

COMPUTER HARDWARE ENTERPRISE SOFTWARE & SOLUTIONS

# CHESS



# MICROSOFT SURFACE & WI-FI DEVICES

## ORDERING GUIDE

April 2016



## FORWARD

Microsoft Surface and Wi-Fi devices offered through the Computer Hardware, Enterprise Software and Solutions (CHES) IT e-mart will be acquired thru the National Aeronautics and Space Administration's (NASA) Solutions for Enterprise-Wide Procurement (SEWP, pronounced 'soup') V contract. These ordering guidelines contain the information needed to issue delivery orders against the NASA SEWP V contracts.

SEWP is a multi-award Government-Wide Acquisition Contract (GWAC) vehicle focused on IT products and product based services. SEWP GWAC receives statutory authority from the Information Technology Management Reform Act (ITMRA) of 1996, now the Clinger Cohen Act. NASA SEWP contracts are available to the entire Federal Government as a GWAC through NASA's designation as an Executive Agent by Office of Management and Budget (OMB). NASA's Goddard Space Flight Center administers the contracts and provides a program office, the SEWP Program Management Office (PMO), to process orders issued by user agencies and to provide pre- and post-order customer service.

In November 2007, The Department of Defense (DOD) signed a Memorandum of Agreement (MOA) with NASA regarding the use of the SEWP Contract. The memorandum recognizes the mutual agreement of the involved parties to work together as Federal partners and to demonstrate their commitment to achieve compliance with acquisition. In addition, the MOA



establishes a framework for the relationship to support the mission of both agencies and to improve efficiencies and leverage resources and capabilities. In particular, the MOA establishes procedures for the use of the SEWP contract by DOD, (<http://www.sewp.nasa.gov/agencies/dod/info.shtml>).

These contracts are available to the Army, DOD, and other federal agencies. In addition, government support contractors may place orders against the contracts in support of their government customers, in accordance with (IAW) FAR Part 51.

**SEWP V contracts are from May 1<sup>st</sup>, 2015 through April 30<sup>th</sup>, 2025**

Questions regarding these guidelines and procedures for placing orders against the contracts should be directed to CHES.

**CHES**

ATTN: SFAE-PS-CH

9351 Hall Road, Bldg 1456

Fort Belvoir, VA 22060-5526

Toll Free Customer Line 1-888-232-4405

[armychess@mail.mil](mailto:armychess@mail.mil)



# TABLE OF CONTENTS

## **CHAPTER 1: MICROSOFT SURFACE & WI-FI DEVICE GENERAL INFORMATION**

1. Purpose
2. Scope
3. Wi-Fi Device Provisioning
4. Prime Contractors
5. Contract Terms
6. Wi-Fi Device Orders

## **CHAPTER 2: MICROSOFT SURFACE & WI-FI DEVICE ORDERING ROLES AND RESPONSIBILITIES**

1. Computer Hardware, Enterprise Software and Solutions
2. Requiring Activity
3. Local Ordering Contracting Office
4. NASA SEWP PM Office
5. Contractors

## **CHAPTER 3: MICROSOFT SURFACE & WI-FI DEVICE ORDERING GUIDANCE**

1. General
2. Pricing
3. Order Forms
4. Delivery Requirements
5. Shipments to California – California Environmental Fee
6. Fair Opportunity to be Considered
7. Exceptions to Fair Opportunity
8. Ordering Procedures



# CHAPTER 1 MICROSOFT SURFACE AND WI-FI DEVICE GENERAL INFORMATION

## 1. PURPOSE

The objective of the Microsoft Surface and Wi-Fi Device Acquisition Process is to provide a contractual vehicle for the Army to procure mobile devices that are Wi-Fi only and have no cellular data plans or capabilities. The purpose of this document is to provide Army users with information on how to procure mobile devices through Computer Hardware Software and Solutions (CHES), details about CHES IT e-mart support, provisioning procedures, and frequently asked questions.

## 2. SCOPE

Wi-Fi devices offered through the CHES IT e-mart that have either an Android or Apple IOS Operating system. All devices are Wi-Fi only and have no cellular data plans or capabilities. Ordering is open to, Army, DOD and other Federal Agencies.

