

## **SYNNEX CORPORATION**

GENERAL SERVICES ADMINISTRATION  
Federal Supply Service

### AUTHORIZED FEDERAL SUPPLY SERVICE SCHEDULE PRICE LIST

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: <http://www.gsaadvantage.gov/>.

Federal Supply Schedule 70 – General Purpose Commercial  
Information Technology Equipment, Software, and Services

### FSC Group Class: 70

FSC Class: 5805, 5810, 5895, 5995, 7025, 7030,  
FPDS Code: D301, D304, D307, D308, D310, D311, D316, D399, J070, N070, U012

### **CONTRACT NUMBER: GS-35F-0563U**

Contract Period: September 5, 2008 to September 4, 2023  
For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at <https://www.gsa.gov/buying-selling/purchasing-programs/gsa-schedules/schedule-buyers>

### **SYNNEX CORPORATION**

3900 Stonecroft Blvd, Suite M  
Chantilly, VA 20151  
Phone 800-955-9590 Ext 555159  
Fax 703-345-5574

[WCCGSA@westconcomstor-na.com](mailto:WCCGSA@westconcomstor-na.com)  
<https://www.SYNNEXcorp.com/us/govsolv/>

### **Contract Administration:**

Steve Marcellino, [SteveMa@westconcomstor-na.com](mailto:SteveMa@westconcomstor-na.com), 703-345-5279  
Sanya Richey, [SanyaR@westconcomstor-na.com](mailto:SanyaR@westconcomstor-na.com), 703-345-5159

**Business Size: Large**

**Supplement No. 1338 effective 03/27/20**

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**1. SPECIAL ITEM NUMBERS (SINs)**

a. Table of Awarded SINs:

SIN	Description	Pricing
132-8	Purchase of New Equipment State Cooperative Purchasing Approved	Varies Per Manufacturer See Price List
132-12	Maintenance of Equipment, Repair Services and/or Repair/Spare Parts State Cooperative Purchasing Approved	
132-32	Term Software Licenses State Cooperative Purchasing Approved	
132-33	Perpetual Software Licenses State Cooperative Purchasing Approved	
132-34	Software Maintenance Services State Cooperative Purchasing Approved	
132-50	Training Courses State Cooperative Purchasing Approved	
132-51	Information Technology Professional Services State Cooperative Purchasing Approved	
132-52	Electronic Commerce and Subscription Services State Cooperative Purchasing Approved	

b. Identification of the lowest priced model number for each SIN awarded:

SIN	P/N	Description	MSRP	GSA NTE with IFF	COO
132-8			See Price List		
132-12					
132-32					
132-33					
132-34					
132-50					
132-51					
132-52					

c. Hourly Rates: Not Applicable

**2. MAXIMUM ORDER:** Maximum dollar value of orders accepted is \$500,000.00.

NOTE TO ORDERING ACTIVITIES: \*If the best value selection places your order over the Maximum Order identified in this catalog/price list, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

**3. MINIMUM ORDER:** The minimum dollar value of orders accepted is \$50.00.

4. **GEOGRAPHIC COVERAGE:** Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities. CONUS delivery is via standard ground freight. Expedited delivery options are available and OCONUS delivery are available for additional costs.

Overseas delivery is delivery to point of embarkation for delivery OCONUS - outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

5. **POINT(S) OF PRODUCTION:** TAA Compliant Countries identified by the product manufacturer.
6. **DISCOUNT FROM LIST PRICES:** Prices shown are NET Prices; Basic Discounts have been deducted. GSA Net Prices can be seen at <http://www.gsaadvantage.gov/>.
7. **QUANTITY DISCOUNTS:** None
8. **PROMPT PAYMENT TERMS:** None
9. **GOVERNMENT PURCHASE CARDS**
- Government Purchase Cards are accepted at or below the micro-purchase threshold.
  - Government Purchase Cards are accepted above the micro-purchase threshold. Contact the Contractor for limit.
10. **FOREIGN ITEMS:** The country of origin is determined by the manufacturer of the product. Only TAA Compliant products are included on the contract.
11. **DELIVERY**
- Time of Delivery: SINs 132-8, 132-12, 132-32, 132-33, 132-34, 132-50, 132-51 & 132-52 are 30 days ARO
  - Expedited Delivery: Additional costs do apply. Please call for an expedited freight quote.
  - Overnight and 2-day Delivery: Additional costs do apply. Please call for an expedited freight quote.
  - Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities 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 activity, 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.
12. **F.O.B. POINT(S):** Destination; CONUS
13. **ORDERING**
- Address: 3900 Stonecroft Boulevard, Suite M, Chantilly, VA 20151, 703-345-5159, (FAX) 703-345-5574. Contractor's Service Area: Continental United States. TIN: 94-2703333
  - Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

**14. PAYMENT ADDRESS:**

**Remit To Address**

SYNNEX Corporation  
PO Box 406748  
Atlanta, GA 30384-6748

**EFT/WIRE TRANSFER**

Bank of America  
100 West 33<sup>rd</sup> Street  
New York, NY 10001  
Routing# (Wire): 0260-0959-3  
Routing# (EFT): 121000358  
Acct #: 12339-35244  
Gloria E. Hernandez  
(925)-675-7066  
Int'l EFT: BOFAUS3N

The following telephone number, 703-345-5159, can be used by ordering activities to obtain technical and/or ordering assistance.

**15. WARRANTY PROVISION:**

- a. Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial price list will apply to this contract. As a computer products distributor, Contractor passes the manufacturers' warranties through to their customers. Warranties will vary from part number, product line and manufacturer and can include on-site, depot and replacement. Warranties will also vary in length of their coverage period. Generally, Contractor will provide a replacement unit for product that is DOA (Dead on Arrival) for the first 30 days after purchase. Thereafter, all warranty work is handled either directly from the manufacturer or through a contracted third party.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- 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.
- d. If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows: Contact SYNNEX Corporation for Return Merchandise Authorization (RMA) 703-345-5159.

**RETURN POLICY**

All items to be returned to SYNNEX Corporation require a Return Authorization (RMA) Number. Before being issued an RMA Number, your request for return of product will be reviewed against this policy and any applicable manufacturer regulations for product returns. Any questions regarding SYNNEX Corporation or manufacturer return policies should be directed to the SYNNEX Corporation Government Programs Department at (703) 345-5159.

