customer kits (other than monitors, keyboards and mice) sold as items to be installed into or with a Dell system are considered to be part of that system.

3. LOSS OR DAMAGE

When the Government sends equipment to the Contractor's establishment for repairs, the Government shall be responsible for any damage or loss from the time the equipment is shipped from the Government location until it is received by the Contractor. The Contractor shall be responsible for any damage or loss from the time the equipment is shipped from the Contractor's location until it is received at the Government installation.

4. SCOPE

(a) The Contractor shall provide maintenance for all equipment listed herein, as requested by the Ordering Activity during the Contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule. Repair Parts are generally available up to 5 years from the date of the product EOL (End of Life).

(b) Equipment placed under maintenance service shall be in good operating condition.

- (1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the Ordering Activity.
- (2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
- (3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the Ordering Activity, in accordance with the provisions of Special Item Number 811212 (or outside the scope of this Contract).

5. RESPONSIBILITIES OF THE ORDERING ACTIVITY

- (a) Ordering Activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.
- (b) Subject to security regulations, the Ordering Activity shall permit access to the equipment which is to be maintained or repaired.
- (c) If the Ordering Activity desires a factory authorized/certified service personnel then this should be clearly stated in the task or delivery order.

6. RESPONSIBILITIES OF THE CONTRACTOR

- (a) The Contractor shall always be responsive to the Government's repair service needs. The Contractor shall perform all repair services which are ordered by the Government during the Contract term.
- (b) If products are returned to the Contractor for repair, the turnaround time of the repaired product is 7 - 10 days after receipt of the equipment at the Contractor's repair service facility, contingent upon parts availability.
- (c) Only new and tested equivalent to new standard parts shall be used in effecting repairs. Parts which have been replaced shall remain the property of the Contractor. Notwithstanding the forgoing, non-volatile memory components shall be retained by the Government.

7. REPAIR SERVICE RATE PROVISIONS

- (a) Charges. Charges for repair service be computed on a per incident charge that will vary, based upon the type of system being repaired. Parts will be billed separately. Contact Dell Support further information at:

<http://www.dell.com/support/home/us/en/04?c=us&l=en&s=bsd>

- (b) Transportation Charges to Dell's Repair Facility. When equipment is returned to the Contractor's shop for adjustment or repairs which are not covered by the guarantee provision, Ordering Activity agrees to pay any shipping expenses in accordance with FTR/JTR, as applicable, Ordering Activity shall only be liable for such expenses as approved as by Ordering Activity and funded under the applicable ordering document.

- (1) The Ordering Activity should not return defective equipment to the Contractor for adjustments and repairs or replacement without its prior consultation and instruction.

- (c) Labor Rates. The repair service rates agreed upon between the Ordering Activity and the Contractor shall entitle the Ordering Activity to repair service during the period 8:00 a.m. to 5:00 p.m., Monday through Friday, exclusive of holidays observed at, or as otherwise mutually agreed by the Government and the Contractor

8. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

All parts, furnished as spare parts, or as repair parts in connection with repair of equipment either by the Contractor or the end-user, shall be new or like new (tested equivalent to new) parts manufactured by the equipment manufacturer. All parts shall be furnished at prices discounted 15% (exclusive of IFF) from the Contractor's commercial price list and are not required to be individually listed on the Contractor's AFSSPL. Repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this AFSSPL, such scope including equipment types/models that have been replaced by follow-on products are no longer available for sale.

9. GUARANTEE REPAIR SERVICE AND REPAIR/SPARE PARTS

(a) Repair Service. All repair work will be guaranteed for a period of ninety (90) calendar days.

(b) Repair/Spare Parts. All parts, furnished either as spares or repair parts in connection with repair of equipment, will be unconditionally guaranteed for the longer of 1) ninety (90) days or 2) the remainder of the Dell system warranty in the system in which the parts are being installed.

10. INVOICES AND PAYMENTS

Invoices for repair service and parts shall be submitted by the Contractor as soon as possible after completion of the work. Payment under blanket purchase orders for repair parts will be made monthly except where cash payment procedures are used. Invoices shall be submitted separately to each Ordering Activity ordering services under the Contract. The cost of repair parts shall be shown as a separate item on the invoice.

II. ENHANCED REPAIR SERVICE / MAINTENANCE OF EQUIPMENT UNDER CONTRACTOR WARRANTY

Dell offers a wide variety of enhanced warranty and maintenance provisions, tailorable to the needs of the Ordering Activity and the end-user (e.g. 2 hour service, system health monitoring). These services are sold under general marketing moniker of "ProSupport" and "ProSupport Plus." The ProSupport offerings vary considerably based upon system location, complexity and the response time needs of the Ordering Activity and end-user. Please refer to <https://pilot.search.dell.com/prosupport> or contact your Dell Sales Representative for additional information. Also please note that some of Dell's ProSupport or ProSupport Plus offerings may not be available for certain end-users, and-or in certain global regions, given stringent Government security and data protection requirement.

III. AFTER POINT OF SALE WARRANTY (APOS)

In addition to the repair and maintenance services discussed in section I above, APOS warranty is available for products sold under this FSS Contract, after the warranty included with the initial system purchase has expired. Pricing for, and availability of, APOS warranty varies depending on system type, warranty lapse time (drives the warranty reinstatement price), desired warranty term, age of system, etc. Please refer to <https://www.dell.com/en-us/collaterals/unauth/brochures/services/apos-leave-behind-bdm.pdf> or your Dell APOS Sales Representative for additional information.

**TERMS AND CONDITIONS APPLICABLE TO ORDER-LEVEL MATERIALS
(SPECIAL ITEM NUMBER OLM)**

1. Order-Level Materials

(a) Order-Level Materials (OLMs) are supplies and/or services acquired in direct support of an individual task or delivery order placed against this Contract or a blanket purchase agreement (BPA) hereunder. OLMs are not defined, priced, or awarded at the FSS contract level. They are unknown before a task or delivery order is placed against this Contract or BPA.

(b) OLMs are only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN) and are subject to a Not To Exceed (NTE) ceiling price. OLMs include direct materials, subcontracts for supplies and incidental services for which there is not a labor category specified in the FSS contract, other direct costs (separate from those under ODC SINs), and indirect costs.

(c) OLMs are purchased under the authority of the FSS Program and are not "open market items." Acceptance of this modification indicates your agreement to the following terms:

(d) Items awarded under ancillary supplies/services or other direct cost (ODC) SINs are not OLMs (see paragraph 17 of the Information for Ordering Offices section above). These items are defined, priced, and awarded at the FSS contract level, whereas OLMs are unknown before an order is placed. Ancillary supplies/services and ODC SINs are for use under all order type CLINs (Fixed- Price (FP), T&M, and LH), whereas the Order-Level Materials SIN is only authorized for use under T&M and LH order CLINs.

2. Miscellaneous

(a) The Order-Level Materials SIN is only authorized for use in direct support of another awarded SIN on the Contract. Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs. OLMs are defined and priced at the Ordering Activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials (MAY 2019).

(b) GSAR clauses GSAR 552.212-4 Contract Terms and Conditions- Commercial/Items (JAN 2017) (Deviation- FEB 2018) (Alternate I- JAN 2017) (Deviation- FEB2007) and 552.238-115 Special Ordering Procedures for the Acquisition of Order- Level Materials (MAY 2019) provide additional information on inclusion of OLMs in task and delivery orders placed against this FSS Contract or a BPA hereunder

(c) OLMs are only authorized for inclusion at the order level under a T&M or LH CLIN and are subject to an NTE ceiling price.

(d) This SIN contains no items or pricing since by definition OLMs are unknown at the time of FSS contract award. The Ordering Activity contracting officer is responsible for defining OLMs and determining proposed OLM pricing fair and reasonable for a particular order. To support that determination, Dell will provide three quotes for each OLM, consistent with the requirements of 552.238-115(d)(7).

(e) The OLM SIN cannot be the only SIN awarded on a contract as it is only authorized for use in direct support of another awarded SIN.

(f) This SIN is exempt from Commercial Sales Practices disclosure requirements, if required.

(g) This SIN is exempt from the following clauses:

- 552.216-70 Economic Price Adjustment- FSS Multiple Award Schedule Contracts
- 1-FSS-969 Economic Price Adjustment- FSS Multiple Award Schedule

- 552.238-71 Submission and Distribution of Authorized FSS Schedule
- Pricelists, 552.238-75 Price Reductions

(h) Terms and conditions that otherwise apply to the Contract also apply to the OLM SIN. Examples include but are not limited to:

- Trade Agreements Act (TAA)
- Sales reporting and IFF remittance
- Environmental Attributes clauses
- AbilityOne Program Essentially the Same (ETS) compliance

(i) This SIN is subject to any transactional data reporting (TDR) requirements in effect under the Contract.

(j) Prices for items provided under this SIN must be inclusive of the Industrial Funding Fee (IFF). The cumulative value of OLMs in an individual task or delivery order **cannot exceed 33.33% of the total value of the order**. Note that travel costs do not count towards the 33.3% limitation.

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS PREAMBLE

Dell provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

- To actively seek and partner with small businesses.
- To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.
- To develop and promote company policy initiatives that demonstrates our support for awarding contracts and subcontracts to small business concerns.
- To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.
- To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged and women-owned small businesses.
- To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.
- To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in Ordering Activity contracts. Please visit Dell Technologies Supplier Diversity home page <https://corporate.delltechnologies.com/en-us/social-impact/advancing-sustainability/sustainable-supply-chain/supplier-diversity.htm> for additional information and contact information.

**BEST VALUE BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (Ordering Activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s)

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the Ordering Activity that works better and costs less.

Signatures

AGENCY DATE

CONTRACTOR DATE

BPA NUMBER _____

(CUSTOMER NAME)

BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Agency):

1. The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____

2. Delivery:

DESTINATION	DELIVERY SCHEDULE/DATES
_____	_____
_____	_____

3. The Ordering Activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

4. This BPA does not obligate any funds.

5. This BPA expires on _____ or at the end of the contract period, whichever is earlier.

6. The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____

7. Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

8. Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- Name of Contractor;
- Contract Number;
- BPA Number;
- Model Number or National Stock Number (NSN);
- Purchase Order Number;
- Date of Purchase;

g. Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

h. Date of Shipment.

9. The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

10. The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR USING "CONTRACTOR TEAM ARRANGEMENTS"
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Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a customer agency requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer's needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.
- Customers make a best value selection.

Appendix A Price List

- I. Secure Support Services
- II. Cloud Computing Services
- III. Hourly IT Professional Services Labor Categories/Descriptions/Rates
- IV. ProConsult Tied Services
- V. Third Party Manufacturer Products

Pricing for Secure Support, Hourly It Professional Service labor and ProConsult tied services are included below. Dell's Cloud Computing Services and third party software pricing is a very large SKU-based price list, which per it's commercial practices change frequently, therefore including same as an attachment is impractical. Upon request Dell will provide an electronic copy of those price lists.

