



**ORDER PROCESSING**

## SEWPV ORDERING GUIDE

FOR NASA'S SOLUTIONS FOR ENTERPRISE-WIDE PROCUREMENT

(SEWP V)

NNG15SD48B GROUP A

NNG15SE08B GROUP D

ID TECHNOLOGIES LLC

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Ashburn, VA 20147

# ID Technologies NASA SEWP V

We have been an IT partner to the US Federal Government for over twenty years, operating first as Intelligent Decisions and now as ID Technologies. While the government agencies we work with have IT issues in common, many of the challenges we address are unique to one customer. We learn from each mission we support, but never assume that what works for one will work for others. We take great care to ensure that the enabling technologies we deliver reflect their exceptional circumstances, driven by how their people work and what they must be able to do to succeed, ever mindful of the cost drivers that impact everyone.

That's how we bring our mission to Accelerate Simplicity to life for our Federal Government customers, doing everything possible to get the right capability into the hands of the people who really need it in a timeframe that works for them.

Look to ID Technologies for solutions in:

- Data & Network Security
- Implementation Services
- Customized Hardware & Software Products
- IT-Based Physical Security
- Installations & Deployments
- Agency Specific Requirements
- Specialized Offerings from Niche OEM's

ID Technologies has deep technical expertise and can effectively and efficiently deliver core IT services to our customers. Our engineers are certified and experienced with a wide array of OEM partners in the following areas.

- Server Infrastructure (Dell, Cisco, HP, Red Hat)
- SAN Systems (Dell | EMC Unity | PowerVault | Compellent | XtremIO | VMAX | NetApp)
- Firewalls / VPNs (Cisco, Palo Alto, Juniper, Sonicwall, ForcePoint)
- Backup Solutions (CommVault, Veritas, Data Domain)
- Cloud (Microsoft Azure, Amazon Web Services, VMware Private, Archon Cloud Storage)
- Data Center IP Networking (Cisco Nexus, Dell Force10, Ruckus)
- Data Center Storage Networking (Cisco MDS, Broadcom)
- Hyper Converged Infrastructure (Dell/EMC VXRail, Cisco HyperFlex, Nutanix, custom designed VMware vSAN)
- Virtual Desktop Infrastructure (VMware, Citrix, Microsoft RDP)
- Virtual Desktops (Wyse, Clearcube, 10Zig, Teradici)
- Cross Domain Technologies (CSfC, Archon ZV, AFRL SecureView, ForcePoint Trusted Thin Client)
- Load Balancers (F5 Big-IP, Riverbed Steelhead, Citrix NetScaler)
- VoIP – Data Center (Cisco Unified Communications Manager, Avaya Aura Communications Manager)
- Wi-Fi – Limited Enclave (Cisco Aironet, Aruba, Ruckus)

For more information, visit [www.idtec.com](http://www.idtec.com) or call toll-free (800) 929-8331.

**Contract Number:** NNG15SD48B **Business Designation(s):** Small Business  
**Group:** Group A  
**NAICS:** 334111

**Contract Type:** Multi-award GWAC (Government-Wide Acquisition Contract)

**Contract Users:** Supports Information Technology (IT) product needs for all Federal Agencies

**Ordering Period:** Effective Date: May 1, 2015 – April 30, 2020  
Option 1 - Effective May 1, 2020 thru April 30, 2025

**Contract Number:** NNG15SE08B **Business Designation(s):** Other Than Small  
**Group:** Group D  
**NAICS:** 541519

**Contract Type:** Multi-award GWAC (Government-Wide Acquisition Contract)

**Contract Users:** Supports Information Technology (IT) product needs for all Federal Agencies

**Ordering Period:** Effective Date: May 1, 2015 – April 30, 2020  
Option 1 – Effective May 1, 2020 - April 30, 2025

## Ordering Guide

### Ordering Overview

The SEWP (Solutions for Enterprise-Wide Procurements) contracts are open to NASA civil employees, NASA contractors, federal agencies, and federal agency contractors. This document explains how to procure through SEWP. The contracts are managed and administered by NASA's Goddard Space Flight Center (GSFC) at the NASA SEWP Program Management Office (PMO).

SEWP contracts focus on Information Technology product: servers, peripherals, software, supporting equipment and associated training, installation, and implementation solutions.

Benefits of using SEWP V

- Available leasing and financing options
- Ease of use – Product updates with 24 hrs.
- Multiple manufactures with competing products and pricing
- Each delivery order can specify its own special terms
- Ability to support a “stand-alone” CUPA BPA

## The NASA SEWP Office

NASA provides contract services through the NASA SEWP Program Office. The Program Office operates the SEWP contract on behalf of all Government agencies and tracks agency spending and DPA limits, manages contract data, tracks and displays order status, and posts contract holder past performance data to the main website. Order status and contract purchase information can be found on the SEWP BOWL website.