Microsoft Surface devices offered through the CHES IT e-mart include Microsoft Surface Book, Microsoft Surface Pro 3 & 4, Microsoft Surface 3 Light and accessories. All of these devices have Windows 10 Operating system only except Microsoft Surface 3 (Win 8.1). **None of these devices come preloaded with the AGM image. All devices will require local NEC to load appropriate AGM version.** These devices are Wi-Fi only and have no cellular data plans or capabilities. Ordering is open to, Army, DOD and other Federal Agencies.

## 3. WI-FI DEVICE PROVISIONING

Wi-Fi devices offered through the CHES IT e-mart that have either an Android or Apple IOS Operating system. All devices are Wi-Fi only and have no cellular data plans or capabilities. To access Enterprise Email from an Apple device, the customer has two options available to them. The customer can provision the device through the Defense Information System Agency (DISA) and participate in the Mobile Device Management (MDM) Program using MobileIron at a cost of \$7.54/device/month. This will allow the user to connect to DISA Enterprise Email using the native Email client. Customers seeking to have their devices provisioned through DISA for DISA Enterprise Email (DEE) should submit a request to DISA at <https://www.disadirect.disa.mil/login/asp/login.asp>. The second option available to both Apple and Android devices is to purchase a Common Access Card (CAC) reader that can use a secure browser to connect to DEE through Outlook Web Access (OWA). The NETCOM Wireless BPA team and Army CIO/G6 have confirmed that since the devices will not come w/a call order, it is really just a small-form factor computer and not available in a Wi-Fi only mode from the Army's wireless BPA. **NOTE:** It is highly recommended that customers order CAC readers when purchasing these items.

## 4. PRIME CONTRACTORS

The following is a list of the NASA SEWP V contract holders that responded to CHES original request for quote (RFQ) for mobile devices, their respective contract numbers, and business size applicable to the specific contract.

Prime Contractor	Contract Number	Business Type	Contract Groups	NAICS Codes
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Blue Tech	NNG15SE16B	HUBZone, Small Business	D	541519
	NNG15SC63B		C	541519
	NNG15SD00B		B HUBZone	541519
CounterTrade Products	NNG15SC05B	Small Business	A	334111
	NNG15SC30B		D	541519
	NNG15SC65B		C	541519
Spectrum Systems	NNG15SC88B	Small Business	C	541519
GovConnection	NNG15SC36B	Large Business	D	514519
GC Micro	NNG15SC75B	Small Business	C	541519
Intelligent Decisions	NNG15SD48B	Small Business	A	334111
	NNG15SE08B		D	541519
PCMG	NNG15SC18B	Large Business	A	334111
	NNG15SC44B		D	541519
Advanced Computer Concepts	NNG15SD60B	Small Business	C	541519
	NNG15SE01B		D	541519
BahFed	NNG15SD09B	Small Business	B HUBZone VOSB	541519
New Tech Solutions	NNG15SC82B	Small Business	C	541519
Transource	NNG15SD55B	Small Business	A	334111
	NNG15SD93B		C	541519

SEWP V was awarded to five Multiple Award Contract Groups:

Group A	OEMs and Value Added Resellers (VARs)	NAICS 334111
Group B/SDVOSB	Awarded as SDVOSB Set-Asides (VARs)	NAICS 541519
Group B/HubZone	Awarded as HubZone Set-Asides (VARs)	NAICS 541519
Group C	Awarded as Small Business Set-Asides (VARs)	NAICS 541519
Group D	Non-Set-Aside (VARs)	NAICS 541519

All Groups have the same scope and therefore there is no requirement to go to a particular group based on product type/requirement. The main differentiations between the Groups are:

- Group B - SDVOSB, Group B - HubZone and Group C were awarded as Set-Asides with NAICS Code 541519 (Value Added Reseller NAICS Code);
- Group D was awarded via an open competition composed of value added resellers with NAICS Code 541519 (Value Added Reseller NAICS Code);



- Group A has a NAICS Code of 334111 (Manufacturer NAICS Code) and therefore should not be included with the other Groups when doing an RFQ