I. Secure Support Services

MFR PART NO (SKU)	PRODUCT NAME	Security Level	System Type	PRODUCT DESCRIPTION	UOI	GSA OFFER PRICE (inclusive of the .75% IFF) ¹
968-9356	Secure Support	US Citizen	Client	CSTM,PS FSS, 1YR NBD, OS,CLIENT,LV1	EA	\$7.65
968-9357	Secure Support	US Citizen	Client	CSTM,PS FSS, 2YR NBD, OS,CLIENT,LV1	EA	\$14.35
968-9358	Secure Support	US Citizen	Client	CSTM,PS FSS, 3YR NBD, OS,CLIENT,LV1	EA	\$21.05
968-9359	Secure Support	US Citizen	Client	CSTM,PS FSS, 4YR NBD, OS,CLIENT,LV1	EA	\$28.70
968-9360	Secure Support	US Citizen	Client	CSTM,PS FSS, 5YR NBD, OS,CLIENT,LV1	EA	\$35.40
968-9361	Secure Support	Pre-Screened	Client	CSTM,PS FSS, 1YR NBD, OS,CLIENT,LV2	EA	\$9.56
968-9362	Secure Support	Pre-Screened	Client	CSTM,PS FSS, 2YR NBD, OS,CLIENT,LV2	EA	\$18.18
968-9363	Secure Support	Pre-Screened	Client	CSTM,PS FSS, 3YR NBD, OS,CLIENT,LV2	EA	\$27.75
968-9364	Secure Support	Pre-Screened	Client	CSTM,PS FSS, 4YR NBD, OS,CLIENT,LV2	EA	\$36.36
968-9365	Secure Support	Pre-Screened	Client	CSTM,PS FSS, 5YR NBD, OS,CLIENT,LV2	EA	\$44.97
968-9366	Secure Support	Secure	Client	CSTM,PS FSS, 1YR NBD, OS,CLIENT,LV3	EA	\$12.43
968-9367	Secure Support	Secure	Client	CSTM,PS FSS, 2YR NBD, OS,CLIENT,LV3	EA	\$24.88
968-9372	Secure Support	Secure	Client	CSTM,PS FSS, 3YR NBD, OS,CLIENT,LV3	EA	\$36.36
968-9368	Secure Support	Secure	Client	CSTM,PS FSS, 4YR NBD, OS,CLIENT,LV3	EA	\$48.80
968-9369	Secure Support	Secure	Client	CSTM,PS FSS, 5YR NBD, OS,CLIENT,LV3	EA	\$60.29
968-9370	Secure Support	Top Secret	Client	CSTM,PS FSS, 1YR NBD, OS,CLIENT,LV4	EA	\$14.35
968-9371	Secure Support	Top Secret	Client	CSTM,PS FSS, 2YR NBD, OS,CLIENT,LV4	EA	\$28.70
968-9373	Secure Support	Top Secret	Client	CSTM,PS FSS, 3YR NBD, OS,CLIENT,LV4	EA	\$42.10

968-9374	Secure Support	Top Secret	Client	CSTM,PS FSS, 4YR NBD, OS,CLIENT,LV4	EA	\$57.42
968-9375	Secure Support	Top Secret	Client	CSTM,PS FSS, 5YR NBD, OS,CLIENT,LV4	EA	\$70.82
968-9376	Secure Support	US Citizen	Client	CSTM,PS FSS, 1YR, 4HR, OS,CLIENT,LV1	EA	\$12.43
968-9377	Secure Support	US Citizen	Client	CSTM,PS FSS, 2YR, 4HR, OS,CLIENT,LV1	EA	\$25.83
968-9378	Secure Support	US Citizen	Client	CSTM,PS FSS, 3YR, 4HR, OS,CLIENT,LV1	EA	\$38.27
968-9379	Secure Support	US Citizen	Client	CSTM,PS FSS, 4YR, 4HR, OS,CLIENT,LV1	EA	\$52.63
968-9380	Secure Support	US Citizen	Client	CSTM,PS FSS, 5YR, 4HR, OS,CLIENT,LV1	EA	\$65.07
968-9381	Secure Support	Pre-Screened	Client	CSTM,PS FSS, 1YR, 4HR, OS,CLIENT,LV2	EA	\$15.30
968-9382	Secure Support	Pre-Screened	Client	CSTM,PS FSS, 2YR, 4HR, OS,CLIENT,LV2	EA	\$30.62
968-9383	Secure Support	Pre-Screened	Client	CSTM,PS FSS, 3YR, 4HR, OS,CLIENT,LV2	EA	\$44.97
968-9384	Secure Support	Pre-Screened	Client	CSTM,PS FSS, 4YR, 4HR, OS,CLIENT,LV2	EA	\$60.29
968-9385	Secure Support	Pre-Screened	Client	CSTM,PS FSS, 5YR, 4HR, OS,CLIENT,LV2	EA	\$74.64
968-9386	Secure Support	Secure	Client	CSTM,PS FSS, 1YR, 4HR, OS,CLIENT,LV3	EA	\$17.22
968-9387	Secure Support	Secure	Client	CSTM,PS FSS, 2YR, 4HR, OS,CLIENT,LV3	EA	\$34.45
968-9388	Secure Support	Secure	Client	CSTM,PS FSS, 3YR, 4HR, OS,CLIENT,LV3	EA	\$53.59
968-9389	Secure Support	Secure	Client	CSTM,PS FSS, 4YR, 4HR, OS,CLIENT,LV3	EA	\$69.86
968-9390	Secure Support	Secure	Client	CSTM,PS FSS, 5YR, 4HR, OS,CLIENT,LV3	EA	\$86.13
968-9391	Secure Support	Top Secret	Client	CSTM,PS FSS, 1YR, 4HR, OS,CLIENT,LV4	EA	\$19.13
968-9392	Secure Support	Top Secret	Client	CSTM,PS FSS, 2YR, 4HR, OS,CLIENT,LV4	EA	\$38.27
968-9393	Secure Support	Top Secret	Client	CSTM,PS FSS, 3YR, 4HR, OS,CLIENT,LV4	EA	\$59.33

968-9394	Secure Support	Top Secret	Client	CSTM,PS FSS, 4YR, 4HR, OS,CLIENT,LV4	EA	\$78.47
968-9475	Secure Support	Top Secret	Client	CSTM,PS FSS, 5YR, 4HR, OS,CLIENT,LV4	EA	\$95.70
968-9395	Secure Support	US Citizen	Enterprise	CSTM,PS FSS, 1YR NBD, OS,ENTRPRISE,LV1	EA	\$8.60
968-9396	Secure Support	US Citizen	Enterprise	CSTM,PS FSS, 2YR NBD, OS,ENTRPRISE,LV1	EA	\$17.22
968-9397	Secure Support	US Citizen	Enterprise	CSTM,PS FSS, 3YR NBD, OS,ENTRPRISE,LV1	EA	\$25.83
968-9398	Secure Support	US Citizen	Enterprise	CSTM,PS FSS, 4YR NBD, OS,ENTRPRISE,LV1	EA	\$34.45
968-9399	Secure Support	US Citizen	Enterprise	CSTM,PS FSS, 5YR NBD, OS,ENTRPRISE,LV1	EA	\$43.06
968-9400	Secure Support	Pre-Screened	Enterprise	CSTM,PS FSS, 1YR NBD, OS,ENTRPRISE,LV2	EA	\$10.52
968-9401	Secure Support	Pre-Screened	Enterprise	CSTM,PS FSS, 2YR NBD, OS,ENTRPRISE,LV2	EA	\$21.05
968-9402	Secure Support	Pre-Screened	Enterprise	CSTM,PS FSS, 3YR NBD, OS,ENTRPRISE,LV2	EA	\$32.53
968-9403	Secure Support	Pre-Screened	Enterprise	CSTM,PS FSS, 4YR NBD, OS,ENTRPRISE,LV2	EA	\$43.06
968-9404	Secure Support	Pre-Screened	Enterprise	CSTM,PS FSS, 5YR NBD, OS,ENTRPRISE,LV2	EA	\$54.55
968-9405	Secure Support	Secure	Enterprise	CSTM,PS FSS, 1YR NBD, OS,ENTRPRISE,LV3	EA	\$13.39
968-9406	Secure Support	Secure	Enterprise	CSTM,PS FSS, 2YR NBD, OS,ENTRPRISE,LV3	EA	\$26.58
968-9407	Secure Support	Secure	Enterprise	CSTM,PS FSS, 3YR NBD, OS,ENTRPRISE,LV3	EA	\$41.15
968-9408	Secure Support	Secure	Enterprise	CSTM,PS FSS, 4YR NBD, OS,ENTRPRISE,LV3	EA	\$53.59
968-9409	Secure Support	Secure	Enterprise	CSTM,PS FSS, 5YR NBD, OS,ENTRPRISE,LV3	EA	\$66.99
968-9410	Secure Support	Top Secret	Enterprise	CSTM,PS FSS, 1YR NBD, OS,ENTRPRISE,LV4	EA	\$15.30
968-9411	Secure Support	Top Secret	Enterprise	CSTM,PS FSS, 2YR NBD, OS,ENTRPRISE,LV4	EA	\$30.62
968-9412	Secure Support	Top Secret	Enterprise	CSTM,PS FSS, 3YR NBD, OS,ENTRPRISE,LV4	EA	\$46.89
968-9413	Secure Support	Top Secret	Enterprise	CSTM,PS FSS, 4YR NBD, OS,ENTRPRISE,LV4	EA	\$61.24

