

SOFTMART

McAfee SmartBuy Program

TF-00T-07-SB-A-0012

USERS' ORDERING GUIDE

JANUARY 2007

**For further information, please
contact:**

Patrick DiNenna, Program Manager

Phone: (610) 518-4381

Cell: (202) 657-2631

Patrick.dinenna@softmart.com

mcafee@softmart.com

450 Acorn Lane

Downingtown, PA 19335

HOW TO ORDER THROUGH THE BPA

Softmart offers a variety of ordering options to meet your procurement needs, including:

- ◆ Phone Ordering via a Toll Free Number
- ◆ Fax Ordering via a Toll-Free Fax Number
- ◆ Mail Ordering via U.S Mail
- ◆ Electronic Ordering via www.softmart.com

Softmart's price list is available at

<http://www.softmart.com/federal/mcafeesmartbuy>

Softmart's order entry system is on-line and completely integrated. The system allows us to provide you with shipping status, pricing, and account information.

Softmart accepts Visa, Master Card, Discover, and American Express for credit card purchases.

Please be prepared to give the following information to Softmart's Customer Relations Representative when you place your order:

- ◆ Company name
- ◆ Order contact name*
- ◆ Invoice address, phone number, and attention
- ◆ Purchase order number or credit card information
- ◆ Cost center number, release number, job code, or any other information to be captured
- ◆ Quantity and description of product(s) to be ordered
- ◆ Some publishers also require additional information for certain products. You may need to provide an end user name, phone number, and email address.
- ◆ Shipping address, phone number, and attention
- ◆ Shipping method.

Softmart's Customer Relations Representative will give you an Order Confirmation Number. Please keep this for reference.

*If the order contact does not have a Softmart account, please be prepared to provide the order contact's physical address, telephone number, fax number, email address, and parent company name in addition to the information listed above.

Placing an Order by Telephone

Softmart's Government Customer Relations Department

Telephone number: (800) 628-9091

Hours: 8:00 a.m. to 5:30 p.m. EST Monday through Friday

- ◆ When your order is complete, you will be given an order confirmation number. This number may be used as a reference for your order.
- ◆ Orders for in-stock products telephoned in before 4:00 p.m. EST are shipped the same day. We will make a reasonable effort to ship in-stock products overnight for orders placed before 5:30 p.m. EST.

Placing an Order by Fax

Softmart's Government Customer Relations Department

Fax number: (800) 423-0612
24 hours a day, 7 days a week

- ♦ Customer Relations will be available to process your order during regular business hours, which are between 8:00 a.m. and 5:30 p.m. EST Monday through Friday.

Placing an Order by Mail

- ♦ You may place your order by mail using the address below:

Softmart Government Services, Inc.
Attn: Customer Relations – McAfee SmartBuy
450 Acorn Lane
Downingtown, PA 19335

Placing an Order by using Softmart's World Wide Web Site

www.softmart.com

- ♦ Softmart's shopping cart style web ordering system enables customers to conduct business domestically and globally through our Web Order Entry System.
- ♦ Our web site provides Softmart's customers maximum availability 24 hours a day, 7 days a week.

Placing a Rush Order

- ♦ For a rush order, please call Softmart's Customer Relations Department at (800) 628-9091.
- ♦ If the product is not in stock and you require rush delivery, please request a drop shipment at the time of order placement.
- ♦ The product(s) will be drop shipped from the Publisher/Manufacturer, as long as that Publisher/Manufacturer allows drop shipments. If the Publisher/Manufacturer does not allow drop shipments, Softmart will expedite your order as quickly as possible.
- ♦ Additional charges may be incurred for this service.

For DD350:

Company Name: Softmart Government Services, Inc.
Address: 450 Acorn Lane, Downingtown, PA 19335
DUNS: 073366119
Cage Code: 1LW45
TIN#: 23-2984562

ABOUT SOFTMART

Softmart was founded in 1982 and is based in Downingtown, PA. For over 23 years, we have provided solutions that enable our customers to reduce their total cost of ownership for software. We achieve these reductions through in-depth license program knowledge, close relationships with software manufacturers, a strong technical support team, and advanced electronic services. Our customers include government agencies and academic institutions, Fortune 1000 companies, and small businesses.

Softmart is a small business and has held GSA Schedule Contract #GS-35F-0346J for over 17 years. Softmart's Federal Account Team has gained significant experience, providing account management and licensing expertise to over 10,000 Federal customers.

Softmart is one of the leading Large Account Resellers in the industry. We have a proven track record of handling a wide range of customer contracts, from the largest accounts to the smallest procurements. Softmart has experience in rolling out major purchasing contracts at many levels including global corporations, statewide contracts, and school systems. We have communicated the advantages of complex licensing agreements to entities with 450,000 users and also educated participating agencies about more basic VLP requirements.

Softmart's competitive advantage stems from our unique approach to account management, our superior knowledge of publisher Volume License Programs, and our strong vendor relationships built over our many years in business. Because software and hardware are traceable assets, and we understand the value of having a reseller that can act as an advisor, we can execute customized processes to meet specific customer requirements while helping to engineer strategies to maximize procurement savings.

Softmart provides customers with an Account Management Team and dedicated Customer Service Team for superior account service and support. Through our role as a strategic partner, Softmart has developed custom processes to help our customers streamline their IT Procurement. Softmart utilizes this team approach to effectively manage resources and provide customers a consistent level of service and support. Customers also have access to a group of Vendor Account Managers, each dedicated to a leading industry publisher, who provide superior knowledge of vendor products and licensing options.

