

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

The DoD Enterprise Software Initiative (ESI) team through its assigned Contracting Office, the NAVSUP Fleet Logistics Center Norfolk (FLCN) - Mechanicsburg, PA has renewed the Adobe Volume Licensing Cumulative License Program (CLP). The new "Primary" CLP Agreement is available for ordering by all DoD Components and is in place for two years, from July 1, 2016 – June 30, 2018. In addition to the primary agreement, the DoD has chosen to institute an additional eleven (11) CLP agreements which are outlined below. As the primary Program Member, DoD has achieved the highest Government Level 2 discount level for all DoD Program Member Affiliates. DoD Program Member Affiliates are entities that are subject to the same organizational, political, and regulatory schemes as the Government entity that is the Program Member.

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

Beginning in July 2016 through June 2017, a new series of 12 CLPs (each CLP aligns with a month in the year) will be established to process purchases that occur during that month. Each CLP will begin on the 1st day of each month and will run for a full two-year period, ending on the last day of the last month.

The following two tables depict the 2014 CLP Agreements that will be expiring according to their effective periods and the 2016 CLP Agreements that have been newly executed to replace the expiring agreements.

2014 EXPIRING AGREEMENTS		2016 NEWLY EXECUTED	
5.0 AGREEMENT #	EFFECTIVE PERIODS	5.0 AGREEMENT #	EFFECTIVE PERIODS
CLP 4400405715	07/01/2014 through 06/30/2016	CLP 4400628239	07/01/2016 through 06/30/2018
CLP 4400405716	08/01/2014 through 07/31/2016	CLP 4400628240	08/01/2016 through 07/31/2018
CLP 4400405717	09/01/2014 through 08/31/2016	CLP 4400628241	09/01/2016 through 08/31/2018
CLP 4400405718	10/01/2014 through 09/30/2016	CLP 4400628242	10/01/2016 through 09/30/2018
CLP 4400405719	11/01/2014 through 10/31/2016	CLP 4400628243	11/01/2016 through 10/31/2018
CLP 4400405720	12/01/2014 through 11/30/2016	CLP 4400628244	12/01/2016 through 11/30/2018
CLP 4400405721	01/01/2015 through 12/31/2016	CLP 4400628245	01/01/2017 through 12/31/2018
CLP 4400405724	02/01/2015 through 01/31/2017	CLP 4400628246	02/01/2017 through 01/31/2019
CLP 4400405725	03/01/2015 through 02/28/2017	CLP 4400628247	03/01/2017 through 02/28/2019
CLP 4400405726	04/01/2015 through 03/31/2017	CLP 4400628248	04/01/2017 through 03/31/2019
CLP 4400405727	05/01/2015 through 04/30/2017	CLP 4400628249	05/01/2017 through 04/30/2019
CLP 4400405728	06/01/2015 through 05/31/2017	CLP 4400628250	06/01/2017 through 05/31/2019

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

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

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

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

Carahsoft Technology Cage Code: 1P3C5 Niki Quan niki.guan@carahsoft 703-871-8541	CDW Government, LLC Cage Code: 1KH72 Marianne Swann marianne.swann@cdwg.com 703-621-8220	DELL Marketing L.P. Cage Code: 3DMD3 Jennifer Northcut jennifer_northcut@dell.com 512-723-0854
Emergent LLC Cage Code: 4J2K1 Dan Wells dwells@emergent360.com 703-994-3479	GovConnection Cage Code: 0GTJ3 Andre Richmond arichmond@govconnection.com 603-683-2337	Insight Public Sector Cage Code: 575H6 Leah Carson leah.carson@insight.com 507-742-2253
SHI International Cage Code: 1HTF0 Lance Lorenz lance_lorenze@shi.com 732-564-8333	Softmart Government Cage Code: 1LW45 Terri Karol terri.karol@softmart.com 703-443-2744	

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

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

SUMMARY

- Upgrade Plan is optional and can be purchased for all, some, or none of the purchased Licenses.
- After the initial three months of each CLP, Upgrade Plan can only be purchased for new and upgrade Licenses and must be purchased at the same time the new and upgrade Licenses are purchased. Otherwise, the opportunity to purchase an Upgrade Plan for the new or upgrade License will not be available for the duration of the CLP membership.