968-9414	Secure Support	Top Secret	Enterprise	CSTM,PS FSS, 5YR NBD, OS,ENTRPRISE,LV4	EA	\$76.56
968-9415	Secure Support	US Citizen	Enterprise	CSTM,PS FSS, 1YR, 4HR, OS,ENTRPRISE,LV1	EA	\$14.35
968-9416	Secure Support	US Citizen	Enterprise	CSTM,PS FSS, 2YR, 4HR, OS,ENTRPRISE,LV1	EA	\$28.70
968-9417	Secure Support	US Citizen	Enterprise	CSTM,PS FSS, 3YR, 4HR, OS,ENTRPRISE,LV1	EA	\$43.06
968-9418	Secure Support	US Citizen	Enterprise	CSTM,PS FSS, 4YR, 4HR, OS,ENTRPRISE,LV1	EA	\$57.42
968-9419	Secure Support	US Citizen	Enterprise	CSTM,PS FSS, 5YR, 4HR, OS,ENTRPRISE,LV1	EA	\$71.77
968-9420	Secure Support	Pre-Screened	Enterprise	CSTM,PS FSS, 1YR, 4HR, OS,ENTRPRISE,LV2	EA	\$16.26
968-9421	Secure Support	Pre-Screened	Enterprise	CSTM,PS FSS, 2YR, 4HR, OS,ENTRPRISE,LV2	EA	\$33.49
968-9422	Secure Support	Pre-Screened	Enterprise	CSTM,PS FSS, 3YR, 4HR, OS,ENTRPRISE,LV2	EA	\$49.76
968-9423	Secure Support	Pre-Screened	Enterprise	CSTM,PS FSS, 4YR, 4HR, OS,ENTRPRISE,LV2	EA	\$66.03
968-9424	Secure Support	Pre-Screened	Enterprise	CSTM,PS FSS, 5YR, 4HR, OS,ENTRPRISE,LV2	EA	\$83.26
968-9425	Secure Support	Secure	Enterprise	CSTM,PS FSS, 1YR, 4HR, OS,ENTRPRISE,LV3	EA	\$19.13
968-9426	Secure Support	Secure	Enterprise	CSTM,PS FSS, 2YR, 4HR, OS,ENTRPRISE,LV3	EA	\$38.27
968-9427	Secure Support	Secure	Enterprise	CSTM,PS FSS, 3YR, 4HR, OS,ENTRPRISE,LV3	EA	\$58.37
968-9428	Secure Support	Secure	Enterprise	CSTM,PS FSS, 4YR, 4HR, OS,ENTRPRISE,LV3	EA	\$75.60
968-9429	Secure Support	Secure	Enterprise	CSTM,PS FSS, 5YR, 4HR, OS,ENTRPRISE,LV3	EA	\$94.74
968-9430	Secure Support	Top Secret	Enterprise	CSTM,PS FSS, 1YR, 4HR, OS,ENTRPRISE,LV4	EA	\$21.05
968-9431	Secure Support	Top Secret	Enterprise	CSTM,PS FSS, 2YR, 4HR, OS,ENTRPRISE,LV4	EA	\$43.06
968-9432	Secure Support	Top Secret	Enterprise	CSTM,PS FSS, 3YR, 4HR, OS,ENTRPRISE,LV4	EA	\$64.12
968-9433	Secure Support	Top Secret	Enterprise	CSTM,PS FSS, 4YR, 4HR, OS,ENTRPRISE,LV4	EA	\$85.17

968-9434	Secure Support	Top Secret	Enterprise	CSTM,PS FSS, 5YR, 4HR, OS,ENTRPRISE,LV4	EA	\$105.27
968-9435	Secure Support	US Citizen	Storage	CSTM,PS FSS, 1YR NBD, OS,STORAGE,LV1	EA	\$16.26
968-9436	Secure Support	US Citizen	Storage	CSTM,PS FSS, 2YR NBD, OS,STORAGE,LV1	EA	\$33.49
968-9437	Secure Support	US Citizen	Storage	CSTM,PS FSS, 3YR NBD, OS,STORAGE,LV1	EA	\$50.72
968-9438	Secure Support	US Citizen	Storage	CSTM,PS FSS, 4YR NBD, OS,STORAGE,LV1	EA	\$66.99
968-9439	Secure Support	US Citizen	Storage	CSTM,PS FSS, 5YR NBD, OS,STORAGE,LV1	EA	\$85.17
968-9440	Secure Support	Pre-Screened	Storage	CSTM,PS FSS, 1YR NBD, OS,STORAGE,LV2	EA	\$21.05
968-9441	Secure Support	Pre-Screened	Storage	CSTM,PS FSS, 2YR NBD, OS,STORAGE,LV2	EA	\$42.10
968-9442	Secure Support	Pre-Screened	Storage	CSTM,PS FSS, 3YR NBD, OS,STORAGE,LV2	EA	\$64.12
968-9443	Secure Support	Pre-Screened	Storage	CSTM,PS FSS, 4YR NBD, OS,STORAGE,LV2	EA	\$85.17
968-9444	Secure Support	Pre-Screened	Storage	CSTM,PS FSS, 5YR NBD, OS,STORAGE,LV2	EA	\$105.27
968-9445	Secure Support	Secure	Storage	CSTM,PS FSS, 1YR NBD, OS,STORAGE,LV3	EA	\$26.79
968-9446	Secure Support	Secure	Storage	CSTM,PS FSS, 2YR NBD, OS,STORAGE,LV3	EA	\$54.55
968-9447	Secure Support	Secure	Storage	CSTM,PS FSS, 3YR NBD, OS,STORAGE,LV3	EA	\$81.34
968-9448	Secure Support	Secure	Storage	CSTM,PS FSS, 4YR NBD, OS,STORAGE,LV3	EA	\$109.10
968-9449	Secure Support	Secure	Storage	CSTM,PS FSS, 5YR NBD, OS,STORAGE,LV3	EA	\$139.73
968-9450	Secure Support	Top Secret	Storage	CSTM,PS FSS, 1YR NBD, OS,STORAGE,LV4	EA	\$34.45
968-9451	Secure Support	Top Secret	Storage	CSTM,PS FSS, 2YR NBD, OS,STORAGE,LV4	EA	\$67.94
968-9452	Secure Support	Top Secret	Storage	CSTM,PS FSS, 3YR NBD, OS,STORAGE,LV4	EA	\$103.36
968-9453	Secure Support	Top Secret	Storage	CSTM,PS FSS, 4YR NBD, OS,STORAGE,LV4	EA	\$137.81
968-9454	Secure Support	Top Secret	Storage	CSTM,PS FSS, 5YR NBD, OS,STORAGE,LV4	EA	\$172.27

968-9455	Secure Support	US Citizen	Storage	CSTM,PS FSS, 1YR 4Hr, OS,STORAGE,LV1	EA	\$40.19
968-9456	Secure Support	US Citizen	Storage	CSTM,PS FSS, 2YR 4Hr, OS,STORAGE,LV1	EA	\$80.39
968-9457	Secure Support	US Citizen	Storage	CSTM,PS FSS, 3YR 4Hr, OS,STORAGE,LV1	EA	\$120.59
968-9458	Secure Support	US Citizen	Storage	CSTM,PS FSS, 4YR 4Hr, OS,STORAGE,LV1	EA	\$159.83
968-9459	Secure Support	US Citizen	Storage	CSTM,PS FSS, 5YR 4Hr, OS,STORAGE,LV1	EA	\$201.94
968-9460	Secure Support	Pre-Screened	Storage	CSTM,PS FSS, 1YR 4Hr, OS,STORAGE,LV2	EA	\$42.10
968-9461	Secure Support	Pre-Screened	Storage	CSTM,PS FSS, 2YR 4Hr, OS,STORAGE,LV2	EA	\$84.22
968-9462	Secure Support	Pre-Screened	Storage	CSTM,PS FSS, 3YR 4Hr, OS,STORAGE,LV2	EA	\$127.28
968-9463	Secure Support	Pre-Screened	Storage	CSTM,PS FSS, 4YR 4Hr, OS,STORAGE,LV2	EA	\$169.40
968-9464	Secure Support	Pre-Screened	Storage	CSTM,PS FSS, 5YR 4Hr, OS,STORAGE,LV2	EA	\$210.55
968-9465	Secure Support	Secure	Storage	CSTM,PS FSS, 1YR 4Hr, OS,STORAGE,LV3	EA	\$60.29
968-9466	Secure Support	Secure	Storage	CSTM,PS FSS, 2YR 4Hr, OS,STORAGE,LV3	EA	\$120.59
968-9467	Secure Support	Secure	Storage	CSTM,PS FSS, 3YR 4Hr, OS,STORAGE,LV3	EA	\$179.93
968-9468	Secure Support	Secure	Storage	CSTM,PS FSS, 4YR 4Hr, OS,STORAGE,LV3	EA	\$239.27
968-9469	Secure Support	Secure	Storage	CSTM,PS FSS, 5YR 4Hr, OS,STORAGE,LV3	EA	\$302.43
968-9470	Secure Support	Top Secret	Storage	CSTM,PS FSS, 1YR 4Hr, OS,STORAGE,LV4	EA	\$66.99
968-9471	Secure Support	Top Secret	Storage	CSTM,PS FSS, 2YR 4Hr, OS,STORAGE,LV4	EA	\$130.16
968-9472	Secure Support	Top Secret	Storage	CSTM,PS FSS, 3YR 4Hr, OS,STORAGE,LV4	EA	\$200.02
968-9473	Secure Support	Top Secret	Storage	CSTM,PS FSS, 4YR 4Hr, OS,STORAGE,LV4	EA	\$267.98
968-9474	Secure Support	Top Secret	Storage	CSTM,PS FSS, 5YR 4Hr, OS,STORAGE,LV4	EA	\$325.40

999-1617	Secure Support	US Citizen	Enterprise	CSTM,FSS PS NBD OS,ENTERPRISE , LV1,6YR	EA	\$18.67
999-1618	Secure Support	US Citizen	Enterprise	CSTM,FSS PS NBD OS,ENTERPRISE,LV1,7YR	EA	\$21.78
999-1619	Secure Support	Pre-Screened	Enterprise	CSTM,FSS,PS NBD OS,ENTERPRISE,LV2,6YR	EA	\$18.67
999-1620	Secure Support	Pre-Screened	Enterprise	CSTM,FSS PS NBD OS,ENTERPRISE,LV2,7YR	EA	\$21.78
999-1621	Secure Support	Secure	Enterprise	CSTM,FSS PS NBD OS,ENTERPRISE,LV3,6YR	EA	\$18.67
999-1622	Secure Support	Secure	Enterprise	CSTM,FSS PS NBD OS,ENTERPRISE,LV3,7YR	EA	\$21.78
999-1623	Secure Support	Top Secret	Enterprise	CSTM,FSS PS NBD OS,ENTERPRISE,LV4,6YR	EA	\$18.67
999-1624	Secure Support	Top Secret	Enterprise	CSTM,FSS PS NBD OS,ENTERPRISE,LV4,7YR	EA	\$21.78
999-1625	Secure Support	US Citizen	Enterprise	CSTM,FSS PS 4HR OS,ENTERPRISE,LV1,6YR	EA	\$32.15
999-1626	Secure Support	US Citizen	Enterprise	CSTM,FSS,PS 4HR OS,ENTERPRISE,LV1,7YR	EA	\$37.51
999-1627	Secure Support	Pre-Screened	Enterprise	CSTM,FSS PS 4HR OS,ENTERPRISE,LV2,6YR	EA	\$32.15
999-1628	Secure Support	Pre-Screened	Enterprise	CSTM,FSS,PS 4HR OS,ENTERPRISE,LV2,7YR	EA	\$37.51
999-1629	Secure Support	Secure	Enterprise	CSTM,FSS PS 4HR OS,ENTERPRISE,LV3,6YR	EA	\$32.15
999-1630	Secure Support	Secure	Enterprise	CSTM,FSS PS 4HR OS,ENTERPRISE,LV3,7YR	EA	\$37.51
999-1631	Secure Support	Top Secret	Enterprise	CSTM,FSS PS 4HR OS,ENTERPRISE,LV4,6YR	EA	\$32.15
999-1632	Secure Support	Top Secret	Enterprise	CSTM,FSS PS 4HR OS,ENTERPRISE,LV4,7YR	EA	\$37.51
999-1633	Secure Support	US Citizen	Storage	CSTM,FSS PS NBD OS,STORAGE,LV1,6YR	EA	\$73.83
999-1634	Secure Support	US Citizen	Storage	CSTM,FSS PS NBD OS,STORAGE,LV1,7YR	EA	\$86.14
999-1635	Secure Support	Pre-Screened	Storage	CSTM,FSS PS NBD OS,STORAGE,LV2,6YR	EA	\$73.83
999-1636	Secure Support	Pre-Screened	Storage	CSTM,FSS PS NBD OS,STORAGE,LV2,7YR	EA	\$86.14

