



Frequently Asked Questions

WHO IS CARAHSOFT AND WHY ARE THEY CONTACTING ME?

Carahsoft Technology Corp. is The Trusted Government IT Solutions Provider®, supporting public sector organizations across federal, state, and local government agencies as well as the education and health-care markets. Bentley chose Carahsoft as their Master Government Aggregator® partner. The partnership will deliver tailored licensing and purchasing support to government users like you, to assure that you are purchasing vetted products and services, and ensure compliance with government regulations at scale. Carahsoft brings tremendous experience in the government contracting space and can provide government users with quick and simple procurement. A Carahsoft representative will contact you to introduce themselves as your account manager.

HOW CAN I GET IN CONTACT WITH SOMEONE FROM CARAHSOFT?

You can call 844-722-8436 and speak with a Carahsoft agent or email Bentley@carahsoft.com. Alternatively, you can visit the Bentley Support site at <https://www.bentley.com/en/support>.

I'VE BEEN BUYING MY SELECT RENEWALS DIRECTLY FROM BENTLEY. WHAT ADDITIONAL BENEFITS WILL I RECEIVE BY PURCHASING THROUGH CARAHSOFT?

Federal, state and local governments all have procurement policies and goals known as set-asides that require or encourage contracting with a variety of businesses in specific socioeconomic categories. Carahsoft, through its network of partners, can assist and provide access to a wide variety of these companies and associated contract vehicles. Categories include:

- ♦ Small Disadvantaged Businesses and 8(a) Small Businesses.
- ♦ HUB-Zone Small Businesses.
- ♦ Woman-Owned Small Businesses (WOSB).
- ♦ Service-Disabled Veteran-Owned Small Businesses (SDVOSB).

WHO IS HANDLING QUOTES NOW?

Carahsoft will now be your point of contact for providing quotes. However, if you have already received a quote from Bentley then you can deal with Bentley directly to complete the transaction.

WHO IS HANDLING SELECT RENEWALS NOW?

Carahsoft will now be your point of contact for providing SELECT® renewal contracts.

WHO WILL I BE RECEIVING INVOICES FROM, CARAHSOFT OR BENTLEY?

You will now receive your invoices from Carahsoft.

WILL I HAVE ACCESS TO BENTLEY TECHNICAL SUPPORT IF A PROBLEM OCCURS?

Nothing will change when it comes to technical support — you will still have the same support with you always had. For more information on Bentley Systems support visit <https://www.bentley.com/en/support>.

WHO IS MY POINT OF CONTACT AND WHERE CAN I GET MORE INFORMATION ABOUT THE CARAHSOFT PARTNERSHIP?

You can reach out to your local Carahsoft agent by calling 844-722-8436 or by emailing Bentley@carahsoft.com.

For more information visit www.carahsoft.com/bentley.

WHAT WILL HAPPEN IF I HAVE AN EARNED VALUE DISCOUNT?

Carahsoft will not be supporting Earned Volume Discounts and thus they will no longer be available.

WHERE CAN I FIND MORE INFORMATION ON HOW CARAHSOFT HANDLES GOVERNMENT-WIDE ACQUISITION CONTRACTS?

To better serve users and simplify the government procurement process, Carahsoft has secured numerous contract vehicles, including agency-specific and government-wide federal, state and local contracts. Carahsoft's wide variety of schedules, contracts, and purchasing agreements make procuring the solutions you need fast and easy. For more information visit <https://www.carahsoft.com/buy>.

Thank you for downloading this Bentley Systems product data sheet! Carahsoft is the government distributor for Bentley GIS solutions.

To learn how to take the next step toward acquiring Bentley's solutions, please check out the following resources and information:



For additional resources:
carah.io/BentleySolutions



For additional resources:
carah.io/GISsolutions



To set up a meeting:
Bentley@carahsoft.com
844-722-8436



To purchase, check out the contract
vehicles available for procurement:
carah.io/BentleyContracts