**SYNNEX Corporation General Returns Policy**

Requests to SYNNEX Corporation for return of product must be made within 30 days of the date of invoice. End of life and remanufactured products cannot be returned. Configured products must be assessed prior to return. (vendor rules apply)

**Defective Product:**

In order for Customer Service to issue an RMA for DOA/defective product, it must be covered by the

manufacturer's warranty and SYNNEX Corporation must be able to return the product for credit to the manufacturer under their policies. Please note that several manufacturers require that you provide SYNNEX Corporation with a case number or returns number issued by them prior to SYNNEX Corporation processing the return. Please include manufacturer case numbers for applicable products with SYNNEX Corporation RMA requests.

Some manufacturers require that DOA/defective product be returned directly to them. Please contact these manufacturers directly for RMA approval and return procedures.

Requests for return of DOA/Defective product past 30 days from the date of SYNNEX Corporation invoice must be submitted to the manufacturer for warranty replacement.

**New and Unopened Stocked Product:**

Product must be in resellable condition, in original packaging with an outer seal that has not been opened or re-taped and must still be a stocked item. Requests received in this condition within 30 days of the date of invoice will be accepted and will not be charged a restocking fee. Drop ship orders for items SYNNEX Corporation does not stock are not returnable unless prior approval / RMA from Manufacturer is provided. New and unopened product return requests received more than 30 days after invoice are considered out of policy return requests. These type requests will be considered on a case-by-case basis.

**Open, Non-Defective Product:**

Product with opened outer packaging, but with closed inside seals are eligible for return within 30 days of invoice. Product with marked, improperly labeled (not from the manufacturer or SYNNEX Corporation) or damaged outer packaging, opened inside seal, or product damage including but not limited to scratches, wear and indentations is not returnable. Returnable open box product is subject to a restocking fee of up to 25% of the purchase price, the restocking fee may be waived at the discretion of SYNNEX Corporation. Product that cannot be repackaged and restocked will be returned to the customer.

**Incorrect or Missing Product:**

Please notify SYNNEX Corporation of any claims shortages or other discrepancies within 5 days of delivery.

**Requesting an RMA Number**

To place an RMA request, please contact the SYNNEX Corporation Government Programs Department at (703) 345-5159 or (800) 955-9590 ext. 555159, who will collect the below required information and coordinate the request with our Customer Service Department.

**Required Information:**

In order for Customer Service to process your request as quickly as possible, you will need the following information when making your request:

- Contact information
- Invoice number and invoice date
- SYNNEX Corporation part number
- Serial numbers
- Reason for return

A SYNNEX Corporation Customer Service Representative may contact you for additional information regarding your return. (Please be aware of the condition of the product you are trying to return) You will be notified with the RMA Number for your return if accepted or with the reason for denial of the request.

Please note that an RMA Number does not guarantee final disposition. All returns must be received by SYNNEX Corporation within 45 days from the date the RMA Number is issued and are subject to inspection to verify expected condition.

**RMA Shipping Guidelines****Shipping Charges:**

Returns must be shipped freight pre-paid. SYNNEX Corporation shares the costs associated with a return for replacement, the customer pays for return shipping and SYNNEX Corporation pays the shipping on the replacement. Unless the return is the result of an error made by SYNNEX Corporation, the customer remains liable for freight charges on the original shipment.

**Returns Shipping Address:**

Please send all returns approved with a SYNNEX Corporation RMA Number to the following Returns Address regardless of original shipment origin:

SYNNEX Corporation  
595 Perry Road  
Plainfield, IN 46168  
ATTN: RMA# \_\_\_\_\_

**Please ensure the RMA number is clearly referenced on the shipping label.**

Product must be sent back in original unmarked packaging including all manuals, cables, software, internal packaging and accessories. Do not write addresses or RMA#s on the manufacturers' packaging. Product must be over-packed in larger boxes for shipping.

SYNNEX Corporation is not responsible for any shipping damages incurred in transit to or from the customer.

Product received by SYNNEX Corporation that is not in the appropriate condition (including writing on original manufacturer's packaging) will be assessed the 25% restocking fee or returned to the sender without credit.

**Application of Credit:**

Credit for returned merchandise will be applied to the customer's account (less any applicable restocking charges) only after confirmation of receipt and inspection.

- 16. EXPORT PACKING CHARGES:** Contractor will pay ground freight to point of embarkation only. SYNNEX does offer international shipping on a limited basis. Contact SYNNEX for freight estimate at 703-345-5159.

**17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:**

Government Purchase Cards are accepted at or below the micro-purchase threshold.

Government Purchase Cards are not accepted above the micro-purchase threshold. Contact the Contractor for limit.



**18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR:**

**TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, RADIO/TELEPHONE EQUIPMENT, (AFTER EXPIRATION OF GUARANTEE/WARRANTY PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT (SPECIAL ITEM NUMBER 132-12)**

**1. SERVICE AREAS**

- a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within the continental United States. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.
- b. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:

Contractor does not provide the actual service sold through this schedule. All in-warranty service work performed onsite and offsite is handled by third-party authorized service centers for each respective manufacturer on schedule. All post-warranty work is handled by independent third-party service centers. Generally, SYNNEX will accept DOA (Dead on Arrival) returns within the first 30 days after the sale and thereafter, DOA returns are handled direct with the manufacturer for up to 90 days.

**2. MAINTENANCE ORDER**

- a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 132-12). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.
- b. The Contractor shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the price list. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.
- c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days from the date on the notification. However, the ordering activity may extend the original discontinuance date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.
- d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new

appropriation shall be required, if maintenance is to continue during any remainder of the contract period.

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

### **3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS**

- a. 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.
- b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering activity agrees, in advance, that additional repair personnel are required to effect repairs.

### **4. LOSS OR DAMAGE**

When the Contractor removes equipment to his establishment for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

### **5. 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.
- 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 132-12 (or outside the scope of this contract).

## 6. 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.

## 7. RESPONSIBILITIES OF THE CONTRACTOR

- a. For equipment not covered by a maintenance contract or warranty, the Contractor's repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.
- b. If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized/certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Agency and the Contractor.

## 8. MAINTENANCE RATE PROVISIONS

- a. The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.