## 5. CONTRACT TERMS

Contract Terms	SEWP V
Contract Minimum	<ul style="list-style-type: none"> <li>• \$25.00 per order for each contractor</li> </ul>
Contract Maximum	<ul style="list-style-type: none"> <li>• \$20,000,000,000 over a ten (10) year period of performance (See extensions below)</li> </ul>
Period of Performance	<ul style="list-style-type: none"> <li>• Ten (10) Years</li> <li>• Five (5) Years base period               <ul style="list-style-type: none"> <li>○ 1 May 2015 – 30 Apr 2020</li> </ul> </li> <li>• One five (5) Year Option               <ul style="list-style-type: none"> <li>○ Extension: 1 May 2020 – 20 Apr 2025</li> </ul> </li> </ul>
Pricing Structure	<ul style="list-style-type: none"> <li>• Fixed Price</li> </ul>
Ordering Guidance and Process	<ul style="list-style-type: none"> <li>• Each contract will have a 10-year effective ordering period, including a five-year base period from May 1 to April 30, 2020, and once five-year option to extend the period of performance through April 30, 2025</li> </ul>

## 6. MICROSOFT SURFACE & WI-FI DEVICE ORDERS

**For the purpose of ordering mobile devices through the CHESSE IT e-mart, the following provisions/clauses would apply only to the eleven NASA SEWP V contract holders that responded to CHESSE original RFQ for mobile devices.**

IAW FAR 16.505(b) and the Army Federal Acquisition Regulation Supplement 5116.5, for all orders in excess of \$3,000 and not exceeding the simplified acquisition threshold, the ordering contracting officer must provide each contractor a fair opportunity to compete. This means the ordering contracting officer must consider all NASA SEWP V contractors for the specific module from which you are purchasing though he/she need not contact any of them. In making the award, the ordering contracting officer must document his/her selection and the selection must consider price. Finally, though not required, the ordering contracting officer should consider past performance on earlier orders under NASA SEWP V and use streamlined procedures.

IAW the Defense Federal Acquisition Regulation Supplement (DFARS) 216.505-70 **Orders under multiple award contracts**. If only one offer is received in response to an order exceeding the simplified acquisition threshold that is placed on a competitive basis, the contracting officer shall follow the procedures at [215.371](#). In making the award, the ordering contracting officer must document his/her selection and the selection must consider price. Finally, though not required, the ordering contracting officer should consider past performance on earlier orders under NASA SEWP V and use streamlined procedures.

IAW NDAA for FY 2008, delivery orders in excess of \$5,000,000 require the ordering contracting officer to provide an RFQ to all NASA SEWP V contract holders that includes the following: a clear statement of the requirements, a reasonable period of time to provide a proposal in response to the RFQ and disclosure of the significant factors and subfactors (including cost or price) that the ordering contracting officer expects to consider in evaluating



such proposals, and their relative importance. In the case of an award that is to be made on a best value basis, the ordering contracting officer must prepare a written statement documenting the basis for the award and the relative importance of quality and price or cost factors. For orders in excess of \$5,000,000 the ordering contracting officer must provide an opportunity for post-award briefings.



# CHAPTER 2

## MICROSOFT SURFACE AND WI-FI DEVICE ROLES AND RESPONSIBILITIES

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The following is a summary of the roles and responsibilities for the primary organizations in the Wi-Fi Device ordering process.

### 1. COMPUTER HARDWARE ENTERPRISE SOFTWARE AND SOLUTIONS (CHESS)

The CHESS roles and responsibilities are as follows:

- Designated by the Secretary of the Army as the Army's primary source for commercial IT.
- Maintains the IT e-mart, a web-based, e-commerce ordering and tracking system. The IT e-mart URL is: <https://chess.army.mil>.
- With support from the Communication Electronics Command, Information Systems Engineering Command, Technology Integration Center, assists Army organizations in defining and analyzing requirements for meeting the Army's enterprise infrastructure and infostructure goals.
- Works with requiring activities, including those outside of the Army, to help them understand how Wi-Fi Device can best be used to meet their enterprise requirements.
- Processes request for quotes using the CHESS RFQ/RFP tools.

### 2. REQUIRING ACTIVITY

RA is defined as any organizational element within the Army, DOD, or other Federal Agencies. The RA roles and responsibilities are as follows:

- Adheres to the requirements and procedures defined in these ordering guidelines.
- Funds the work to be performed under Mobile Device orders.
- Prepares delivery order requirements packages.