999-1637	Secure Support	Secure	Storage	CSTM,FSS PS NBD OS,STORAGE,LV3,6YR	EA	\$73.83
999-1638	Secure Support	Secure	Storage	CSTM,FSS PS NBD OS,STORAGE,LV3,7YR	EA	\$86.14
999-1639	Secure Support	Top Secret	Storage	CSTM,FSS PS NBD OS,STORAGE,LV4,6YR	EA	\$73.83
999-1640	Secure Support	Top Secret	Storage	CSTM,FSS PS NBD OS,STORAGE,LV4,7YR	EA	\$86.14
999-1641	Secure Support	US Citizen	Storage	CSTM,FSS PS 4HR OS,STORAGE,LV1,6YR	EA	\$195.82
999-1642	Secure Support	US Citizen	Storage	CSTM,FSS PS 4HR OS,STORAGE,LV1,7YR	EA	\$227.86
999-1643	Secure Support	Pre-Screened	Storage	CSTM,FSS PS 4HR OS,STORAGE,LV2,6YR	EA	\$195.31
999-1644	Secure Support	Pre-Screened	Storage	CSTM,FSS PS 4HR OS,STORAGE,LV2,7YR	EA	\$227.86
999-1646	Secure Support	Secure	Storage	CSTM,FSS PS 4HR OS,STORAGE,LV3,7YR	EA	\$227.86
999-1647	Secure Support	Top Secret	Storage	CSTM,FSS PS 4HR,OS,STORAGE,LV4,6YR	EA	\$195.31
999-1648	Secure Support	Top Secret	Storage	CSTM,FSS PS 4HR OS,STORAGE,LV4,7YR	EA	\$227.86

II. CLOUD COMPUTING SERVICES

Dell's Cloud Computing Services Price list consists of multiple line items. It will be provided via email upon request.

III. Hourly Labor Categories, Descriptions and Rates

Title	Hourly Rate
Associate Consultant	\$150.65
Sr. Consultant	\$236.18
Advisory Consultant	\$270.00
Associate Project Manager	\$162.62
Project/Program Manager	\$198.16
Sr. Project Manager/Sr. Program Manager	\$226.00
Sr. Solution Architect	\$265.00
Advisory Solution Architect	\$330.65
–Sr. Advisory Solution Architect	\$343.10
Project Coordinator USA	\$83.82

Labor Category	Functional Responsibilities	Minimum/ General Experience and Years of Experience	Educational Requirements	Hourly Rate ^{1,2}
Associate Consultant	<ul style="list-style-type: none"> • Perform technical/business analysis • Define technical/business requirements • Create technical/business design • Define technical/business tasks • Validate technical/business solution • Oversee and/or perform technical/business tasks • Define testing requirements • Create and/or review documentation 	Minimum of 4 years of IT Related Experience	Diploma / GED and Proven experience in Computer Science or an Engineering / Scientific Discipline	\$150.65

Sr. Consultant	<ul style="list-style-type: none"> • Performs routine and complex technical duties involving relevant technical disciplines. • Perform technical/business analysis • Define technical/business requirements • Define technical/business tasks • Perform technical/business tasks Oversee and / or perform technical business tasks • Define testing requirements • Create and/or review documentation • Lead project team or multiple project teams • Manage inter-related project teams • Provide technical and/or business subject matter expertise • Ensure client satisfaction and overall quality of project delivery • Develop and/or deliver client presentations • Manage overall project escalation process • Manage program and/or project requirements and resources • Provide Strategy consulting 	Minimum of 6 years of IT Related Experience	Bachelor's Degree or Equivalent and proven experience in Computer Science or an Engineering / Scientific Discipline	\$236.18
Advisory Consultant	<ul style="list-style-type: none"> • Validates requirements, prototyping and functionality design • Provides issue resolution as point of contact for technical questions • Presents architecture and design solutions • Manages large team engagement • Defines deliverables for SOW and engagement team • Proven experience in successfully managing all aspects of projects, Project planning, SOW adherence, with multiple workstream and customer interface 	Minimum of 12 years of IT Related Experience	Bachelor's Degree or Equivalent and proven experience in Computer Science or an Engineering / Scientific Discipline	\$270.00

Associate Project Manager	<ul style="list-style-type: none"> • Plan and manage project schedule and budget • Plan and manage project communications • Plan project resource needs, determine resource assignments, review/approve hours • Manage the customer relationship • Manage project team • Schedule and lead project kick-off, status meetings, quality reviews and closeout • Report project status and communicate with customer contact on a regular basis • Provide project scope management • Process project change requests • Manage and monitor project risk/issues/escalations • Track and status progress against milestones • Assist with requirements definition • Assist with development of deliverables • Conduct data gathering • Perform data analysis • Develop project reports • Review/Approve deliverables • Perform Quality Assurance functions • Conduct training • Conduct Financial analysis • Conduct project research 	Minimum of 4 years of IT related experience	Bachelor's Degree or Equivalent and proven experience in Computer Science or an Engineering / Scientific Discipline	\$162.62
Project/Program Manager	<ul style="list-style-type: none"> • Lead Project Team or multiple project teams for routine and complex technical duties involving relevant technical disciplines. • Manage inter-related project teams • Provide technical and /or business subject matter expertise • Ensure client satisfaction and overall quality of project delivery • Develop and or deliver client presentations • Manage overall project escalation process • Manage program and / or project requirements and resources • Provide Strategy consulting • Define testing requirements • Create and/or review documentation 	Minimum of 4 years of IT Related Experience	Proven experience in Computer Science or an Engineering / Scientific Discipline	\$198.16

Sr. Project Manager/Sr. Program Manager	<ul style="list-style-type: none"> • Responsible for the delivery of complex, high risk projects and maintaining project quality • Prepares detailed project plans of an engagement within the standards of project management methodologies • Reviews and validates statement of work (SOW) or project plans • Responsible for the delivery and daily management of activities • Manages the cost budget and the impact of change requests on cost budget • Responsible for Quality Assurance • Participates in customer discussions regarding budget, risk, and impact of changes • Point of contact during the project for all aspects of the engagement • Ensures a strong and seamless relationship by maintaining communications about the project to the stakeholders: customers, management, sales, and delivery personnel 	Minimum of 8 years of IT Related Experience	Bachelor's Degree or Equivalent and proven experience in Computer Science or an Engineering / Scientific Discipline	\$226.00
Sr. Solution Architect	<ul style="list-style-type: none"> • Responsible for the delivery of the technical architectural design, strategies and plans that will be delivered in the engagement • Develops and articulates solutions based on a customer's strategic business or technical requirements • Develops strategies, policies, and best practices for the customer • Adheres to and utilizes proper Escalation and Change Control procedures • Prepares, maintains, and submits activity/progress reports and time recording/management reports in accordance with published procedures • Leads project quality assurance activities • Leads requirements gathering for project engagements. • Designs the Dell technologies solution • Provides technical leadership during the implementation of an engagement • Participates in the installation, customization, and integration of technology solutions • Integrates multiple technologies and applications within a specific customer solution 	Minimum of 8 years of IT Related Experience	Bachelor's Degree or Equivalent and proven experience in Computer Science or an Engineering / Scientific Discipline	\$265.00

Advisory Solution Architect	<ul style="list-style-type: none"> • Performs complex technical duties involving relevant technical disciplines. • Unique Knowledge and / or skills in critical IT Technologies • Perform technical/business analysis • Define technical/business requirements • Define technical/business tasks • Oversee and / or perform technical business tasks • Define testing requirements • Review documentation • Provide technical and/or business subject matter expertise • Ensure complex technical solutions meet customer requirements • Develop and/or deliver client presentations • Provide Strategy consulting 	Subject Matter Expert with unique knowledge and experience in one or more technical disciplines. Minimum of 10 years of IT Experience.	Bachelor's Degree or Equivalent and proven experience in Computer Science or an Engineering / Scientific Discipline, appropriate technical certifications	\$330.65
Sr. Advisory Solution Architect	<ul style="list-style-type: none"> • Performs complex technical duties involving relevant technical disciplines. • Unique Knowledge and / or skills in critical IT Technologies • Perform technical/business analysis • Define technical/business requirements • Define technical/business tasks • Oversee and / or perform technical business tasks • Define testing requirements • Review documentation • Provide technical and/or business subject matter expertise • Ensure complex technical solutions meet customer requirements • Develop and/or deliver client presentations • Provide Strategy consulting 	Minimum of 15 years of IT related experience	Bachelor's Degree or Equivalent and proven experience in Computer Science or an Engineering / Scientific Discipline	\$343.10
Project Coordinator USA	<ul style="list-style-type: none"> • Provides back-office support for projects as directed by Project Manager • Coordinates the collection and distribution of documents developed in the course of a project • Manages a SharePoint repository for the collection of documents related to a defined project 	Minimum of 2 years of IT related experience	Diploma / GED and Proven experience in Computer Science or an Engineering / Scientific Discipline	\$83.82

Notes:

1. Security Clearances. The aforementioned hourly labor rates are for resources without an U.S. Government Security Clearance. Dell personnel may be required to obtain/possess varying levels of security clearances, up to Top Secret/SCI, in the performance of orders issued under this Contract. If such clearances are required, Dell and the Ordering Office may negotiate an hourly rate higher than the above rates, which higher rate considers the added expense associated with employing cleared personnel.

