



DEPARTMENT OF THE ARMY  
WASHINGTON DC 20310

JUN 19 2009

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Army Policy for Use of the Enterprise License Agreement for Symantec Software Products

1. This memorandum announces award of an Army-wide Enterprise License Agreement (ELA) to Carahsoft Technology Corporation for six Symantec software products, and to implement Army policy for the licensing and maintenance associated with these products as of 3 April 2009, effective date of the agreement.
2. All Information Technology (IT) and CIO/G-6 personnel who establish the software requirements for their organizations will obtain licenses and maintenance for the Symantec/VERITAS products NetBackup, BackupExec, Storage Foundation, Enterprise Vault, VERITAS Cluster Server, and VERITAS Volume Replicator through the Symantec ELA. This agreement provides unlimited use of these six products and includes all upgrades and maintenance to support the Army enterprise. It includes unlimited access to perpetual licenses, software maintenance on existing Army licenses, and 24x7 telephone support. This policy is not intended to prevent the purchase of competing products by Army organizations.
3. Users can access information about product licensing and maintenance through an online portal at Symantec that will manage and track software assets. The Web site <https://chess.monmouth.army.mil/scp/index.jsp> contains the latest information and links to the portal.
4. As of the effective date of the contract, Army units with outstanding maintenance renewals for FY09 are required to pay their bill at the current price. This payment will be made via Military Interdepartmental Purchase Requests to Army CIO/G-6 POC, Ms. Yolanda Bailey, e-mail: [yolanda.bailey@us.army.mil](mailto:yolanda.bailey@us.army.mil), 703-604-2160. Any organization that does not have pricing information on their maintenance renewal can obtain cost information from Mr. Roshan Patel at Carahsoft, e-mail: [roshan.patel@carahsoft.com](mailto:roshan.patel@carahsoft.com), (703) 871-8541. Once payment is made, licenses will be added to the online portal that tracks licenses and maintenance under the agreement.
5. Additional licenses can also be obtained under this agreement for significantly reduced prices. Instructions for ordering additional licenses will be posted on the Computer Hardware, Enterprise Software and Solutions (CHES) web site: <https://chess.monmouth.army.mil/scp/index.jsp> as soon as they are finalized.



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Until then any organizations with additional license requirements should contact Mr. Brendan Burke, e-mail: [brendan.burke@us.army.mil](mailto:brendan.burke@us.army.mil), (732) 532-7743 for ordering and pricing information. The cost for new licenses will be determined by the number of new licenses deployed.

6. Organizations that paid their FY09 maintenance bills to Symantec before the effective date of the Symantec ELA should register license keys and maintenance agreements onto the single Army portal. User accounts must be requested through Mr. Roshan Patel at Carahsoft, e-mail: [roshan.patel@carahsoft.com](mailto:roshan.patel@carahsoft.com), (703) 871-8541.

7. Program/Project Managers, requiring activities, and contracting officers must initiate requirements for these Symantec products using the ELA. In situations where this suite of Symantec products are purchased through a second party and the contract does not allow immediate utilization of the Symantec ELA, please report to the PM CHESS POC the timeline for your program to transition to the ELA.

8. Resource Managers – do not certify purchase requests or provide fund-cites for contracts that obligate the Army to obtain these products from other than the ELA with a request date after 31 March 2009.

9. Points of contact for this action are Mr. Kary Sanders, 703-602-2354, e-mail: [kary.j.sanders@us.army.mil](mailto:kary.j.sanders@us.army.mil) (CIO/G-6) and Mr. Brendan Burke, 732-532-7743, e-mail: [brendan.burke@us.army.mil](mailto:brendan.burke@us.army.mil) (PD-CHESS).



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