### 3. LOCAL ORDERING CONTRACTING OFFICE

The Local Ordering Contracting Office roles and responsibilities are as follows:

- Local Ordering Contracting Officers within the Army, DOD, and other federal agencies are authorized to place orders within the terms of the contract and within the scope of their authority.
- They are not authorized to make changes to the contract terms. The ordering contracting officer's authority is limited to the individual orders.
- Serves as the interface between the contractor and the government for individual orders issued under the NASA SEWP V contracts.
- Responsible for requesting, obtaining and evaluating proposals/quotations using the CHESS RFQ/RFP tools and for obligating funds for delivery orders issued.
- Responsible for preparing and submitting the Delivery Order (DO) to NASA SEWP PMO Office for processing.

### 4. NASA SEWP PM OFFICE

The NASA SEWP Program Management Office (PMO) roles and responsibilities are as follows:

- Serves as the PMO for the NASA SEWP V contracts. The NASA PMO has overall contractual responsibility for the NASA SEWP V contracts. All orders issued are



subject to the terms and conditions of the contract. The contract takes precedence in the event of conflict with any order.

- Receives all SEWP V DO to insure all ordering information is complete, accurate and in scope with the applicable contract.
- Forwards validated orders to the appropriate contract holder.
- Provides advice and guidance to requiring activities, ordering contracting officers, and contractors regarding contract scope, acquisition regulation requirements, and contracting policies.

## **5. CONTRACTORS**

The principal role of the contractors is to deliver products identified in orders issued under its contract within the time frame specified under the contract.



# CHAPTER 3 MICROSOFT SURFACE AND WI-FI DEVICE ORDERING GUIDANCE

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The following is a summary of the roles and responsibilities for the primary organizations in the Wi-Fi Device ordering process.

## 1. GENERAL

- Ordering is decentralized for all Microsoft Surface and Wi-Fi devices requirements. Ordering under the contracts is authorized to meet the needs of the Army, DOD, and other federal agencies. There are no approvals, coordination, or oversight imposed by the Army Procuring Contracting Officer on any ordering contracting officer.
- Ordering contracting officers are empowered to place orders IAW the terms and conditions of the contracts, Microsoft Surface and Wi-Fi devices ordering guidelines, the FAR, DFARS (as applicable), and their own agency procedures.
- The CHESSE IT e-mart at <https://chess.army.mil> is available to make price comparisons among all awardees and solicit competitive quotes. The ordering contracting officer will initiate the RFQ process by issuing a RFQ to **eleven NASA SEWP V contract holders that responded to CHESSE original RFQ for Microsoft Surface and Wi-Fi devices** via the CHESSE IT e-mart. Ordering contracting officers **MUST** issue the Request for Proposal (RFP via the IT e-mart.
- When posting an RFP, requiring activities are not to simply submit a vendor's quote as an RFP/Deliver Order Request (DOR).
- When posting a DOR, customers will identify specific delivery instructions for proposal responses. Contractors will indicate their interest via CHESSE IT e-mart; however, proposal packages shall be delivered by means identified in the DOR.

## 2. PRICING

- Pricing is Fixed Price. The published SEWP prices are pre-negotiated discounts off the contractor's list price and are the maximum prices the contractor can charge the Government. Contract holders may charge less on a per order basis or on a limited-time basis (e.g. closeout sale). Agencies KOs are encouraged to negotiate further price reductions with Contract Holders.

## 3. ORDER FORMS

- An appropriate order form (Defense Department (DD) Form 1155, Order for Supplies or Services, or Standard Form (SF) 1449, Solicitation/Contract/Order for Commercial Items) shall be issued for each delivery order. The use of government credit cards is also authorized IAW applicable rules and procedures. Delivery orders may be issued via telephone, fax, e-mail, postal mail or CHESSE's IT e-mart.
- DOD agencies should use ordering numbers as specified in DFARS 204.7004(d)(2)(i). Non-DOD federal agencies may use any numbering system provided it does not conflict with either of these numbering systems.

## 4. DELIVERY REQUIREMENTS

- Delivery of products to Continental United States (CONUS) and OCONUS locations shall be IAW individual delivery orders. Maximum delivery time to the addresses specified in each delivery order shall be within 30 calendar days for CONUS addresses and 35 calendar days for OCONUS from the date a valid order is received by the contractor, or as otherwise agreed to by the parties.