2. OCONUS Resources. The aforementioned hourly labor rates are for resources located within the continental United States. Where the Ordering Office required hourly labor to be performed outside of the continental United States, Dell and the Ordering Office may negotiate an hourly rate higher than the above rates, which higher rate considers the added expense associated with employing US citizens in overseas locations (exclusive of the above Security Clearance adder).

IV. PRO-CONSULT TIED SERVICES PRODUCT PRICE LIST

MFR PART NO (SKU)	PRODUCT NAME	System Type	PRODUCT DESCRIPTION	UOI	GSA OFFER PRICE (inclusive of the .75% IFF) ¹
981-7998	ProConsult	Enterprise	DPS INTERNAL ONLY BILLED IN CP	EA	\$0.00
973-6475	ProConsult	Enterprise	ProConsultICSPvtCldVirtConsVMWareL100000	EA	\$14,912.28
973-6474	ProConsult	Enterprise	ProConsult-ICSPvtCldVirtConsVMWareL10000	EA	\$1,491.21
973-6473	ProConsult	Enterprise	ProConsult-ICSPvtCldVirtCons-VMWareL1000	EA	\$149.12
973-6472	ProConsult	Enterprise	ProConsult-ICS PvtCldVirtCons-VMWareL100	EA	\$14.91
973-6471	ProConsult	Enterprise	ProConsult-ICS PvtCldVirtCons-VMWareL10	EA	\$1.48
973-6470	ProConsult	Enterprise	ProConsult-ICS PvtCldVirtCons-VMWareL1	EA	\$0.14
973-6469	ProConsult	Enterprise	ProConsult-ICS PvtCldVirtCons-VMWareL.01	EA	\$0.01
973-6465	ProConsult	Enterprise	ProConsult-ICS PvtCldVirtCons-VMWareE100	EA	\$95.71
973-6464	ProConsult	Enterprise	ProConsult-ICS PvtCldVirtCons-VMWareE1	EA	\$0.96
973-6463	ProConsult	Enterprise	ProConsult-ICS PvtCldVirtCons-VMWareE.01	EA	\$0.01

V. THIRD PARTY PRODUCT PRICE LIST

Dell's Third Party Price list consists of thousands of individual line items. It will be provided via email upon request.

VI. VMware Professional Services

Hourly Labor Categories, Descriptions and Rates

Title	Hourly Rate
Federal Associate Consultant	\$140.08
Federal Consultant	\$212.38
Federal Sr. Consultant	\$237.12
Federal Consulting Architect	\$292.29
Federal Staff Consulting Architect	\$312.03
Federal Principal Consulting Architect	\$342.35
Federal Program Manager	\$282.66
Federal Associate Project Manager	\$168.51
Federal Project Manager	\$209.60
Federal Sr. Project Manager	\$254.36
Federal Staff Consultant	\$284.54
National Security Associate Consultant	\$154.35
National Security Consultant	\$233.67
National Security Sr. Consultant	\$260.90
National Security Consulting Architect	\$321.67
National Security Staff Consulting Architect	\$342.94
National Security Principal Consulting Architect	\$376.71
National Security Program Manager	\$310.84
National Security Sr. Project Manager	\$250.19
National Security Project Manager	\$206.34
National Security Associate Project Manager	\$158.95
National Security Staff Consultant	\$313.08

Labor Category	Functional Responsibilities	Minimum/ General Experience and Years of Experience	Educational Requirements	Hourly Rate
Federal Associate Consultant	<ul style="list-style-type: none"> • Collaborate with cross-functional VMware project teams which could consist of VMware pre-sales architects, engineers, product management and support staff. • Work as part of a wider project team or on consulting engagements • Contribute to low-level designs and drive adoption of VMware solutions. • Develop use cases into high-quality solutions in your specialist area • Stay within the scope of the contracted work and meet project deadlines. Take ownership and accountability for individual deliverables. • Discusses project matters with Project Managers and senior members of your team. • Contribute details to and successfully execute change requests when required. • Maintain current, high-level technical knowledge of the entire VMware product line and advanced level knowledge of your specialist area 	Recommended 1 – 2 years' experience in a Consulting role	Bachelor's degree as a minimum or demonstrate equivalent experience. CCNA, CCDP, CCNP, VCP-NV or similar certification required.	\$140.08
Federal Consultant	<ul style="list-style-type: none"> • Collaborate with cross-functional VMware project teams which could consist of VMware pre-sales architects, engineers, product management and support staff. • Work as part of a wider project team or on consulting engagements • Contribute to low-level designs while functioning as an advisory resource for "Best Practices" and driving adoption of VMware solutions. • Develop use cases into high-quality solutions in your specialist area • Stay within the scope of the contracted work and meet the deadlines for both time and materials or fixed scope engagements. Take ownership and accountability for individual deliverables. • Discusses project matters with Project Managers, logs support calls and interface with Support • Contribute details to and successfully execute change requests and rollback plans when required demonstrating a good understanding of Change Management processes • Maintain current, high-level technical knowledge of the entire VMware product line and advanced level knowledge of the core VMware product line and your specialist area • Assist in the development of our consulting service offerings as well as developing white papers and best practices 	Recommended 3 – 5 years' experience in a Consulting role	Bachelor's degree as a minimum or demonstrate equivalent experience. CCNA, CCDP, CCNP, VCP-NV or similar certification required.	\$212.38

Federal Sr. Consultant	<ul style="list-style-type: none"> • Collaborate with cross-functional VMware project teams which could consist of VMware pre-sales architects, engineers, product management and support staff. • Work as part of a wider project team or independently act as technical lead on consulting engagements • Confidently gather use case requirements and creation of low-level designs while functioning as an advisory resource for "Best Practices" and driving adoption of VMware solutions. • Develop use cases into high-quality solutions in your specialist area • Actively demonstrate commercial awareness and stay within the scope of the contracted work. • Take ownership and accountability for individual deliverables. • Define project requirements/issues/constraints with PMs. • Make accurate impact assessments, and raise, implement, close down and roll-back plans when required • Maintain current, high-level technical knowledge of the entire VMware product line and future product direction and expert level knowledge of the core VMware product line and your specialist area • Assist in the development of our consulting service offerings as well as developing white papers and best practices 	Recommended 5 – 10 years' experience in a Consulting role	Bachelor's degree as a minimum or demonstrate equivalent experience. CCNA, CCDP, CCNP, VCP-NV or similar certification required.	\$237.12
Federal Consulting Architect	<ul style="list-style-type: none"> • Ownership of business outcomes of projects, lead technical project teams and take accountability for all project deliverables. • Contribute to strategic plan working with sales, pre-sales and the customer to build out a delivery roadmap. • Articulate solution design, integrating both technical and business concepts, and present a transformational journey to project stakeholders. • Work with Project Managers to create project plans with realistic work stream timelines • Confidently gather use case requirements and creation of high and low-level enterprise designs while functioning as a resource for "Best Practices" and driving adoption of VMware solutions. • Ensure the solution being delivered is fit for purpose, referencing the initial business goals and objectives of the project through strong project governance • Maintain current, high-level technical knowledge of the entire VMware product line and future product direction and expert level knowledge of the core VMware product line and your specialist area • Actively demonstrate commercial awareness and stay within the scope of the contracted work. • Assist in the development of our consulting service offerings as well as developing white papers and best practices 	Recommended 3 – 5 years' experience in a Consulting role	Bachelor's degree as a minimum or demonstrate equivalent experience. CCDP, CCNP, CISSP, VCP-NV or similar certification required.	\$292.29

Federal Staff Consulting Architect	<ul style="list-style-type: none"> • Takes ownership of business outcomes of projects, lead technical project teams and take accountability for all project deliverables. • Strategically plan with sales, pre-sales and the customer to build out a delivery roadmap. • Vision new services and requirements and be a trusted advisor to technical decision makers and key project stakeholders on your projects. • Define and present a transformational journey to senior project stakeholders. • Work with project manager on project budget, resource planning and all aspects of efficient delivery. • Confidently gather use case requirements and creation of high-level enterprise designs while functioning as a resource for “Best Practices” and driving adoption of VMware solutions. • Ensure the solution being delivered is fit for purpose, referencing the initial business goals and objectives of the project through strong project governance • Maintain current, high-level technical knowledge of the entire VMware product line and future product direction and expert level knowledge of the core VMware product line and your specialist area • Actively demonstrate commercial awareness and stay within the scope of the contracted work. • Assist in the development of our consulting service offerings as well as developing white papers and best practices 	Recommended 10 years'+ experience in a Consulting or Architecture role	Bachelor's degree as a minimum or demonstrate equivalent experience. CCIE, CCNP, CISSP, VCIX-NV or VCDX-NV or similar required.	\$312.03
Federal Principal Consulting Architect	<ul style="list-style-type: none"> • Takes ownership of business outcomes of projects, lead technical project teams and take accountability for all project deliverables. • Strategically plan with sales, pre-sales and the customer to build out a delivery roadmap. • Vision new services and requirements and be a trusted advisor to technical decision makers and key senior project stakeholders and business leaders. • Define and present a transformational journey to executive stakeholders incorporating 'art of the 'possible' technical solutions with visionary change programmes. • Work with project manager on project budget, resource planning and all aspects of efficient delivery. • Confidently gather use case requirements and creation of high-level enterprise designs while functioning as a resource for “Best Practices” and driving adoption of VMware solutions. • Ensure the solution being delivered is fit for purpose, referencing the initial business goals and objectives of the project through strong project governance • Maintain current, high-level technical knowledge of the entire VMware product line and future product direction and expert level knowledge of the core VMware product line and your specialist area • Demonstrate an excellent understanding of value management and optimise the requirements gathering framework to achieve the best balance between satisfied business needs and resources as agreed in the statement of works • Lead in the development of our consulting service offerings as well as developing white papers and best practices 	Recommended 15 years'+ experience in a Consulting or Architecture role	Bachelor's degree as a minimum or demonstrate equivalent experience. VCDX-NV, CISSP. Also ideally holds the CCIE certification.	\$342.35