### b. REGULAR HOURS

The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.

### c. AFTER HOURS

Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be ordered on an open market basis by the ordering activity at the Contractor's prevailing after hours maintenance rate. Periods of less than one hour will be prorated to the nearest quarter hour.

### d. TRAVEL AND TRANSPORTATION

- (1) If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be negotiated at the Task Order level.
- (2) Such additional charge, if any, will apply to each remedial maintenance request, and will be limited to one round trip for each service call.

e. QUANTITY DISCOUNTS

Quantity discounts from listed maintenance service rates for multiple equipment owned and/or leased by an ordering activity are indicated below: No discounts are offered by Contractor.

**9. REPAIR SERVICE RATE PROVISIONS**

- a. CHARGES. Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.
- b. MULTIPLE MACHINES. When repairs are ordered by ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.
- c. TRAVEL OR TRANSPORTATION

(1) AT THE CONTRACTOR'S SHOP

(a) When equipment is returned to the Contractor's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the ordering activity location to the Contractor's plant, and return to the ordering activity location, shall be borne by the ordering activity.

(b) The ordering activity should not return defective equipment to the Contractor for adjustments and repairs or replacement without his prior consultation and instruction.

(2) AT THE ORDERING ACTIVITY LOCATION (Within Established Service Areas)

When equipment is repaired at the ordering activity location, and repair service rates are established for service areas or zones, the listed rates are applicable to any ordering activity location within such service areas or zones. No extra charge, time, or expense will be allowed for travel or transportation of repairmen or machines to or from the ordering activity office; such overhead is included in the repair service rates listed.

(3) AT THE ORDERING ACTIVITY LOCATION (Outside Established Service Areas)

- a. If repairs are to be made at the ordering activity location, and the location is outside the service area as shown in paragraph 1.a, the repair service and mileage rates negotiated per subparagraphs 1.a and 8.d will apply.
- b. When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable ordering activity per diem rate for each night the repairman is required to remain overnight at the ordering activity location), the ordering activity shall have the option of reimbursing the Contractor for actual costs, provided that the actual costs are

reasonable and allowable. The Contractor shall furnish the ordering activity with a report of travel performed and related expenses incurred. The report shall include departure and arrival dates, times, and the applicable mode of travel.

d. **LABOR RATES**

(1) **REGULAR HOURS**

The Regular Hours repair service rates listed herein 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 the ordering activity location. There shall be no additional charge for repair service which was requested during Regular Hours, but performed outside the Regular Hours defined above, at the convenience of the Contractor.

(2) **AFTER HOURS**

When the ordering activity requires that repair service be performed outside the Regular Hours defined above, except Sundays and Holidays observed at the ordering activity location, the After Hours repair service rates listed herein shall apply. The Regular Hours rates defined above shall apply when repair service is requested during Regular Hours, but performed After Hours at the convenience of the Contractor.

(3) **SUNDAYS AND HOLIDAYS**

When the ordering activity requires that repair service be performed on Sundays and Holidays observed at the ordering activity location, the Sundays and Holidays repair service rates listed herein shall apply. When repair service is requested to be performed during Regular Hours and/or After Hours, but is performed at the convenience of the Contractor on Sundays or Holidays observed at the ordering activity location, the Regular Hours and/or After Hours repair service rates, as applicable, shall apply.

REPAIR SERVICE RATES – See Manufacturers' repair service rates.

**10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS**

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this price list, shall be new, standard parts manufactured by the equipment manufacturer. All parts shall be furnished at prices indicated in the Contractor's commercial price list in effect at the time of repair at a discount of 0% from such listed prices.

**11. GUARANTEE/WARRANTY—REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS**

a. **REPAIR SERVICE**

All repair work will be guaranteed/warranted for a period which varies – see price list.

b. **REPAIR PARTS/SPARE PARTS**

All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period which varies – see price list.

**12. INVOICES AND PAYMENTS**

## a. Software Maintenance as a Service

- (1) 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).
- (2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30th of the monthly rate for each calendar day.

## b. Repair Service and Repair Parts/Spare Parts

Invoices for repair service and parts shall be submitted by the Contractor as soon as possible after completion of work. Payment under blanket purchase agreements will be made quarterly or monthly, except where cash payment procedures are used. Invoices shall be submitted separately to each ordering activity office ordering services under the contract. The cost of repair parts shall be shown as a separate item on the invoice, and shall be priced in accordance with paragraph #10, above.

**19. TERMS AND CONDITIONS OF INSTALLATION: N/A****20. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Refer to SIN 132-34 and 132-51****21. LIST OF SERVICE AND DISTRIBUTION POINTS:**

Chantilly, Virginia	Chicago, Illinois
Chino, California	Fremont, California
Greenville, South Carolina	Grove City, Ohio
Indianapolis, Indiana	Monroe, New Jersey
Richardson, Texas	Romeoville, Illinois
Southaven, Mississippi	Tracy, California

**22. LIST OF PARTICIPATING DEALERS: See page 34****23. PREVENTATIVE MAINTENANCE: Refer to SIN 132-12****24. SPECIAL ATTRIBUTES:**

- a. Environmental Attributes: N/A
- b. Section 508 Compliance for Electronic and Information Technology (EIT): The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).

**25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 193820441****26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM): Contractor has an Active Registration in SAM database.**

**27. PURCHASE OF OPEN MARKET ITEMS:**

NOTE: 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).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) – referred to as open market items – to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, only if-

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

**28. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order -

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:

This order is placed under written authorization from \_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF GENERAL PURPOSE  
COMMERCIAL INFORMATION TECHNOLOGY NEW EQUIPMENT  
(SPECIAL ITEM NUMBER 132-8)**

**1. MATERIAL AND WORKMANSHIP**

All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

**2. ORDER**

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the Contractor will be obligated to meet the delivery and installation date specified in the original order.

For credit card orders and BPAs, telephone orders are permissible.

**3. TRANSPORTATION OF EQUIPMENT**

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract, with the exception of Alaska, Hawaii, Puerto Rico, and U.S. Territories.