### Ordering Process

The internal ordering process of each agency varies. The process and accompanying forms for PR's and DO's that are issued against a SEWP contract is defined by the issuing agency and not the NASA SEWP Program Management Office (PMO). The typical process, however, is for an end-user to determine a requirement and generate a purchase request (PR). The PR along with any necessary funding information is sent to that Agency's procurement office which results in the issuance of a delivery order (DO). Any valid Federal Agency DO form, and the associated delivery order number may be used. The NASA SEWP Program Management Office (PMO) does not issue DO's - these must be issued through the issuing Agency's procurement office. The SEWP Program Management Office (PMO) reviews, processes and tracks issued DOs and forwards them to the Contract Holder(s)

Some agencies have special requirements for issuing IT Delivery Orders. It is the Issuing Agency's Contracting Officers' (COs/KOs) responsibility to be aware of any agency-specific policies regarding issuing orders via an existing contract vehicle and Government Wide Acquisition Contracts. There are no requirements under the SEWP Contracts for issuing agencies to use other intermediary procurement offices, except as directed through their own internal policies.

Regardless of Agency-specific Ordering processes, the general flow for SEWP orders is:

End user or Contracting Officer (CO)	NASA SEWP PMO	SEWP Contract Holder
<ol style="list-style-type: none"> <li>1. Determines best value through market research.</li> <li>2. Creates Delivery Order citing NASA SEWP Contract # and Prime Contract Holder.</li> <li>3. Sends order to NASA SEWP BOWL.</li> <li>4. Obtain ITARs or note exception to ITARs requirement</li> </ol> <div style="text-align: right; font-size: 48px; color: green; font-weight: bold;">1</div>	<ol style="list-style-type: none"> <li>1. Verifies Order.</li> <li>2. Forwards valid Orders to the appropriate Contract Holder.</li> </ol> <div style="text-align: center; font-size: 48px; color: yellow; font-weight: bold;">2</div>	<ol style="list-style-type: none"> <li>1. Processes Order.</li> <li>2. Delivers equipment and services.</li> <li>3. Invoices Agency or Contractor.</li> </ol> <div style="text-align: center; font-size: 48px; color: orange; font-weight: bold;">3</div>

If modifications are made to any order, these modifications must also route through the SEWP Program Management Office (PMO).

To assist you in preparing your delivery orders, below you will find important information in reference to processing delivery orders through the SEWP Program office. Please feel free to contact the SEWP helpline if you have any questions concerning your purchase orders, our web-tools or any SEWP related topics at 301-286-1478. Our hours of operation are as follow Monday - Friday 7:30 am to 6:00pm EST.

**Delivery orders are required to contain the following information for processing. If the below information does not appear on the delivery order, the order may not be processed, or processing may be delayed.**

- Delivery Order Number (any valid Government DO is allowed)
- Quote from a SEWP Contract Holder verifying the viability of the order
- 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
- Line Items/Pricing

## Surcharge

As of October 1, 2020, the SEWP surcharge for all orders is a 0.339% 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.

NASA SEWP reserves the right to adjust all surcharge rates as the SEWP Program Management Office (PMO) budget so requires.

Note that the NASA SEWP Program Management Office (PMO) operates on a non-profit, self-contained Full Cost Accounting Budget. The fees are set solely to fund the services and staff provided by the NASA SEWP Program Management Office (PMO). Collection of excess fees will result in either an increase in services, a decrease in the fee structure or a combination of the two.

## Who Can Use SEWP

The SEWP contracts are for use by NASA, all Federal agencies and approved federal agency support service contractors. Contracting officers considering authorizing support service contractors should review the policy at FAR 51.101, and any agency specific guidance or policy, to make the appropriate determination and written finding which supports issuance of the authorization, as required by FAR 51.102 and FAR 51.107. (For NASA contracting officers, additional guidance is provided in the NASA Far Supplement at [Subpart 1851](#).) Approved support service contractors must comply with the requirements at FAR 51.103.

To authorize a contractor to purchase from the SEWP contracts, the authorizing contracting officer should send a copy of the authorization letter to the SEWP Program Management Office (PMO) containing all of the following information:

1. Authorizing Agency Name, Contracting Officer (CO) Name, Mailing Address, Phone/FAX number and the contractor corporate name, division, and address.
2. Contract number and period of performance
3. A statement that the contractor is authorized to purchase from SEWP contracts in support of the above contract.
4. The CO's/KO's signature and date signed.