Federal Program Manager	<ul style="list-style-type: none"> • Plan, coordinate, track and manage the portfolio to successful completion • Planning and executing program governance model inclusive of project executive sponsorship and stakeholders • Define and manage overall program / portfolio risks and take corrective action in a proactive manner to mitigate those risks • Aggregate and maintain overall program level project plans including charter, scope, work breakdown structures, estimates, resource plans, budget, schedule, open issues, and risk assessment, management and mitigation plans • Orchestrate program delivery to ensure projects/work streams are delivered and executed in alignment with the overall program plan, customer outcomes, and customer satisfaction • Direct and monitor work efforts on a daily basis, identify resource needs, perform quality review; and escalate functional, quality, timeline issues appropriately • Provide clear and timely communication regarding the status of the program – schedule, budget, progress to date, risks etc. - to relevant sponsors and stakeholders • Follow VMware's project management methodology and ensure that projects adhere to the defined methodology and stage gate process • Engage with Sales and Account teams to identify/drive account growth opportunities 	<p>At least 9-15 years of project and program management experience preferably in a Professional services organization.</p>	<p>B.S./B.A./M.S. degree or demonstrated equivalent experience. PMI or PRINCE2 certification.</p>	<p>\$282.66</p>
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Federal Associate Project Manager	<ul style="list-style-type: none"> • Manage the planning, delivery and closure of low risk, low complexity projects types using the PMO methodology and processes, and delivery resources as required to ensure smooth delivery, project closure, customer satisfaction, and harvesting any IP developed by the project • Work with the operations analysts and resource managers to ensure that all VMware systems are maintained for the project to ensure accurate forecasting • Control and tracking of the project deliverables, resources scheduling, revenue tracking reporting as well as partner work orders and cost tracking • Work with delivery resources to manage services and ensure the projects are within schedule, scope, features/functionality, revenue, travel and expenses and margins • Ensure customer satisfaction through smooth project delivery, clear and responsive communications and controlled change, facilitate customer satisfaction and project quality reviews as required • Contribute to PMO standards/processes and best practice development • Maintain a high standard of technical product awareness about the VMware Services catalogue • Ensure adherence to PMO standards and compliance through risk identification and management, active issue management and scope control ensuring that all changes follow the project change control process. • Engage with Sales and Account teams to identify/drive account growth opportunities 	1 - 3 years of project planning and delivery management with a key focus on leveraging PMI principles	B.S./B.A./M.S. degree or demonstrated equivalent experience. PMI or PRINCE2 certified	\$168.51
Federal Project Manager	<ul style="list-style-type: none"> • Plan, coordinate, track and manage project(s) to successful completion • Develop and maintain project plans including charter, scope, work breakdown structures, estimates, resource plans, budget, task dependencies, schedule, open issues, and risk assessment, management and mitigation plans across multiple work streams • Work with resource managers, technical staff and business subject matter experts to orchestrate project delivery to ensure projects are delivered and executed in alignment with the overall project plan, driving customer outcomes, and customer satisfaction • Define and manage overall project risks and take corrective action in a proactive manner to mitigate risks and prevent issues • Direct and monitor work efforts on a daily basis, identify resource needs, perform quality review; and escalate functional, quality, timeline issues appropriately • Provide clear and timely communication regarding the status of the project – schedule, budget, progress to date, risks etc. - to relevant stakeholders • Follow VMware's project management methodology and ensure that projects adhere to the defined methodology and stage gate process • Engage with Sales and Account teams to identify/drive account growth opportunities 	At least 3-5 years of technical project management experience preferably as a in a Professional services organization.	B.S./B.A./M.S. degree or demonstrated equivalent experience. PMI or PRINCE2 certified.	\$209.60

Federal Sr. Project Manager	<ul style="list-style-type: none"> • Plan, coordinate, track and manage project(s) to successful completion • Develop and maintain project plans including charter, scope, work breakdown structures, estimates, resource plans, budget, task dependencies, schedule, open issues, and risk assessment, management and mitigation plans across multiple work streams • Work with resource managers, technical staff and business subject matter experts to orchestrate project delivery to ensure projects are delivered and executed in alignment with the overall project plan, driving customer outcomes, and customer satisfaction • Define and manage overall project risks and take corrective action in a proactive manner to mitigate risks and prevent issues • Direct and monitor work efforts on a daily basis, identify resource needs, perform quality review; and escalate functional, quality, timeline issues appropriately • Provide clear and timely communication regarding the status of the project – schedule, budget, progress to date, risks etc. - to relevant stakeholders • Follow VMware's project management methodology and ensure that projects adhere to the defined methodology and stage gate process • Engage with Sales and Account teams to identify/drive account growth opportunities • Drive continuous improvement of project processes – methodology, templates, best practices etc. based on lessons learned from projects 	<p>At least 5-9 years of technical project management experience in a Professional services organization.</p>	<p>B.S./B.A./M.S. degree or demonstrated equivalent experience. PMI or PRINCE2 certified.</p>	<p>\$254.36</p>
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Federal Staff Consultant	<ul style="list-style-type: none"> • Collaborate with cross-functional VMware project teams which could consist of VMware pre-sales architects, engineers, product management and support staff. • Work as part of a wider project team or act as technical lead on consulting engagements • Confidently gather use case requirements and creation of high and low-level enterprise designs while functioning as a resource for "Best Practices" and driving adoption of VMware solutions. • Develop use cases into high-quality solutions in your specialist area • Actively demonstrate commercial awareness and stay within the scope of the contracted work. • Take ownership and accountability for individual deliverables. • Vision new services and requirements and be a trusted advisor to technical decision makers and key project stakeholders on your projects. • Define project requirements/issues/constraints with PMs and interface with engineers to discuss project product issues/limitations and offering workarounds • Strategically plan with pre-sales and Architects to build out the delivery roadmap in specialist and integrating areas. • Maintain current, high-level technical knowledge of the entire VMware product line and future product direction and expert level knowledge of the core VMware product line and your specialist area • Assist in the development of our consulting service offerings as well as developing white papers and best practices 	Recommended 10 years'+ experience in a Consulting role	Bachelor's degree as a minimum or demonstrate equivalent experience. CCIE, CCNP, CISSP, VCIX-NV or VCDX-NV or similar required.	\$284.54
National Security Associate Consultant	<ul style="list-style-type: none"> • Collaborate with cross-functional VMware project teams which could consist of VMware pre-sales architects, engineers, product management and support staff. • Work as part of a wider project team or on consulting engagements • Contribute to low-level designs and drive adoption of VMware solutions. • Develop use cases into high-quality solutions in your specialist area • Stay within the scope of the contracted work and meet project deadlines. Take ownership and accountability for individual deliverables. • Discusses project matters with Project Managers and senior members of your team. • Contribute details to and successfully execute change requests when required. • Maintain current, high-level technical knowledge of the entire VMware product line and advanced level knowledge of your specialist area 	Recommended 1 – 2 years' experience in a Consulting role	Bachelor's degree as a minimum or demonstrate equivalent experience. CCNA, CCDP, CCNP, VCP-NV or similar certification required.	\$154.35

National Security Consultant	<ul style="list-style-type: none"> • Collaborate with cross-functional VMware project teams which could consist of VMware pre-sales architects, engineers, product management and support staff. • Work as part of a wider project team or on consulting engagements • Contribute to low-level designs while functioning as an advisory resource for "Best Practices" and driving adoption of VMware solutions. • Develop use cases into high-quality solutions in your specialist area • Stay within the scope of the contracted work and meet the deadlines for both time and materials or fixed scope engagements. Take ownership and accountability for individual deliverables. • Discusses project matters with Project Managers, logs support calls and interface with Support • Contribute details to and successfully execute change requests and rollback plans when required demonstrating a good understanding of Change Management processes • Maintain current, high-level technical knowledge of the entire VMware product line and advanced level knowledge of the core VMware product line and your specialist area • Assist in the development of our consulting service offerings as well as developing white papers and best practices 	Recommended 3 – 5 years' experience in a Consulting role	Bachelor's degree as a minimum or demonstrate equivalent experience. CCNA, CCDP, CCNP, VCP-NV or similar certification required.	\$233.67
National Security Sr. Consultant	<ul style="list-style-type: none"> • Collaborate with cross-functional VMware project teams which could consist of VMware pre-sales architects, engineers, product management and support staff. • Work as part of a wider project team or independently act as technical lead on consulting engagements • Confidently gather use case requirements and creation of low-level designs while functioning as an advisory resource for "Best Practices" and driving adoption of VMware solutions. • Develop use cases into high-quality solutions in your specialist area • Actively demonstrate commercial awareness and stay within the scope of the contracted work. • Take ownership and accountability for individual deliverables. • Define project requirements/issues/constraints with PMs. • Make accurate impact assessments, and raise, implement, close down and roll-back plans when required • Maintain current, high-level technical knowledge of the entire VMware product line and future product direction and expert level knowledge of the core VMware product line and your specialist area • Assist in the development of our consulting service offerings as well as developing white papers and best practices 	Recommended 5 – 10 years' experience in a Consulting role	Bachelor's degree as a minimum or demonstrate equivalent experience. CCNA, CCDP, CCNP, VCP-NV or similar certification required.	\$260.90

National Security Consulting Architect	<ul style="list-style-type: none"> • Ownership of business outcomes of projects, lead technical project teams and take accountability for all project deliverables. • Contribute to strategic plan working with sales, pre-sales and the customer to build out a delivery roadmap. • Articulate solution design, integrating both technical and business concepts, and present a transformational journey to project stakeholders. • Work with Project Managers to create project plans with realistic work stream timelines • Confidently gather use case requirements and creation of high and low-level enterprise designs while functioning as a resource for “Best Practices” and driving adoption of VMware solutions. • Ensure the solution being delivered is fit for purpose, referencing the initial business goals and objectives of the project through strong project governance • Maintain current, high-level technical knowledge of the entire VMware product line and future product direction and expert level knowledge of the core VMware product line and your specialist area • Actively demonstrate commercial awareness and stay within the scope of the contracted work. • Assist in the development of our consulting service offerings as well as developing white papers and best practices 	Recommended 3 – 5 years' experience in a Consulting role	Bachelor's degree as a minimum or demonstrate equivalent experience. CCDP, CCNP, CISSP, VCP-NV or similar certification required.	\$321.67
National Security Staff Consulting Architect	<ul style="list-style-type: none"> • Takes ownership of business outcomes of projects, lead technical project teams and take accountability for all project deliverables. • Strategically plan with sales, pre-sales and the customer to build out a delivery roadmap. • Vision new services and requirements and be a trusted advisor to technical decision makers and key project stakeholders on your projects. • Define and present a transformational journey to senior project stakeholders. • Work with project manager on project budget, resource planning and all aspects of efficient delivery. • Confidently gather use case requirements and creation of high-level enterprise designs while functioning as a resource for “Best Practices” and driving adoption of VMware solutions. • Ensure the solution being delivered is fit for purpose, referencing the initial business goals and objectives of the project through strong project governance • Maintain current, high-level technical knowledge of the entire VMware product line and future product direction and expert level knowledge of the core VMware product line and your specialist area • Actively demonstrate commercial awareness and stay within the scope of the contracted work. • Assist in the development of our consulting service offerings as well as developing white papers and best practices 	Recommended 10 years'+ experience in a Consulting or Architecture role	Bachelor's degree as a minimum or demonstrate equivalent experience. CCIE, CCNP, CISSP, VCIX-NV or VCDX-NV or similar required.	\$342.94