**4. INSTALLATION AND TECHNICAL SERVICES**

a. **INSTALLATION.** When the equipment provided under this contract is not normally self-installable, the Contractor's technical personnel shall be available to the ordering activity, at the ordering activity's location, to install the equipment and to train ordering activity personnel in the use and maintenance of the equipment. The charges, if any, for such services are listed in the price schedule:

b. **INSTALLATION, DEINSTALLATION, REINSTALLATION.** 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 received 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. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirement of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this 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, deinstallation, and reinstallation services under SIN 132-8.

c. **OPERATING AND MAINTENANCE MANUALS.** The contractor shall furnish the ordering activity with one (1) copy of all operating and maintenance manuals which are normally provided with the equipment being purchased.



**5. INSPECTION/ACCEPTANCE**

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any equipment that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming equipment at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

**6. WARRANTY**

- a. Unless specified otherwise in this contract, the Manufacturer's standard commercial warranty as stated in the contract's commercial price list will apply to this contract.
- b. The Manufacturer warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- 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.
- d. If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows:

SYNNEX Corporation  
3900 Stonecroft Blvd Suite M  
Chantilly, VA 20151  
(703) 345-5159

**7. PURCHASE PRICE FOR ORDERED EQUIPMENT**

The purchase price that the ordering activity will be charged will be the ordering activity purchase price in effect at the time of order placement, or the ordering activity purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever is less.

**8. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

**9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT**

When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).

**TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND SOFTWARE MAINTENANCE SERVICES (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE**

**1. INSPECTION/ACCEPTANCE**

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software. Inspection of services is in accordance with 552.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (JAN 2017) (DEVIATION – FEB 2007) (DEVIATION - FEB 2018) for Firm-Fixed Price orders; or GSAR 552.212-4 CONTRACT TERMS AND CONDITIONS-COMMERCIAL ITEMS (JAN 2017) (DEVIATION - FEB 2018) (ALTERNATE I - JAN 2017) (DEVIATION - FEB 2007) for Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

**2. COMMERCIAL SUPPLIER AGREEMENTS**

Commercial Supplier Agreements to include Enterprise User License Agreements or Terms of Service (TOS) agreements. The Contractor shall provide all Commercial Supplier Agreements to include Enterprise User License Agreements or Terms of Service (TOS) agreements in an editable Microsoft Office (Word) format for review prior to award.

**3. GUARANTEE/WARRANTY**

- a. The Contractor's commercial guarantee/warranty shall be included in the Commercial Supplier Agreement to include Enterprise User License Agreements or Terms of Service (TOS) agreements.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)
- 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.

**4. TECHNICAL SERVICES**

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 1-800-756-2888 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8:30 am EST to 7:00 pm EST Monday to Friday. Additional technical support is available directly with the manufacturer of the software.

**5. SOFTWARE MAINTENANCE**

- a. Software maintenance as it is defined:
  - (1) \_\_\_ Software Maintenance as a Product (SIN 132-32 or SIN 132-33)

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 Frequently Asked Questions (FAQ's), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance services.

Software Maintenance as a product is billed at the time of purchase.

(2) \_\_ Software Maintenance Services (SIN 132-34)

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, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance services are billed in arrears in accordance with 31 U.S.C. § 3324.

- b. 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).

**6. PERIODS OF TERM LICENSES (SIN 132-32) AND SOFTWARE MAINTENANCE SERVICES (SIN 132-34)**

- 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 software maintenance services may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When using annually appropriated funds are cited on an order for term licenses and/or software maintenance services, the period of the term licenses and/or software maintenance services shall automatically expire on September 30 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 term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or software maintenance services will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

**7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE**

- a. When a contractor commercially offers conversions of term licenses to perpetual licenses, and an ordering activity requests such a conversion, the contractor shall provide the total amount of conversion credits available for the subject software within ten (10) calendar days after placing the order.

- b. When conversion credits are provided, they shall continue to accrue from one contract period to the next, provided the software has been continually licensed without interruption.
- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. When conversion from term licenses to perpetual licenses is offered, the price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to a percentage of all term license payments during the period that the software was under a term license within the ordering activity.

## **8. TERM LICENSE CESSATION**

- a. After a software product has been on a continuous term license for a period of 12 months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited. Contractors who do not commercially offer conversions of term licenses to perpetual licenses shall indicate that their term licenses are not eligible for conversion at any time.
- b. The Contractor agrees to provide updates and software maintenance services for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

## **9. UTILIZATION LIMITATIONS – (SIN 132-32, SIN 132-33, AND SIN 132-34)**

- 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 9.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 software and documentation with the run-time computing environment (e.g. operating system, virtual machine, mobile operating system, processor etc.) to be specifically identified for which it is acquired at any other facility/user device to which that time computing environment may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site/user device if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the software and documentation with a backup time computing environment when the primary is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site/user 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 price list, 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.

**10. SOFTWARE CONVERSIONS – (SIN 132-32 AND SIN 132-33)**

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), if conversion credits had accrued while the earlier version was under a term license, those credits shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

**11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

The Contractor shall include, in the schedule price list, a complete description of each software product including the operating systems on which the software can be used. Also included shall be a brief, introductory explanation of the modules and documentation which are offered.

Information for the following Manufacturer's software products can be found at the following internet addresses:

<b>Manufacturer</b>	<b>Product Line</b>	<b>Internet Address</b>
Avizia	Software	<a href="http://www.avizia.com/">http://www.avizia.com/</a>
Ciena	Software	<a href="https://www.ciena.com/">https://www.ciena.com/</a>
Cisco Systems	Software	<a href="http://www.cisco.com">http://www.cisco.com</a>
Radware	Software	<a href="http://www.radware.com/Products/default.aspx">http://www.radware.com/Products/default.aspx</a>

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF  
TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL  
INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE  
(SPECIAL ITEM NUMBER 132-50)**

**1. SCOPE**

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

**2. ORDER**

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

**3. TIME OF DELIVERY**

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

**4. CANCELLATION AND RESCHEDULING**

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

**5. FOLLOW-UP SUPPORT**

The Contractor agrees to provide each student with unlimited telephone support or online support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

**6. PRICE FOR TRAINING**

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

**7. INVOICES AND PAYMENT**

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. § 3324).

