



## Ordering Guide

### **NNG15SC86B – Group C (HUBZone)**

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## Why Use SEWP-V?

Using Solutions for Enterprise-Wide Procurement (SEWP) contract is beneficial because it provides a government-wide, streamlined, and efficient way to purchase a vast range of Information Technology (IT) and Audio-Visual (AV) products and services. Key advantages include lower prices (often below GSA schedule prices), reduced surcharges (.34%), and faster ordering processes, while ensuring fair opportunity for many contractors through a single, pre-competited platform.

## Key Points

### ■ Availability

ICT and A/V Product Solutions and Related Services can be added in one day. There are more than 4 million unique products currently on contract.

### ■ Speed

Products are added, orders are processed and inquiries are responded to — all within one business day.

### ■ Customer Service

Staff is available every step of the way to work with users and Contract Holders to resolve any issues.

### ■ Tracking and Communication

SEWP tracks all orders through delivery and provides continuous feedback and reporting to customers and Contract Holders.

### ■ Assistance

If there is a problem, alert us. We will get it resolved so you get what you want.

### ■ Free On-Site Training

Training is delivered at your agency at no cost to you! WebEx training and online training videos are also available. Email [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) to learn more.

### ■ Low Price and Fee

Product prices, in general, are consistently lower on SEWP due to contractual set-up, oversight and intense internal competition.

### ■ Set-asides

Earn credits for your agency ordering from Small Businesses, HUBZone, Service-Disabled Veteran-Owned (SDVOSB), and Economically Disadvantaged Woman-Owned (EDWOSB).

### ■ Online Tools

Cut down on paperwork. Submit requests for quotes or product additions at [www.sewp.nasa.gov](http://www.sewp.nasa.gov) and have requests archived for future reference.

### ■ Government Oversight

SEWP's online tools assist acquisition shops with competition and compliance with FAR rules and regulations.

### ■ Free On-Site Training

Training is delivered at your agency at no cost to you! WebEx training and online training videos are also available. Email [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) to learn more.



## Who Can Use SEWP

### Reference SEWP V Section A.1.12. INDIVIDUALS AUTHORIZED TO ISSUE ORDERS

The SEWP contracts are for use by NASA, all Federal Agencies and approved Federal Agency support service contractors. Approved support service contractors must comply with the requirements of SEWP and the Issuing Agency.

To authorize a contractor to purchase from the SEWP contracts, the authorizing Contracting Officer should send a copy of the completed Authorization Letter Template to the SEWP Program Management Office (PMO) containing all of the following information:

Authorizing Agency Name, Contracting Officer (CO) Name, Mailing Address, Phone/FAX number, email address, and the contractor corporate name, division, and address.

Contract number and period of performance (current POP only, not including unexercised option periods, a new letter will need to be submitted with each option period)

A statement that the contractor is authorized to purchase from SEWP contracts in support of the above contract.

The CO's/KO's signature and date signed.

The letter should be sent in advance of or with the first order to  
[sewporders@sewp.nasa.gov](mailto:sewporders@sewp.nasa.gov)

Upon review of the authorization letter, the contractor's name and contract information will be added at the Approved Support Service Contractors web page.

## 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
1. Determines best value through market research. 2. Creates Delivery Order citing NASA SEWP Contract # and Prime Contract Holder. 3. Sends orders to NASA SEWP Program Management Office at <a href="mailto:sewporders@sewp.nasa.gov">sewporders@sewp.nasa.gov</a> .	1. Verifies Order. 2. Forwards valid Orders to the appropriate Contract Holder.	1. Processes Order. 2. Delivers equipment and services. 3. Invoices Agency or Contractor.

Download the text version of the SEWP Order process flow. [PDF](#)

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 0.34% 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.



### **Fair Opportunity FAR 16.505(b)**

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 manufacturers to conduct market searches utilizing the [Market Research Tool](#), Request for Information (RFI), and Request for Quotes (RFQs). These tools are available via our [Quote Request Tool \(QRT\)](#) to assist customers with buying decisions and to provide documentation for any necessary selection criteria. The following steps can help customers determine 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 SEWP online [Market Research Tool](#) and [Quote Request Tool \(QRT\)](#) 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 \$15,000 and issued under multiple award contracts. The FAR states that the method to obtain Fair Opportunity is at the discretion of the Contracting Officer (CO), and that the CO must document the rationale for placement and price of each order. Using the SEWP online QRT is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP QRT will automatically include the Contract Holders within a selected Group or based on a suggested source.

*NOTE: Fair Opportunity given 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 with the 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 the best value determination.

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.

For questions around how IMPRES can assist you, please reach out to your account manager or Program Managers listed on the cover page of this document.

Thank you,

IMPRES Technology Solutions, Inc. (IMPRES)