National Security Principal Consulting Architect	<ul style="list-style-type: none"> • Takes ownership of business outcomes of projects, lead technical project teams and take accountability for all project deliverables. • Strategically plan with sales, pre-sales and the customer to build out a delivery roadmap. • Vision new services and requirements and be a trusted advisor to technical decision makers and key senior project stakeholders and business leaders. • Define and present a transformational journey to executive stakeholders incorporating 'art of the 'possible' technical solutions with visionary change programmes. • Work with project manager on project budget, resource planning and all aspects of efficient delivery. • Confidently gather use case requirements and creation of high-level enterprise designs while functioning as a resource for "Best Practices" and driving adoption of VMware solutions. • Ensure the solution being delivered is fit for purpose, referencing the initial business goals and objectives of the project through strong project governance • Maintain current, high-level technical knowledge of the entire VMware product line and future product direction and expert level knowledge of the core VMware product line and your specialist area • Demonstrate an excellent understanding of value management and optimise the requirements gathering framework to achieve the best balance between satisfied business needs and resources as agreed in the statement of works • Lead in the development of our consulting service offerings as well as developing white papers and best practices 	Recommended 15 years'+ experience in a Consulting or Architecture role	Bachelor's degree as a minimum or demonstrate equivalent experience. VCDX-NV, CISSP. Also ideally holds the CCIE certification.	\$376.71
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National Security Program Manager	<ul style="list-style-type: none"> • Plan, coordinate, track and manage the portfolio to successful completion • Planning and executing program governance model inclusive of project executive sponsorship and stakeholders • Define and manage overall program / portfolio risks and take corrective action in a proactive manner to mitigate those risks • Aggregate and maintain overall program level project plans including charter, scope, work breakdown structures, estimates, resource plans, budget, schedule, open issues, and risk assessment, management and mitigation plans • Orchestrate program delivery to ensure projects/work streams are delivered and executed in alignment with the overall program plan, customer outcomes, and customer satisfaction • Direct and monitor work efforts on a daily basis, identify resource needs, perform quality review; and escalate functional, quality, timeline issues appropriately • Provide clear and timely communication regarding the status of the program – schedule, budget, progress to date, risks etc. - to relevant sponsors and stakeholders • Follow VMware's project management methodology and ensure that projects adhere to the defined methodology and stage gate process • Engage with Sales and Account teams to identify/drive account growth opportunities 	At least 9-15 years of project and program management experience preferably in a Professional services organization.	B.S./B.A./M.S. degree or demonstrated equivalent experience. PMI or PRINCE2 certification.	\$310.84
National Security Sr. Project Manager	<ul style="list-style-type: none"> • Plan, coordinate, track and manage project(s) to successful completion • Develop and maintain project plans including charter, scope, work breakdown structures, estimates, resource plans, budget, task dependencies, schedule, open issues, and risk assessment, management and mitigation plans across multiple work streams • Work with resource managers, technical staff and business subject matter experts to orchestrate project delivery to ensure projects are delivered and executed in alignment with the overall project plan, driving customer outcomes, and customer satisfaction • Define and manage overall project risks and take corrective action in a proactive manner to mitigate risks and prevent issues • Direct and monitor work efforts on a daily basis, identify resource needs, perform quality review; and escalate functional, quality, timeline issues appropriately • Provide clear and timely communication regarding the status of the project – schedule, budget, progress to date, risks etc. - to relevant stakeholders • Follow VMware's project management methodology and ensure that projects adhere to the defined methodology and stage gate process • Engage with Sales and Account teams to identify/drive account growth opportunities • Drive continuous improvement of project processes – methodology, templates, best practices etc. based on lessons learned from projects 	At least 5-9 years of technical project management experience in a Professional services organization.	B.S./B.A./M.S. degree or demonstrated equivalent experience. PMI or PRINCE2 certified.	\$250.19

National Security Project Manager	<ul style="list-style-type: none"> • Plan, coordinate, track and manage project(s) to successful completion • Develop and maintain project plans including charter, scope, work breakdown structures, estimates, resource plans, budget, task dependencies, schedule, open issues, and risk assessment, management and mitigation plans across multiple work streams • Work with resource managers, technical staff and business subject matter experts to orchestrate project delivery to ensure projects are delivered and executed in alignment with the overall project plan, driving customer outcomes, and customer satisfaction • Define and manage overall project risks and take corrective action in a proactive manner to mitigate risks and prevent issues • Direct and monitor work efforts on a daily basis, identify resource needs, perform quality review; and escalate functional, quality, timeline issues appropriately • Provide clear and timely communication regarding the status of the project – schedule, budget, progress to date, risks etc. - to relevant stakeholders • Follow VMware's project management methodology and ensure that projects adhere to the defined methodology and stage gate process • Engage with Sales and Account teams to identify/drive account growth opportunities 	At least 3-5 years of technical project management experience preferably as a in a Professional services organization.	B.S./B.A./M.S. degree or demonstrated equivalent experience. PMI or PRINCE2 certified.	\$206.34
National Security Associate Project Manager	<ul style="list-style-type: none"> • Manage the planning, delivery and closure of low risk, low complexity projects types using the PMO methodology and processes, and delivery resources as required to ensure smooth delivery, project closure, customer satisfaction, and harvesting any IP developed by the project • Work with the operations analysts and resource managers to ensure that all VMware systems are maintained for the project to ensure accurate forecasting • Control and tracking of the project deliverables, resources scheduling, revenue tracking reporting as well as partner work orders and cost tracking • Work with delivery resources to manage services and ensure the projects are within schedule, scope, features/functionality, revenue, travel and expenses and margins • Ensure customer satisfaction through smooth project delivery, clear and responsive communications and controlled change, facilitate customer satisfaction and project quality reviews as required • Contribute to PMO standards/processes and best practice development • Maintain a high standard of technical product awareness about the VMware Services catalogue • Ensure adherence to PMO standards and compliance through risk identification and management, active issue management and scope control ensuring that all changes follow the project change control process. • Engage with Sales and Account teams to identify/drive account growth opportunities 	1 - 3 years of project planning and delivery management with a key focus on leveraging PMI principles	B.S./B.A./M.S. degree or demonstrated equivalent experience. PMI or PRINCE2 certified	\$158.95

National Security Staff Consultant	<ul style="list-style-type: none"> • Collaborate with cross-functional VMware project teams which could consist of VMware pre-sales architects, engineers, product management and support staff. • Work as part of a wider project team or act as technical lead on consulting engagements • Confidently gather use case requirements and creation of high and low-level enterprise designs while functioning as a resource for “Best Practices” and driving adoption of VMware solutions. • Develop use cases into high-quality solutions in your specialist area • Actively demonstrate commercial awareness and stay within the scope of the contracted work. • Take ownership and accountability for individual deliverables. • Vision new services and requirements and be a trusted advisor to technical decision makers and key project stakeholders on your projects. • Define project requirements/issues/constraints with PMs and interface with engineers to discuss project product issues/limitations and offering workarounds • Strategically plan with pre-sales and Architects to build out the delivery roadmap in specialist and integrating areas. • Maintain current, high-level technical knowledge of the entire VMware product line and future product direction and expert level knowledge of the core VMware product line and your specialist area • Assist in the development of our consulting service offerings as well as developing white papers and best practices 	Recommended 10 years'+ experience in a Consulting role	Bachelor's degree as a minimum or demonstrate equivalent experience. CCIE, CCNP, CISSP, VCIX-NV or VCDX-NV or similar required.	\$313.08
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Notes:

1. VMware Professional Services offered domestically. In the event you want to purchase these services for an OCONUS location, please contact your Inside Sale Representative.

APPENDIX B

MASTER SERVICES ADDENDUM

This MASTER SERVICES ADDENDUM (the “**Addendum**”) is incorporated into task and delivery orders for Professional Services and Factory Integration Services procured by the Government under the FSS Contract.

1. SERVICES

This Addendum shall apply each time Government engages Dell to provide services under any FSS Contract Special Item Number. All services provided will be described in one or more of the following: (i) “**Service Descriptions**” in the GSA Schedule; (ii) mutually agreed “**Statement of Work**” (“**SOW**”); or (iii) “**Technical Specification Form**” as applicable (the “**Services**”). In the event of a conflict between the terms of this Agreement and a Service Description, SOW, or Technical Specification Form, the terms of these documents will be followed according to the following order of preference: (1) GSA Schedule; (2) the SOW or Technical Specification Form; and (3) Service Descriptions.

2. TERMS

a. Requests for Service; Quotes and Delivery Orders. All Delivery Orders for Services must specify Dell's quotation (if any), and reference the Service(s) requested and invoice address. The Government may place Delivery Orders in writing, by telephone or by facsimile transmission. Telephone Delivery Orders must be confirmed in writing. All Delivery Orders are subject to acceptance by Dell, which will not be unreasonably withheld.

b. The prices charged for Services purchased under this Addendum will be Dell's then current GSA price for such Services or as otherwise negotiated between Dell and Government. If the Services are being performed on a time and materials basis, any estimates provided by Dell are for planning purposes only.

3. PURCHASE OF THIRD PARTY PRODUCTS, SOFTWARE INSTALLATION

"Third Party Products" means any hardware or software, other than parts that are Dell branded and originally listed on Dell's standard parts lists (“**Dell Standard Products**”), that are used in the Services, whether provided by Government or procured for Government by Dell. Government shall be responsible for procuring any Third Party Products used in the Services; however Government may request that Dell procure the Third Party Products. In the event the Third Party Products procured by Dell are not used for the Services within a reasonable time following purchase of the parts by Dell, the Third Party Products will be shipped and invoiced to Government and Government will pay for these parts within thirty (30) days after the date of invoice. Dell is not responsible for any revision or engineering changes in any Third Party Products used in the Services. For software provided by Government, Government authorizes Dell (or otherwise obtains the rights for Dell) to copy, install and modify, if necessary (and required by the Technical Specification Form), all software to be used in the Services or to be recorded in electronic media for subsequent re-installation of backup. Government warrants to Dell that it has obtained any licenses, consents, or approvals required to give Dell and its subcontractors or employees the right or license to access, copy, distribute, use and/or modify (including creating derivative works) any Third Party Products and custom software to be used in the Services, without infringing the ownership or license rights (including patent and copyright) of the providers or owners of such products

4. PROPRIETARY RIGHTS

a. Subject to b. below, right, title and interest in and to any programs, systems, data or materials first created or prepared by Dell under this Agreement including, without limitation, any copyrights, patents, and other intellectual property rights therein, shall vest in the Government in accordance with FAR 52.227-14 Rights in Data – General, where such work is specifically identified by CLIN on the Delivery Order as deliverable data or restricted computer software. Government rights in data and restricted computer software not separately called out under a Delivery Order CLIN, if any, shall be in accordance with FAR Part 12.

b. The Government acknowledges that from time-to-time Dell develops certain reusable computer software, techniques, information, training material and documentation (“**Utilities**”). Utilities are Dell's proprietary information and intellectual property. To the extent consistent with FAR 52.227-14, Dell grants the Government Purpose

Limited Rights to use those Utilities incorporated into the products developed for the Government. Subject to the foregoing, Dell retains all rights to the Utilities for any future use. The Government shall protect the Utilities according to the policies and procedures it uses for its own similar proprietary information and intellectual property.