**8. FORMAT AND CONTENT OF TRAINING**

- a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings, printed and copied two-sided on paper containing 30% postconsumer materials (fiber). Such documentation will become the property of the student upon completion of the training class.
- b. **\*\*If applicable\*\*** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d. The Contractor shall provide the following information for each training course offered:
  - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
  - (2) The length of the course;
  - (3) Mandatory and desirable prerequisites for student enrollment;
  - (4) The minimum and maximum number of students per class;
  - (5) The locations where the course is offered;
  - (6) Class schedules; and
  - (7) Price (per student, per class (if applicable)).
- e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

**9. "NO CHARGE" TRAINING**

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

None provided

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**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)****1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- 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 (Deviation – May 2003) 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.

**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.

**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**

In accordance with 552.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (JAN 2017) (DEVIATION – FEB 2007)(DEVIATION - FEB 2018) for Firm-Fixed Price orders; or GSAR 552.212-4 CONTRACT TERMS AND CONDITIONS-COMMERCIAL ITEMS (JAN 2017) (DEVIATION - FEB 2018) (ALTERNATE I - JAN 2017) (DEVIATION - FEB 2007) for Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

## **9. INDEPENDENT CONTRACTOR**

All IT 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.

## **10. 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.

## **11. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional 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.

## **12. PAYMENTS**

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 service 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 (MAR 2009) (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 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 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:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) 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—
  - (1) The offeror;
  - (2) Subcontractors; and/or
  - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

## **13. RESUMES**

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

## **14. INCIDENTAL SUPPORT COSTS**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

**15. 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.

**16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**

Vendor	P/N	Description	GSA Price
Radware	999114	Provides for one day of onsite support to execute prearranged services, including design consultation and system integration (weekends, holidays, and after work hours).	\$3,309.82
Radware	999115	Per hour rate for onsite support to execute prearranged services, including design consultation and system integration (weekends, holidays, and after work hours).	\$453.40
Radware	999205	Provides for one day of onsite support to execute prearranged services, including design consultation and system integration.	\$2,738.54
Radware	999206	Per hour rate for onsite support to execute prearranged services, including design consultation and system integration.	\$317.38
Radware	999328	The designated Engineer performs operations, design automation activities at the customers site. Yearly package, performed onsite. For higher volume of activity, please purchase the relevant qty of this package.	\$90,680.10
Radware	999329	The Resident Engineer performs operations, design automation activities at the customers site. Yearly package, performed remotely. For higher volume of activity, please purchase the relevant qty of this package.	\$72,544.08
Radware	999403	Deployment of a pair of Alteon ADCs at the customer site, including configuration, testing and tuning. Up to 5 applications. Standard hours, maximum 2 days, VIRT mode only (Alteon VA, 4k, 5k series).	\$5,440.81
Radware	999404	Deployment of a pair of Alteon ADCs, including configuration, testing and tuning. Up to 5 applications, Maximum 2 days, VIRT mode only (Alteon VA, 4k, 5k series).	\$3,173.80
Radware	999405	Deployment of a pair of Alteon ADCs 6k series at the customer site, including configuration, testing and tuning. Up to 5 applications. Standard hours, VIRT mode only. Maximum 3 days.	\$7,254.41
Radware	999406	Deployment of a pair of Alteon ADCs, 6k series, including configuration, testing and tuning. Up to 5 applications, maximum 3 days, VIRT mode only. Alteon 6k series.	\$4,534.01
Radware	999407	Deployment of a pair of Alteon 5 series ADCs in Virtualization (ADCVX) mode at the customer site, including configuration, testing and tuning. Up to 5 applications VIRT only, standard hours, maximum 3 days.	\$7,254.41
Radware	999408	Deployment of a pair of Alteon 5 series ADCs in Virtualization (ADCVX) mode remotely, including configuration, testing and tuning. Up to 5 applications VIRT only, standard hours, maximum 3 days.	\$4,987.41

Radware	999409	Deployment of a pair of Alteon 6 series ADCs in Virtualization (ADCVX) mode at the customer site, including configuration, testing and tuning. Up to 5 applications VIRT only, standard hours, maximum 4 days.	\$9,068.01
Radware	999410	Deployment of a pair of Alteon 6 series ADCs in Virtualization (ADCVX) mode remotely, including configuration, testing and tuning. Up to 5 applications VIRT only, standard hours, maximum 4 days.	\$6,347.61
Radware	999411	Enablement of GSLB across multiple pairs of ADCs, including configuration, testing and tuning. Standard hours. Maximum 2 days. If it is onsite, all work is done from the primary site.	\$5,440.81
Radware	999412	Enablement of GSLB across multiple pairs of ADCs, including configuration, testing and tuning, Standard hours. Maximum 1 day. If onsite, all work is done from the primary site.	\$2,720.40
Radware	999413	Addon package (on top Installation of FastView for Alteon), deployment of FastView+ for Alteon NG. Including configuration, testing and tuning. Standard hours, maximum 2 days. For one web application.	\$4,534.01
Radware	999415	Installation of FastView and APM for Alteon. Including network topology, configuration, testing and tuning. Standard hours, maximum 1 day. For one web application.	\$2,720.40
Radware	999416	Deployment of a pair of LinkProofs (redundancy mode) at the customer site, including network topology and consultation, configuration, testing and tuning. Standard hours, maximum 2 days.	\$4,534.01
Radware	999417	Remote installation of a pair of LinkProofs (redundancy mode), including network topology and consultation, configuration, testing and tuning. Standard hours, maximum 2 days.	\$3,173.80
Radware	999418	Deployment of DefensePro in basic configuration at the customer site, including configuration, testing and tuning. Standard hours, maximum 4 days (threephase deployment consists of: Phase I onsite installation; Phase II remote session in order to move inline; Phase III remote session for fine tuning) Standard hours.	\$9,068.01
Radware	999419	Remote deployment of DefensePro in basic configuration, including configuration, testing and tuning. Standard hours, maximum 4 days (threephase deployment consists of: Phase I remote installation; Phase II remote session in order to move inline; Phase III remote session for fine tuning) Standard hours.	\$6,347.61
Radware	999420	Deployment of pair of DefensePros in redundant mode at the customer site, including configuration, testing and tuning. Standard hours, maximum 5 days (threephase deployment consists of: Phase I onsite installation; Phase II remote session in order to move inline; Phase III remote session for fine tuning) Standard hours.	\$10,881.61
Radware	999421	Remote deployment of pair of DefensePros in redundant mode, including configuration, testing and tuning. Standard hours, maximum 5 days (threephase deployment consists of: Phase I remote installation; Phase II remote session in order to move inline; Phase III remote session for fine tuning) Standard hours.	\$7,254.41