- The ordering contracting officer's authority is limited to the individual orders. They are not authorized to make changes to the contract terms.
- Coordination and scheduling of shipment and delivery is the responsibility of the ordering activity. Commercial shipping is required in lieu of developing a shipping mechanism reliant upon government personnel intervention.
- If an item cannot be delivered within the delivery time for that item, the contractor shall notify the ordering contracting officer and CHES, within two business days of order receipt, of the expected delivery date for the ordered item(s). Upon notification, the Ordering Agency may choose to cancel the delivery order or request due consideration for the delay.

## 5. SHIPMENTS TO CALIFORNIA – CALIFORNIA ENVIRONMENTAL FEE

The State of California requires the payment of an Electronic Waste Recycling Fee on certain electronic devices shipped to California. The fee applies to Government purchases and must be paid by the customer. The fees are added to the customer's order as a pass through charge and must be included in the total amount of the delivery order or credit card at the time of purchase. The CHES vendor remits the fees to the State of California. If a delivery order or credit card purchase contains liquid crystal display desktop computer monitors and/ or laptop computers that are being shipped to California, contact the CHES vendor so that they can determine the additional charge that will be incurred against the delivery order or credit card purchase.

## 6. FAIR OPPORTUNITY TO BE CONSIDERED

**For the purpose of ordering Microsoft Surface and Wi-Fi devices through the CHES IT e-mart, the following clauses would apply only to the eleven NASA SEWP V contract holders that responded to CHES original RFQ for mobile devices.**

IAW FAR 16.505(b)(2), for any order exceeding \$3,000 but not exceeding the simplified acquisition threshold, the ordering contracting officer shall give every NASA SEWP V contractor a fair opportunity to be considered for a delivery order unless one of the exceptions to fair opportunity applies. The ordering contracting officer must document his/her rationale if applying one of the exceptions to fair opportunity; however, no special format is required. All orders exceeding the simplified acquisition threshold for DOD shall be placed on a competitive basis IAW FAR 16.505 and DFARS 216.505-70 unless a written waiver is obtained, using the limited sources justification and approval format in FAR 8.405-6. Refer to your agency's approval authorities for placing orders on another than competitive basis. This competitive basis requirement applies to all orders by or on behalf of DOD. Non-DOD agencies shall comply with their own agency's procedures.

The requirement to place orders on a competitive basis is met only if the ordering contracting officer:

- Provides a notice of intent to purchase to every NASA SEWP V contractor for the specific devices which you are purchasing, including a description of work to be performed and the basis upon which the selection will be made; and
- Affords all NASA SEWP V contractors responding to the notice a fair opportunity to submit an offer and to be fairly considered.



## 7. EXCEPTIONS TO FAIR OPPORTUNITY

**For the purpose of ordering mobile devices through the CHESSE IT e-mart, the following clauses would apply only to the eleven NASA SEWP V contract holders that responded to CHESSE original RFQ for mobile devices.**

As provided in FAR 16.505(b)(2) and DFARS 216.505-70, the ordering contracting officer may waive the requirement to place an order on a competitive basis if a written limited source's justification and approval is done and one of the following circumstances applies:

- The agency's need for the supplies or services is so urgent that providing a fair opportunity would result in unacceptable delays. Use of this exception requires a justification that includes reasons why the NASA SEWP V processing time for a fair opportunity to be considered will result in an unacceptable delay to the agency. The justification should identify when the effort must be completed and describe the harm to the agency caused by such a delay.
- Only one contractor is capable of providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized. Use of this exception should be rare. When using this exception, explain (1) what is unique or highly specialized about the supply or service, and (2) why only the specified contractor can meet the requirement

## 8. ORDERING PROCEDURES

### Delivery Order Request

- The Requesting Agency (RA) seeking to procure mobile devices must ensure that the mobile devices are on the Department of Defense Unified Capabilities Approved Products List (DOD UC APL). The link to the DOD UC APL is <https://aplits.disa.mil/processAPList.action>. The DOD UC APL must be consulted prior to purchasing a system or product. If no listed product meets the requesting organization's needs, they may sponsor a product for testing that does meet their needs, if the product has an existing category and test requirements. Once a device is identified and meets the DOD UC APL requirements, the RA prepares the delivery order request package and submits it to the local ordering contracting officer.