As a leader in the software industry, Softmart has developed innovative tools to help our customers manage their software and hardware procurement more efficiently and effectively. Softmart's tools which are specifically designed to facilitate and automate license usage tracking and reporting include online reporting, license tracking, and custom web sites and catalogs. Softmart's experience and business tools add tremendous value and efficiency by delivering the benefits of consolidated purchasing power and simplifying the task of reporting and tracking licenses purchased across organizations.

ABOUT THE CONTRACT

Contract Information

BPA Number: TF-00T-07-SB-A-0012

Contract Type: McAfee SmartBuy for Antivirus Products

Contract Period: December 15, 2006 – December 31st, 2007

Eligibility: All Executive Agency(s) are hereby authorized to place orders under this BPA. More specifically, the major agencies that will participate are: DOD (see below), USDA, DOC, Education, DOE, HHS, DHS, HUD, DOI, DOJ, DOL, SEC, GSA, EOP, State, USAID, DOT, Treasury, VA, EPA, NASA, NSF, SBA, SSA, and NRC. This BPA is also open to Government Contractors authorized to order in accordance with the FAR Part 51, if the orders are for participating agencies.

Note: The BPA is open for ordering by all Department of Defense (DoD) Components. For the purposes of this agreement, a DoD component is defined as: the Office of the Secretary of Defense (OSD), the Military Departments, the Chairman of the Joint Chiefs of Staff, the Combatant Commands, the Inspector General of the Department of Defense (DoD IG), the Defense Agencies, the DoD Field Activities, the U.S. Coast Guard, and the Intelligence Community. This BPA is also open to DoD Contractors authorized to order in accordance with the FAR Part 51.

Online Information

Softmart website – <http://www.softmart.com/federal>

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Downingtown, PA 19335

SOFTMART CONTACT LIST

Task	<i>Who to Contact</i>	Contact Information
<ul style="list-style-type: none"> ◆ Information about Softmart ◆ Licensing information ◆ New product information ◆ Product promotions ◆ Technical Support information 	SOFTMART'S WEB PAGE	www.softmart.com/federal
<ul style="list-style-type: none"> ◆ Act as liaison to software publishers ◆ Make volume program recommendations based on purchasing trends and goals ◆ Communicate license program requirements ◆ Accommodate customer's specialized requirements 	Patrick DiNenna BPA Program Manager Christopher Rozzi	Patrick DiNenna Phone: (610) 518-4381 Christopher Rozzi Phone: (610) 518-4388
<ul style="list-style-type: none"> ◆ Provide pricing & availability ◆ Place orders ◆ Provide order status ◆ Provide proof of delivery ◆ Request web accounts ◆ Request reports ◆ Process returns 	Government Customer Relations Team	Phone (800) 628-9091 Fax (800) 423-0612 Direct Fax (610) 518-3000 mcafee@softmart.com
<ul style="list-style-type: none"> ◆ Provide information regarding invoices or payments 	Bryan Clark Senior Government Credit Analyst	Phone (610) 518-4035 Fax (610) 518-3013 bryan.clark@softmart.com

LICENSING

The McAfee Protect Plus Program provides customers, of any size, unmatched procurement flexibility and value when purchasing McAfee software and hardware (appliance) solutions. Customers can choose to purchase as needed through the McAfee Perpetual Plus Program and the McAfee Subscription Plus Program. This innovative approach to license procurement includes world class 24x7 technical support, volume discounts reward for larger purchases, budget predictability and integration across both software and hardware solutions. The McAfee Protect Plus Program makes it easy for corporations to secure and protect their information technology infrastructure. In essence it's licensing that adapts to the way you do business.

McAFEE PERPETUAL PLUS PROGRAM

http://www.mcafee.com/us/tier3/support/media/customer_support/perpetualplus_factsheet.pdf

The McAfee perpetual plus is an enhanced volume license program that provides customers with simple options for purchasing McAfee software licenses and appliances.

- Provides customers of all sizes an easy and fast procurement option
- Available for Education and Government entities
- Gold Technical Support provides 24*7 technical support and software maintenance
- Budget predictability for initial orders and subsequent orders

McAFEE SUBSCRIPTION PLUS PROGRAM

http://www.mcafee.com/us/tier3/support/media/customer_support/subscriptionplus_factsheet.pdf

The McAfee Subscription Plus is an enhanced volume license program that provides enterprise customers with the flexibility of subscription licensing.

- Provides enterprise customers an easy and fast procurement option
- Available for Education and Government entities
- Gold Technical Support provides 24*7 technical support and software maintenance
- Budget predictability for initial orders and subsequent orders
- Subscription license flexibility

End User License Agreement

NOTICE TO ALL USERS: PLEASE READ THIS CONTRACT CAREFULLY. BY CLICKING THE ACCEPT BUTTON OR INSTALLING THE SOFTWARE, YOU (EITHER AN INDIVIDUAL OR A SINGLE ENTITY) AGREE THAT THIS AGREEMENT IS ENFORCEABLE LIKE ANY WRITTEN CONTRACT SIGNED BY YOU. IF YOU DO NOT AGREE TO ALL THE TERMS OF THIS AGREEMENT, CLICK ON THE BUTTON THAT INDICATES THAT YOU DO NOT ACCEPT THE TERMS OF THIS CONTRACT AND DO NOT INSTALL THE SOFTWARE.

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