Radware	999422	Deployment of a second DefensePro in cluster mode (Active/Backup) or LAG (Active/Active) at the customer site, including configuration, testing and tuning. Standard hours, maximum 2 days. Add on top of single DefensePro basic installation.	\$3,627.20
Radware	999423	Deployment of DefensePro with Alteon as part of the SSL Mitigation solution at the customer site, including configuration, testing and tuning. Standard hours, maximum 6 days (threephase deployment consists of: Phase I onsite installation; Phase II remote session in order to move inline; Phase III remote session for fine tuning) No Redundancy.	\$12,241.81
Radware	999424	Deployment of a AppWall Cluster + Node (Physical or Virtual) at a single customer data center, including configuration, testing and tuning. Up to 2 applications are configured to secure the applications against "Known Types of Attacks" (such as SQL injections, XSS) Negative Security Model. Standard hours, maximum 2 days. Only phase I installation is performed onsite.	\$5,440.81
Radware	999425	Deployment of AppWall Cluster + Node (Physical or Virtual) at a single customer data center, including configuration, testing and tuning. Up to 2 applications are configured to secure the applications against "Known Types of Attacks" (such as SQL injections, XSS) Negative Security Model. Standard hours, maximum 2 days, performed remotely.	\$4,534.01
Radware	999426	Addon package (on top of the Basic Package) for configuring 5 additional applications, including configuration, testing and tuning. Up to 5 applications are configured to secure the applications against "Known Types of Attacks" (such as SQL injections, XSS) Negative Security Model. Standard hours, maximum 3 days. On top of "AppWall Deployment Process, Basic Package". Performed remotely.	\$5,440.81
Radware	999427	Addon Package (on top of the Basic Package) for configuring enhanced Security Policy for the 2 applications (same applications referred in the Basic Package) including configuration, testing and tuning. Up to 2 applications are configured to secure the application(s) against "Advanced Attacks" (e.g. Application pages and parameters profiling, cookies protection, XML and web services configuration) Negative + Positive Security Model. Standard hours, max 3 days.	\$5,440.81
Radware	999428	Addon package (on top of the Basic Package) for Deploying AppWall Basic Package in a second data center. Standard hours, maximum 1 day. On top of "AppWall Deployment Process, Basic Package". Performed remotely	\$2,720.40
Radware	999429	Addon package (on top of the Basic Package) for deploying more than a single Cluster + Node (2 10 Nodes). Up to 2 applications are configured to secure the applications against "Known Types of Attacks" (such as SQL injections, XSS) Negative Security Model. Standard hours, maximum 1 day. On top of "AppWall Deployment Process, basic Package". Performed remotely	\$1,813.60
Radware	999430	Consultive project management to serve as the main point of contact and provide resource allocation, documentation, project planning, and risk assessment. Attends client meetings and provides project status.	\$9,068.01

Radware	999436	Provides for one day of onsite support to execute prearranged services, including design consultation and system integration.	\$2,720.40
Radware	999437	Including assessment, script development and testing, script review and deployment with the customer. Delivered during standard hours, maximum 2 days, performed remotely.	\$4,080.60
Radware	999438	The Resident Engineer performs operations, design automation activities at the customers site. Yearly package, performed onsite.	\$453,400.50
Radware	999448	One day remote support to execute prearranged services, including design consultation and system integration	\$2,267.00
Radware	999450	A predefined discounted package that offers 64 hours of consulting, installation and workshops without having to define required scope of work upfront.	\$18,136.02
Radware	999451	A predefined discounted package that offers 168 hours of consulting, installation and workshops without having to define required scope of work upfront.	\$45,340.05
Radware	999452	A predefined discounted package that offers up to 360 hours of consulting, installation and workshops without having to define required scope of work upfront.	\$90,680.10
Radware	999458	A proactive consultant that implements best practices, provides guidance and optimizes networking and application resources	\$113,350.13

**TERMS AND CONDITIONS APPLICABLE TO ELECTRONIC COMMERCE AND  
SUBSCRIPTION SERVICES (SPECIAL ITEM NUMBER 132-52)****1. SCOPE**

The prices, terms and conditions stated under Special Item Number 132-52 Electronic Commerce (EC) Services apply exclusively to EC Services within the scope of this Information Technology Schedule.

**2. ELECTRONIC COMMERCE CAPACITY AND COVERAGE**

The Ordering Activity shall specify the capacity and coverage required as part of the initial requirement.

**3. INFORMATION ASSURANCE**

- a. 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)
- b. The Ordering Activity shall assign an impact level (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") prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded SIN 132-52 is capable of meeting at least the minimum security requirements assigned against a low-impact information system (per FIPS 200).
- c. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Electronic Commerce services. All FISMA certification, accreditation, and evaluation activities are the responsibility of the ordering activity.

**4. 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, paragraph 6. Delivery Schedule.

**5. INTEROPERABILITY.**

When an Ordering Activity requires interoperability, this requirement shall be included as part of the initial requirement. Interfaces may be identified as interoperable on the basis of participation in a sponsored program acceptable to the Ordering Activity. Any such access or interoperability with teleports/gateways and provisioning of enterprise service access will be defined in the individual requirement.

**6. ORDER**

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering electronic services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all electronic 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 (Deviation – May 2003) 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.

**7. PERFORMANCE OF ELECTRONIC SERVICES**

The Contractor shall provide electronic services on the date agreed to by the Contractor and the ordering activity.

**8. RESPONSIBILITIES OF THE CONTRACTOR**

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

**9. RIGHTS IN DATA**

The Contractor shall comply FAR 52.227-14 RIGHTS IN DATA – GENERAL and with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

**10. Acceptance Testing**

If requested by the ordering activity the Contractor shall provide acceptance test plans and procedures for ordering activity approval. The Contractor shall perform acceptance testing of the systems for ordering activity approval in accordance with the approved test procedures.