- Upgrade Plan which is ordered after the first three months of the CLP membership is prorated by three-month increments. For example, Licenses and Upgrade Plan purchased during the fourth month of new CLP will pay for nine months of Upgrade Plan coverage. This nine month coverage will then cover the Customer until the 12th month of the CLP membership. All Upgrade Plan orders have a coterminous end date that follows the timeline of the CLP agreement itself.
- Upgrade Plan renewals shall be paid via a purchase order or credit card transaction to the designated ALC. Note: There is no penalty for non-payment of the second annual payment other than discontinuation of the Upgrade Plan coverage. If Upgrade Plan coverage is allowed to lapse, the opportunity to purchase an Upgrade Plan for the existing License(s) will not be available for the duration of the CLP membership unless the Customer agrees to pay for any lapse in coverage and only if the existing License(s) are at the current shipping version. For details on lapsed coverage payment, please contact your ALC reseller, who will facilitate through Adobe.
- Upgrade Plan begins on the day the purchase order is completed and expires according to the CLP timeline: either at the end of the first year of the two year CLP, or alternatively, on the last day of the CLP.
- Customers ordering Upgrade Plan for a product in the same month as a new version of that product is announced, but before the announcement date, are eligible for an upgrade to the new version. Program members should contact Adobe Customer Service at **(800) 443-8158** to request an upgrade at no additional charge.

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

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

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

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

The following table depicts the Upgrade Plan Payment Options for the Primary CLP, which begins **July 01, 2016 and expires June 30, 2018**. This table illustrates the available window of purchase for a single year of New Upgrade Plan coverage, which can be purchased in 3, 6, 9 or 12 month pro-rated options.

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

TABLE A – Upgrade Plan Purchase Options

Month of the CLP Membership								
	Months 1-3	Months 4-6	Months 7-9	Months 10-12	Months 13-15	Months 16-18	Months 19-21	Months 22-24 *
Available Window of Purchase	Jul 1, 2016 to Sep 30, 2016	Oct 1, 2016 to Dec 31, 2016	Jan 1, 2017 to Mar 31, 2017	Apr 1, 2017 to Jun 30, 2017	Jul 1, 2017 to Sep 30, 2017	Oct 1, 2017 to Dec 31, 2017	Jan 1, 2018 to Mar 31, 2018	Apr 1, 2018 to Jun 30, 2018
New Upgrade Plan - SKUs Available for Purchase with New or Upgrade license	<u>12 month New Upgrade Plan SKU</u>	<u>9 month New Upgrade Plan SKU</u>	<u>6 month New Upgrade Plan SKU</u>	<u>3 month New Upgrade Plan SKU</u>	<u>12 month New Upgrade Plan SKU</u>	<u>9 month New Upgrade Plan SKU</u>	<u>6 month New Upgrade Plan SKU</u>	<u>3 month New Upgrade Plan SKU</u>
Renewal Upgrade Plan - SKUs Available for Purchase					<u>12 month Renewal Upgrade Plan SKU</u>			

* Upgrade Plan is not available for purchase in the last 30 days of any CLP. Upgrade Plan purchased in months 22-24 provides coverage through the last day of the CLP, which in this example runs through June 30, 2018.

5. Guidelines Applicable to Individual Order Requirements:

- A. Customers purchasing Licenses ONLY (without Upgrade Plan) – DoD ESI ALC resellers will process your order under the CLP (Primary) Agreement # 4400628239.
- B. Customers purchasing Licenses (New or Upgrade) with an Upgrade Plan – DoD ESI ALC resellers will process your order under the applicable CLP that is currently in effect at the time of purchase, unless the customer specifically request the order be processed under a different CLP, which will be considered on a case by case basis. The following scenario may be one reason for processing an order under a different CLP agreement:
 - 1. Customer wants to manage and consolidate all their Upgrade Plans (for their new and existing Licenses) under one CLP agreement. As part of the market research, the Customer should work with their Ordering Office and/or a DoD ESI ALC reseller for assistance in determining the applicable CLP agreement. Customer considerations should include:
 - a. What CLP Agreement was used for the majority of my License Upgrade Plans? This information can be found on the Adobe License Certificate that is provided to the end-use customer at time of License purchase.
 - b. What is the CLP effective period for the majority of my License Upgrade Plans?
 - c. When are funds available for Upgrade Plan renewals?
 - d. What information should be provided to my Ordering Office for inclusion in the Request for Quote (RFQ)?