5. EXPORT; REGULATORY REQUIREMENTS.

- a. Export. Government warrants that any software provided by Government and used as part of the Services contains no encryption or, to the extent that it contains encryption, such software is approved for export under Bureau of Export Administration export license exception GOV.
- b. Regulatory Requirements. Dell shall not be under any obligation to perform any Service Description, SOW or Technical Specification Form or to install any Third Party Products as part of the Services or proceed with Services if such Third Party Products, or the resulting software, do not satisfy the local regulatory requirements of the country to which the Products are to be shipped.

6. GOVERNMENT RESPONSIBILITIES

It is the Government's responsibility to backup data on its systems. DELL IS NOT RESPONSIBLE FOR LOSS OF OR DAMAGE TO DATA OR LOSS OF USE OF ANY OF THE GOVERNMENT'S COMPUTER OR NETWORK SYSTEMS. Government acknowledges that Dell's performance and delivery of the Services are contingent upon: (i) Government providing access to its personnel, facilities, equipment, hardware, software, network and information and (ii) Government's timely decision-making, notification of relevant issues or information and granting of approvals and/or permission. Government will promptly obtain and provide to Dell any required consents necessary for Dell's performance of the Services described in the applicable Service Description, SOW or Technical Specification Form. Government agrees that any information or data disclosed or sent to Dell, over the telephone, electronically or otherwise, is not confidential or proprietary to Government, unless disclosed pursuant to a mutual NDA executed by the Parties. Some Services may require Dell to access hardware or software that is not manufactured by Dell. Some manufacturers' warranties may become void if Dell or its authorized representative, works on the hardware or software. DELL TAKES NO RESPONSIBILITY FOR THIRD PARTY WARRANTIES OR FOR ANY EFFECT THAT THE DELL SERVICES MAY HAVE ON SAME.

7. LIMITATION OF SERVICES

Except as stated below, when Services consist of repair of Dell systems, such Services shall be those repair services that are necessary because of any existing defect or a defect occurs in materials or workmanship in the system or in any system component covered by this Agreement. Preventive maintenance is not included. **Repairs necessitated by software problems, or as a result of alteration, adjustment, or repair by anyone other than Dell (or its representatives) are not included.** Unless otherwise provided in the SOW, Services do not include repair of any system or system component which has been damaged as a result of: (i) accident, misuse, or abuse of the system or component (such as, but not limited to, use of incorrect line voltages, use of incorrect fuses, use of incompatible devices or accessories, improper or insufficient ventilation, or failure to follow operating instructions) by anyone other than Dell (or its representatives), (ii) an act of God such as, but not limited to, lightning, flooding, tornado, earthquakes, and hurricanes, or (iii) the moving of the system from one geographic location to another or from one entity to another.

APPENDIX C
OPTIONAL SUPPLEMENTAL LEASE TERMS

As authorized by Option 2 of SIN 532420L, Dell proposes the following Supplemental Lease Terms for Ordering Activity consideration:

Supplemental Terms and Conditions

There are in addition to the terms and conditions included in Dell's GSA Contract # GS-35F-0884P.

The Ordering Activity is responsible for the obligation of funds consistent with applicable law. Agencies are advised to review the lease terms and conditions contained in this quote prior to ordering and obligating funding for a lease.

1. Base Interest Rates in the GSA Leasing Terms and Conditions are indexed to Treasury constant maturities as quoted in the Federal Statistical Release H.15 (519) as of the preceding date closest to the date of the Lease Quote.
2. This Lease quote is valid for thirty (30) days from the date of the Lease Quote. In the event an order is not issued by the Government within such thirty (30) days, Dell reserves the right to re-quote the lease pricing or extend the original quote in writing. The Delivery Order issued to initiate a lease based on this Lease Quote must be in compliance with GSA SIN 532420L, Option 2, of the referenced GSA Contract. A lease order issued hereunder is subject to Dell acceptance and/or Dell's credit approval.
3. The Government agrees that early termination is highly unlikely because the acquisition, quantity and use of the involved products are deemed to be essential to its operations and will complete an Essential Use Certificate to that effect if required by Lessor. Further, the Government reasonably believes that funds in an amount sufficient to make all payments during the Lease Term can be obtained and agrees to take all reasonable positive action to obtain and maintain such funds. This proposed lease is subject to Credit Approval by the Lessor's Credit Review Committee Except for any maintenance-responsibilities included in the Lease, the Government agrees that, by accepting the Lease and providing the Product for the Government's use, Dell has fully performed its obligation under the Lease.
4. Termination for Convenience of the Government: Leases entered into under this option may not be terminated except by the ordering activities' contracting officer responsible for the delivery order in accordance with FAR 52.212-4, Contract Terms and Conditions-Commercial Items, paragraph (l), Termination for Convenience of the Government. In the event of a Termination for Convenience of the Government, the Government will promptly pay Dell, or its assignee, the following: i) the sum of the current fiscal year's payment obligations, including any applicable taxes, less any payments made to the date of termination; plus ii) the Termination Ceiling, which will be the present value of the remaining Lease Payments over the Lease Term discounted at the like-term Treasury yield % used to calculate the periodic Lease Payments, interpolated to the number of months remaining in the Lease Term, plus any unpaid taxes or other charges then due.
5. Notwithstanding the provisions of SIN 532420L, for Leases with the Option to Own - Fair Market Value end of lease purchase option, the purchase option available to the Government at the end of the Lease Term shall be based on the then current Fair Market Value. The Government understands that it accrues no equity or partial ownership to the products by virtue of Lease Payments paid hereunder. The Fair Market Value shall be determined by Dell, or its assignee, on the basis of and shall be the value which would be obtained in an arm's length transaction between an informed and willing buyer and an informed and willing seller under no compulsion by either party to perform the transaction.
6. Dell, or its assignee, will invoice, and the Government agrees to pay such periodic Lease payments in accordance with Section 2 / Payment Schedule as incorporated in your Lease Quote, prior to the beginning of the period for which the charges accrue. For Prompt Payment Act provisions, all invoices are due upon receipt of invoice, and are payable not later than the payment due date listed on the invoice or the 30th day from the start

of the payment period in accordance with the Prompt Payment Act provisions 5 CFR Part 1315.4g and FAR 52.232-25. Prompt Payment Act (1315.10) interest penalties shall apply for all payments not made in accordance with this clause.

7. Products may only be terminated at the Delivery Order level in accordance with the termination provisions set forth in SIN 532420L. In the event the Government exercises its right to terminate a lease under SIN 532420L, the Government shall be required to return all the products included in the Delivery Order to Contractor in accordance with the return provisions set forth therein. The end of lease purchase option is available to the Government only upon satisfaction of all payment obligations for the full Lease Term and is not applicable to a lease termination prior to the end of the Lease Term.

8. It is the Government's intent to exercise each renewal option and to extend the lease until completion of the Lease Term provided the needs of the Government for the products or functionally similar products continue to exist. Accordingly, the Government shall not replace the products leased under this delivery order with functionally similar products during the Lease Term specified in the delivery order. . For purposes of this clause, replacement includes reverting to the means by which the Government met the bona fide functional need before the Government issued the Order.

9. In the event you are of the opinion that any charges or credits on an invoice are not billed properly, the Government will promptly pay the portion of the invoice not in question and immediately provide Dell, or its assignee, with detailed written notice of the items in question.

10. To the extent permitted by the Agency Federal Acquisition Regulation supplement of the Ordering Activity, FAR Clause 52.232-23, Assignment of Claims, Alternate I, is hereby incorporated by reference. Payments to an Assignee of any amounts due or to become due under this lease, shall not, to the extent specified in the Act, be subject to reduction or setoff.

11. Purchase Option - In the event the Government wishes to buy-out the lease at any time, during or at the end of the Lease Term, the Government will be required to pay a lump sum amount equal to the present value of all outstanding Lease Payments discounted at the rate of Treasury Constant Maturities as published in the Federal Reserve statistical release H.15 in effect at the time of the original order, interpolated to the number of months remaining in the Lease Term, plus any applicable end of lease purchase option, Fair Market Value or pre-stated purchase option price, and any unpaid taxes or other charges then due. The election to purchase at the end of the Lease Term shall require purchase of all of the leased Products included in the Delivery Order. The end of the lease option elected by the Government shall be the same for all of the products included in the Delivery Order.

12. Form of Payment: The Government will pay Dell, or its assignees, by Electronic Funds Transfer (EFT), wire or check. No credit cards will be allowed as a form of payment under this lease agreement.

13. Acceptance: Acceptance shall occur on the first day after delivery of the product to the Government.

14. Risk of Loss: The Government assumes and shall bear the entire risk of loss and damage, whether or not insured against, to the products from any and every cause whatsoever from the date the products are delivered to the Government's ship to location until the products are either returned to the Contractor's designated return location or purchased by the Government, except for any loss or injury resulting from the negligence or fault of Contractor. No loss or damage to the products or any part thereof shall impair any obligation of the Government under the relevant Order, including but not limited to the Government's obligation to make payments under such Order, which obligations shall continue in full force and effect. In the event of loss or damage of any kind to any products, the Government, at the Government's option, shall: (i) Place the same in good repair, condition and working order to the satisfaction of Contractor within 90 days of such loss or damage; or (ii) Pay Contractor the amount equivalent to the Purchase Option price calculated as described in Paragraph 11 above.

15. Title: During the Lease Term, products shall always remain the property of the Contractor. The Government shall have no property right or interest in the products except as provided herein and shall hold the products subject and subordinate to the rights of the Contractor. Software and software licenses shall be deemed personal property. The Government shall have no right or interest in the software and related documentation

except as provided in the license and the lease. Upon the Commencement Date of the Lease Term, the Government shall have an encumbered license to use the software for the Lease Term. The Government's encumbered license rights in the software will be subject to the same rights as provided to a purchaser of a license under the terms of this contract except that the Government will not have an unencumbered, paid-up license until it has paid the applicable purchase option price.

Unless otherwise agreed to in writing by the parties, the above supplements Dell's GSA SIN 532420L and apply to any lease entered into by the parties.