**11. Warranty**

The Contractor shall provide a warranty covering each Contractor-provided electronic commerce service. The minimum duration of the warranty shall be the duration of the manufacturer's commercial warranty for the item listed below:

Cisco – 90 Days  
Radware – 90 Days

**12. Management and Operations Pricing**

The Contractor shall provide management and operations pricing on a uniform basis. All management and operations requirements for which pricing elements are not specified shall be provided as part of the basic service.



**13. Training**

The Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. If there is a separate charge, indicate below:

See attached price list for Cisco and Radware training offerings and prices.

**14. Monthly Reports**

In accordance with commercial practices, the Contractor may furnish the ordering activity/user with a monthly summary ordering activity report.

**15. ELECTRONIC COMMERCE SERVICE PLAN**

(a) Describe the electronic service plan and eligibility requirements.

See attached price list for Cisco and Radware service plan offerings and prices.

(b) Describe charges, if any, for additional usage guidelines.

See attached price list for Cisco and Radware service plan offerings and prices.

(c) Describe corporate volume discounts and eligibility requirements, if any.

None provided

**Authorized Dealers that are able to accept payment and bill ordering activities on behalf of SYNNEX Corporation**

Customer Name	City	State	Email Address
2020 Teknology	Reston	VA	jalder@2020teknology.com
ABBA Technologies	Albuquerque	NM	Ron.davis@abbatech.com
Accudata Systems, Inc.	Houston	TX	mjohnson@accudatasystems.com
Advanced Computer Concepts, Inc ( ACC )	McLean	VA	reza@acc.net
ALLEN HAMMETT	Fairfax	VA	ceo@allenhammett.com
Alliance Technology Group LLC.	Hanover	MD	shawn.williams@alliance-it.com
Audio Fidelity Communication, LLC dba Whitlock	RICHMOND	VA	woodse@whitlock.com
Bayside Solutions Inc.	St. Petersburg	FL	dan.doyle@bsius.com
Better Direct, LLC	Tempe	AZ	vera@betterdirect.com
BlackHawk Data LLC	New York	NY	mpagano@blackhawk11.com
Blue Tech, Inc.	San Diego	CA	sstone@bluetech.com
Carolina Advanced Digital, Inc. ( CADinc )	Siler City	NC	susan@cadinc.com
Carolinas IT, Inc.	Raleigh	NC	Melissa.Bily@carolinasit.com
Carousel Industries of North America, Inc.	Exeter	RI	ltesta@carouselindustries.com
Cavalier Technical Services, Inc. (CTS)	New York	NY	keir@ctscts.com
Cellentia Information Technology Company (CITC)	Ashburn	VA	ge@cellentiatech.com
Cerium Networks, Inc.	Spokane	WA	wjunkermer@ceriumnetworks.com
Clutch Solutions LLC	Gilbert	AZ	danny.valdez@clutchsolutions.com
Colossal Contracting LLC	Annapolis	MD	d.via@colossal-llc.com
Computer Professionals International (CPI)	Schenectady	NY	dcounsel@comproinc.com
Conference Technologies, Inc.	Maryland Heights	MO	JBeaudin@conferencetech.com
Consiliant Technologies LLC	Irvine	CA	dave@consiliant.com
CONVERGE ACQUISITION, LLC DBA Corus Group LLC/ Corus360/ a Converge Company	Norcross	GA	lthomas@corus360.com
Core BTS Inc.	Indianapolis	IN	Jason.eickmann@corebts.com
Corporate Systems Resources, Inc.	Washington	DC	csr@csri.com
CounterTrade Products, Inc.	Arvada	CO	adumm@countertrade.com
Custom Computer Specialists, Inc.	Hauppauge	NY	lgavey@customonline.com
CWPS, Inc.	Chantilly	VA	dsmith@cwps.com
CZBRM Supply Corp.	Brooklyn	NY	czbrmsupply@gmail.com
Direct Packet Inc. dba OneVision Solutions	Irving	TX	bhouts@onevisionsolutions.com
DISYS Solutions, Inc.	Chantilly	VA	glenn.hume@DisysSolutions.com
DynTek Services, Inc.	Irvine	CA	Darlene.Pricher@dyntek.com
Electronic Systems, Inc.. (ESI)	Virginia Beach	VA	Pat.Lonning@esi.net
Encore Technology Group	Greenville	SC	ryoung@encoretg.com
En-Net Services	Frederick	MD	kyost@en-netservices.com
ePlus Technology, Inc.	Herndon	VA	bgastonguay@eplus.com
FCN, Inc.	Rockville	MD	george.sullivan@fcn.com
FED CON LLC (Xtreme RealtyTeam)	OPA LOCKA	FL	ammo305@gmail.com
Force 3, Inc.	Crofton	MD	ewright@force3.com
Four Points Technology, LLC	Chantilly	VA	AMoss@4points.com
Futron Incorporated	Woodbridge	VA	alanna.ayers@futroninc.com
GHA Technologies, Inc.	Scottsdale	AZ	lsanchez@gha-associates.com
GKR Systems, Inc. dba Venture Technologies	Ridgeland	MS	jmfrye@ventech.com
Golden Star Technology, Inc. dba GST	Cerritos	CA	dpwang@gstes.com
GovConnection, Inc.	Rockville	MD	drmullen@govconnection.com
Govplace, Inc.	Reston	VA	ccruz@govplace.com
GTS Solutions, Inc.	Columbia	SC	rbooth@gogtss.com
Hiterra Technologies, LLC	White Plains	NY	kbrown@hiterratechnologies.com
ID Technologies (DBD IDTec _ formerly Intelligent Decisions)	Ashburn	VA	mobrien@idtec.com
Infranet Technologies Group, Inc.	Wilmington	NC	mchittum@infranetgroup.com
Integrated Office Solutions, Inc.	Forest Park	GA	alh@intofficesolutions.com
Intelligent Waves LLC	Reston	VA	heather.woodall@intelligentwaves.com
Iron Bow Technologies, LLC	Chantilly	VA	marianne.adams@ironbow.com
ITsavvy LLC	Addison	IL	bfields@itsavvy.com
ITSILO	Ladera Ranch	CA	rich@itsilo.com
Kambrian Corporation	West Covina	CA	CathyH@kambrian.com
Koi Computers, Inc.	Lombard	IL	catherineho1@koicomputer.com
LCA NETWORKS (Division of M2 Technology)	Sea Girt	NJ	wayne.ferguson@lca-networks.com
Leverage Information Systems, Inc.	Woodinville	WA	dougc@leverageis.com
Lewan & Associates, Inc.	Denver	CO	vicki.mares@lewan.com
Lyme Computer Systems Inc.	Lyme	NH	rickh@lyme.com
MA Federal, Inc. dba IGOV.com	Reston	VA	twalsh@igov.com
MCP Computer Products, Inc	san marcos	ca	rghai@mcpgov.com
MCS of Tampa, Inc. dba Mission Critical Solutions	Tampa	FL	ccollins@mcssoftampa.com
Minoria Tech LLC	Utica	NY	rose@minoriattech.com
MNJ Technologies Direct, Inc.	Buffalo Grove	IL	brian@mnjtech.com
MVATION WORLDWIDE INC	Glen Cove	NY	guy@mvation.com
MVS INC.	WASHINGTON	DC	csekhar@mvsconsulting.com