At a minimum, the RFQ should contain the following:

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

v) The CLP product part number (Refer to BPA Attachment A).

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

1. DoD ESI ALC resellers will assist the Customer in determining which CLP is applicable for the renewal, if the Customer does not have access to this information. Customers should provide the following information to their Ordering Office for inclusion in the RFQ:

- a. The CLP agreement number that was provided on the Adobe License Certificate of the previous Upgrade Plan.
- b. The CLP effective period (Upgrade Plan period of performance).
- c. The CLP 12-month renewal product part number. (Refer to BPA Attachment A).

6. Creative Cloud Desktop Applications (CCDA) for Government:

A. CCDA products are term (subscription) licenses that are available for purchase under Adobe's CLP Government program. They are available for new or existing CLP Government customers who are interested in Adobe's CC products but need to be behind a secure firewall or are in an area with limited to no internet access. The CCDA products offered under the CLP do not include CC storage, online services, or require internet connectivity.

B. The CCDA licensing term is based on the timeline of the ESI CLP agreement. Licensing costs are prorated monthly and quoted by referencing a CLP and its associated contract dates. DOD ESI Resellers manually calculate the prorated pricing and use the CCDA SKU multiplied by the number of months covered to quote the order. Please review the examples below for a more detailed description.

Example: DOD ESI customer is in the 1st month of their CLP and needs 10 CCDA seats.

- DOD ESI Reseller quotes 12 months of the CCDA SKU.
- Once the procurement is placed the end user has use rights to 10 seats of CCDA for first year of the CLP (12 months).
- At the CLP anniversary, the DOD ESI Reseller quotes 12 months of the CCDA SKU. The end user places a renewal order for 10 seats and is entitled to use the CCDA licenses for the remainder of the CLP term (12 months).

Example: DOD ESI customer is in the 5th month of their CLP and needs 10 CCDA seats.

- DOD ESI Reseller quotes 8 months of the CCDA SKU.
- Once the procurement is placed the end user has use rights to 10 seats of CCDA for the remainder of first year of the CLP (8 months).
- At the CLP anniversary, the DOD ESI Reseller quotes 12 months of the CCDA SKU. The end user places a renewal order for 10 seats and is entitled to use the CCDA licenses for the remainder of the CLP term (12 months).

C. Some key aspects of CCDA subscription licenses:

- The Creative Cloud Desktop Applications (CCDA) subscription includes all of the available Creative Cloud applications.
- CC desktop apps are sold for offline deployment. After license activation by IT, there is no need for internet access for deployment or for use by the end-user.
- CC desktop apps can be used on the same machine as CS6.

- CCDA does not have centralized administration or online storage and other services such as syncing of assets that require connectivity to Adobe Creative Cloud.
- CCDA is sold through the Adobe Cumulative Licensing Program for government (CLP-G).

7. **Acrobat DC for Government Disclaimer:**

- A. Acrobat DC products purchased under the BPA are perpetual licenses for on-premise use under Adobe's CLP Government program. Customers are cautioned that the Acrobat DC products can connect to Document Cloud services to include managed services and cloud storage features that the Government may not be able to use at this time. Therefore, on deployment, clouds features can be turned off through a customization wizard which is an Acrobat tool to turn off the various services.
- B. Acrobat DC licenses purchased under the BPA are intended for on-premise use and the following instructions are provided to disable all cloud features. The customer's IT administrator can disable the Acrobat DC cloud services prior to the installation of Acrobat DC as follows:
 - a. Run the Customization Wizard and select the "Online Services and Features" option. Then check the boxes to disable all services, or the services you wish to disable.
- C. Alternatively, customers can purchase the Acrobat DC Product and install the prior version, Acrobat Version 11.

NOTE: Customers are strongly encouraged to consult with your IT administrator and agency specific rules before implementing use of any cloud services and/or cloud storage features. If the Acrobat DC Cloud features are not turned off, additional On-Demand Services and Managed Services terms and conditions would be applicable, and your use of cloud services would be at your own risk.