### Proposal Preparation Request

- The local ordering contracting officer will issue an RFQ to **seven NASA SEWP V contract holders that responded to CHESSE original RFQ** for mobile devices being acquired using the RFQ Tool on the CHESSE IT e-mart to solicit your requirement. There is an RFQ Tutorial available on the Training Page of the CHESSE IT e-mart ([https://chess.army.mil/Content/Page/RES\\_TUTRL](https://chess.army.mil/Content/Page/RES_TUTRL)).
- If there are issues or questions, customers can contact the CHESSE Customer Service Center at 1-888-232-4405, Monday through Friday 8am-5pm EST or email at [armychess@mail.mil](mailto:armychess@mail.mil).
- Recommend an RFQ submission date of 3-5 calendar days after issuing a delivery order proposal/quote request. Upon mutual agreement between the contractor(s) and the government, a shorter or longer response time may be established.
- If unable to perform a requirement, the contractor shall submit a "no bid" reply in response to the RFQ. All "no bids" shall include a brief statement as to why the contractor is unable to perform, e.g., conflict of interest.



## Evaluation

- The government will evaluate the contractor's quote IAW the selection criteria identified in the RFQ.
- Award may be determined as a result of the lowest price technically acceptable or a tradeoff process resulting in the best value to the government. When determining "best value," the ordering contracting officer shall consider price as one of the factors in the selection decision. In addition, the ordering contracting officer should consider past performance on earlier orders under the contract, including quality and timeliness. While the local ordering contracting officer should keep contractor submission requirements to a minimum, other factors that may be considered include:
  - Special features of the supply or service required for effective program performance.
  - Trade-in considerations.
  - Probable life of the item selected compared with that of a comparable item.
  - Warranty considerations.
  - Maintenance availability.
  - Environmental and energy efficiency considerations.
  - Delivery terms.
  - Socioeconomic status.
- After proposals have been received and evaluated, an authorized official from the RA will document the results.

## Award

The local contracting officer prepares and submits the DO to NASA SEWP for processing. All Delivery Orders MUST be routed through the SEWP PMO and should not be sent directly to the Contract Holder. All delivery orders are processed within one business day of receipt and electronically forwarded to the Contract Holder by the SEWP PMO.

FAX orders and completed forms to: (301)286-0317

OR E-Mail PDF or Image Files to: [sewporders@sewp.nasa.gov](mailto:sewporders@sewp.nasa.gov)

At a minimum, the following information shall be specified in each delivery order awarded:

- Delivery Order Number (any valid Government DO is allowed)
- Quote from a SEWP Contract Holder verifying the viability of the order
- SEWP Fair Opportunity Form for orders over \$5 Million PDF DOC
- Date Delivery Order Issued
- SEWP Contract Number
- SEWP Contract Holder's mailing address and phone number
- Issuing Office: Agency Name and Mailing Address
- Ship to Office: Agency Name and Mailing Address
- Total dollar amount of order
- Contracting Officer's Signature
- Contracting Officer's Phone Number
- Date Delivery Order Signed

If there are issues or questions on this process, customers can contact the SEWP Customer Support Center, Helpline: (301) 286-1478 or [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov)



## SEWP V

### 3 - STEP ORDERING PROCEDURE

Local Contracting Officer	NASA SEWP PMO	SEWP Contract Holder
<ol style="list-style-type: none"><li>1. Determines best value through market research</li><li>2. Creates Deliver Order citing NASA SEWP Contract # and Prime Contract Holder</li><li>3. Sends order to NASA SEWP BOWL</li></ol>	<ol style="list-style-type: none"><li>1. Verifies Order</li><li>2. Forwards valid Orders to the appropriate Contract Holder</li></ol>	<ol style="list-style-type: none"><li>1. Process Order</li><li>2. Delivers equipment</li><li>3. Invoices Agency or Contractor</li></ol>
STEP 1	STEP 2	STEP 3

#### Unique Requirements

All KOs must view an 18 minute SEWP training video prior to submitting their first DO to the NASA SEWP PMO, (<http://events.sewp.nasa.gov/multimedia/index.shtml>).

As of March 2, 2015, the SEWP surcharge for all orders is 0.39%. The fee is included in the price of all products and is not separately listed on quotes. It is the Contract Holder's responsibility to pay the fee from their quoted product prices.