**Authorized Dealers that are able to accept payment and bill ordering activities on behalf of SYNNEX Corporation**

Customer Name	City	State	Email Address
n2grate Government Technology Solutions	Greenbelt	MD	steve.halligan@n2grate.com
Naka Technologies	Hauppauge	NY	ajj@nakatechnologies.com
Netrix, LLC	Bannockbrn	IL	akhan@netrixllc.com
Netsync Network Solutions	Houston	TX	ddrake@netsync.com
NWN Corporation	Waltham	MA	cjoslin@nwnit.com
Optiv Federal Inc.	Elkridge	MD	Linda.qualley@optiv.com
Optivor Technologies, LLC	Annapolis Junction	MD	marie.trefz@optivor.com
OSI Federal Technologies, Inc.	Dulles	VA	hsugatan@osifederal.com
PC Specialists, Inc. dba Technology Integration Group (TIG)	San Diego	CA	contractadmin@tig.com
PCMG, Inc.	Chantilly	VA	melissa.turner@pcmg.com
Presidio Networked Solutions LLC	Greenbelt	MD	jarnett@presidio.com
Procellis Technology, Inc.	MINNEAPOLIS	MN	Damian.Young@procellis.com
Prosys Information Systems (aka Pivot Technology)	Norcross	GA	michael.hritz@pivotts.com
Quantum Technology Group, LLC	Cornelius	NC	ibugayova@goQTG.com
Questivity, Inc.	Santa Clara	CA	hsohel@questivity.com
Qwest Government Systems, Inc. DBA CenturyLink QGS	Fairfax	VA	Tammy.Hamdy@centurylink.com
Red River Technology LLC	Claremont	NH	george.shalhoub@redriver.com
Saitech, Inc.	Fremont	CA	sam@esaitech.com
Sentinel Technologies, Inc.	Downers Grove	IL	kkoski@sentinel.com
ShireWire Global Sales and Distribution LLC	Easthampton	MA	tmanca@shirewire.com
Signature Technology Solutions	Farmington Hills	MI	magboh@signature-tech.com
Sirius Computer Solutions, Inc. (DBA Force3)	San Antonio	TX	phyllis.byrd@siriuscom.com
Sky Communications, Inc.	Flour Mound	TX	kara.foster@skycomglobal.com
SOFTWARE INFORMATION RESOURCE CORP DBA (SIRC)	WASHINGTON	DC	Ajay.Gandhi@sirc.net
Spear Incorporated	Alexandria	VA	Contracts@calibresys.com
Sterling Computers Corporation	Dakota Dunes	SC	Lynette.Lambing@sterlingcomputers.com
Stockbridge Consulting LLC	Washington	DC	jjohnson@stockbridgeconsulting.com
Strictly Technology, LLC	FORT LAUDERDALE	FL	bcullen@strictlytech.com
Sysorex Government Service, Inc.	Herndon	VA	Jill.watts@sysorexinc.com
TANCHES GLOBAL MANAGEMENT INC	SUGAR LAND	TX	tanaz@tanches.com
Technogent / Thomas Gallaway Corporation	Irvine	CA	greg.hoffman@technogent.com
Technology Group Solutions, LLC (TGS)	Lenexa	KS	LPayne@tgs-mtc.com
Telos Corporation	Ashburn	VA	polly.downey@telos.com
Three Wire Systems, LLC	Falls Church	VA	tws_contracts@threewiresys.com
ThunderCat Technology, LLC	RESTON	VA	jkim@thundercatttech.com
Trace3, LLC	Irvine	CA	charlie@trace3.com
Transource Services Corp.	Phoenix	AZ	JesseC@transource.com
TROFHOLZ TECHNOLOGIES	Rocklin	ca	kelly.keyser@trofholz.com
Truth Technology Inc.	Bowie	MD	atb@trutechi.com
UNICOM Government, Inc.	Chantilly	VA	Julie.Aitken@unicomgov.com
United Data Technologies, Inc. ( UDT )	Miramar	FL	jengle@udtonline.com
Uptime Solutions Professional Services Group	Henrico	VA	jim.sheridan@uptimesolutions.com
VAE, Inc.	Reston	VA	contracts@vaeit.com
Vector Resources, Inc. (VectorUSA)	Torrance	CA	jzukerman@vectorusa.com
Verizon Federal Inc.	Ashburn	VA	william.a.smith@verizon.com
Vology, Inc.	Clearwater	FL	aangle@vology.com
Westwind Computer Products Inc	Albuquerque	NM	john@wwcpinc.com
World Wide Technology, Inc. (WWT)	Maryland Heights	MO	jeff.mika@wwt.com
WrightCore, Inc.	Franklin	TN	gstinson@wrightcore.com

## APPENDIX I

### MANUFACTURER END USER LICENSE AGREEMENTS (EULA)

CISCO END USER LICENSE AGREEMENT:

<https://bit.ly/2p7mMwt>

CISCO WEBEX TERMS AND CONDITIONS:

<https://bit.ly/2q5kn5Q>

CISCO FIREPOWER END USER LICENSE AGREEMENT:

<https://bit.ly/2q1LZsK>

CISCO FIREAMP END USER LICENSE AGREEMENT:

<https://bit.ly/2p6p6DW>

CISCO SUPPLEMENTAL END USER LICENSE AGREEMENTS:

<https://bit.ly/2q5vImD>