The letter should be sent in advance of or with the first order via fax, e-mail or Ground Mail. [sewporders@sewp.nasa.gov](mailto:sewporders@sewp.nasa.gov)

SEWP Program Management Office (PMO)  
10210 Greenbelt Road  
Suite #200  
Lanham, MD 20706  
Phone: (301)286-1478  
Fax: (301)286-0317

Upon approval of the authorization letter, the contractor's name and contract information will be added at the [Approved Support Service Contractors](#) web page.

## Economy Act

Delivery orders issued against the SEWP contracts are not subject to the Economy Act. FAR 17.500(b) states The Economy Act applies when more specific statutory authority does not exist. Examples of acquisitions to which the Economy Act does not apply (17.500(b)(2)) include acquisitions using Government-wide acquisition contracts. The SEWP contracts are Government Wide Acquisition Contracts. The authority for the SEWP contracts is from the Office of Management and Budget (OMB) , pursuant to Section 5112(e) of the Information Technology Management Reform Act ("Clinger-Cohen Act"), 40 U.S.C. 1412(e), which authorizes the Director of OMB to designate one or more heads of executive agencies as executive agents for government-wide acquisitions contracts for IT.

There is a requirement that all SEWP Delivery Orders be routed through the NASA SEWP Program Management Office (PMO) to ensure all ordering information is complete, accurate and in scope with the applicable contract. However, NASA does not issue orders for other agencies under the SEWP contracts, and other Federal Agencies do not send funds to NASA. Each SEWP

Delivery Order is funded and issued to the SEWP Prime Contractor by a Contracting Officer at the ordering Federal Agency.

## Fair Opportunity When Using SEWP Contracts

SEWP V is composed of 197 Indefinite Delivery Indefinite Quantity (IDIQ) contracts to over 140 pre-competed [Prime Contract Holders](#), both manufacturers and resellers of IT equipment. The contracts were awarded in 5 contract Groups - 2 full and open and 3 set-aside competitions. Since all awards were multi-award contracts, Fair Opportunity (refer to **FAR 16.505(b)**) must be given to all contractors in one or more Groups or set-asides.

The SEWP website provides the only SEWP recommended tools for manufacturer searches [Market Research Tool](#) and for Request for Information/Request for Quotes (RFI/RFQ) ([Quote Request Tool](#)). These tools are available to assist customers with buying decisions and as one means to provide documentation for any needed selection criteria. The following steps may assist customers in determining which contract best fulfills their requirements:

1. **Market Research:** According to Federal Acquisition Regulations, (FAR) Part 10, appropriate market research based on the size and complexity of the acquisition is required. The Online [Market Research Tool](#) and [Quote Request Tool](#) SEWP tools assist in this market research process.

2. **Fair Opportunity:** FAR 16.505(b) (1) provides that each contractor shall be given fair opportunity to be considered for each order exceeding \$10,000 and issued under multiple award contracts. The FAR states that the method to obtain fair opportunity is at the discretion of the CO and that the CO must document the rationale for placement and price of each order. Using the SEWP online [Quote Request Tool](#) is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP QRT tool will automatically include the Contract Holders within a selected Group or based on a suggested source.

NOTE: Fair Opportunity to all Contract Holders within one or more SEWP Groups or set asides is required. There is no requirement to obtain 3 quotes as long as all Contract Holders within a Group or set-aside were provided opportunity to provide a quote.

3. **Best Value:** Once market research is completed, the end-user's needs, technical requirements, Contract Holder program performance, price, Agency policy and other factors related to the exercise of sound business judgment should be considered in making a best value determination.

## NASA SEWP Program Management Office

NASA SEWP Helpline	(301) -286-1478	<a href="mailto:help@sewp.nasa.gov">help@sewp.nasa.gov</a>
NASA SEWP Contract Holders Helpline	(301) 286-4555	<a href="mailto:chhelp@sewp.nasa.gov">chhelp@sewp.nasa.gov</a>
NASA SEWP Orders	FAX (301) 286-0317	<a href="mailto:sewporders@sewp.nasa.gov">sewporders@sewp.nasa.gov</a>
NASA SEWP WEB Page		<a href="http://www.sewp.nasa.gov">www.sewp.nasa.gov</a>

## ID Technologies SEWPV Points of Contact

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ID Technologies Sales Team	1-866-803-7397	<a href="mailto:sewpadmininside@idtec.com">sewpadmininside@idtec.com</a>
ID Technologies Quoting Team	1-866-803-7397	<a href="mailto:sewpadmininside@idtec.com">sewpadmininside@idtec.com</a>