

Attachment D Contractor / Government Communication Requirements

One of the Acquisition Objectives of SEWP is to promote and utilize electronic based methods and practices. While commonly placed under the e-Commerce umbrella, SEWP recognizes the need to provide for a variety of electronic-based procedures some of which do not traditionally fall within the e-Commerce realm; e.g. Fax image files, e-mail text files, etc. There are also many legacy systems and unplanned occurrences which require a flexible system capable of handling both electronic and paper processes. Additionally while SEWP emphasizes current and emerging standard such as X-12 EDI, XML, etc., neither Industry nor Government have concurred on a single solution that is capable of covering all Industry and Government needs. It is, therefore, the Government's intention to work with Contractors and Government Agencies to accept and deliver information such as orders, status reports, contract refreshments, etc. in mutually agreed upon formats. This addenda, therefore, provides only a basic outline of the types of electronic reports, including required data, which must be accepted and/or provided by the Contractor to the SEWP BOWL. Actual implementations of the reports will be negotiated and tested prior to placement of the first delivery order after the signing of the Contract. Where encryption is indicated, the Contractor and SEWP BOWL will mutually agree upon the methodology.

D.1. Electronic Ordering

The following methods / paths of electronic ordering will be made available to Government entities:

1. X-12 850 orders transferred from a SEWP sponsored Web ordering site by a Government entity to the SEWP BOWL. Contractors may receive Web-based (X12) orders from the SEWP BOWL in one of 3 ways:
 - a. as an X12 850 document <encrypted>
 - b. as a mutually agreed upon e-mail format (format agreed upon by SEWP BOWL and the contractor with encryption requirements defined by the contractor)
 - c. as a Web page available at the Web ordering site with password protection and encryption
2. Electronic based (non-X12) orders transferred from an Agency ordering site by a Government entity to the SEWP BOWL. Contractors may receive electronic based orders from the SEWP BOWL in one of 2 ways:
 - a. as an X12 850 document <encrypted>
 - b. as a mutually agreed upon e-mail format (format agreed upon by SEWP BOWL and the contractor with encryption requirements defined by the contractor)
3. Fax images electronically sent from the Government entity to the SEWP BOWL. Contractors may receive fax image order from the SEWP BOWL in one of 3 ways:
 - a. fax
 - b. e-mail attachment
 - c. paper copy sent via courier to the contractor
4. Paper orders sent from the Government entity to the SEWP BOWL via either paper fax (alternative fax machine to the primary fax system) or through postal or courier mail. All paper orders will be scanned by the SEWP BOWL into electronic image files. Contractors may then receive paper orders from the SEWP BOWL in one of 3 ways:
 - a. fax
 - b. e-mail attachment
 - c. paper copy sent via courier to the contractor

A SEWP contractor must demonstrate their ability to accept at least one method of order information for each of the four processes stated above.

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Contractors may be authorized to accept Government credit card orders directly from the Ordering Government entity without first passing through the SEWP BOWL if:

1. the Contractor provides an electronic order report as described in Section D.1.1. to the SEWP BOWL within 24 hours of receipt of an order;
2. the Contractor demonstrates to the SEWP CoTR the process used to ensure that all credit card orders entered into the contractor system will be reported to the SEWP BOWL in the electronic order report

D.1.1. Order Information

Regardless of the path used by the Government entity to create a SEWP delivery order and the method by which the Contractor accepts the order, the following information must be present in each delivery order:

1. Date of order
2. Signature (direct, electronic, or implied through pre-approved method) of authorized Government Ordering Official;
 - a. Contracting Officer for Purchase/Delivery Order
 - b. Credit Card Holder Name for credit card orders
3. Name and phone number of authorized Government Ordering Official
4. Name of Issuing Agency
5. Name of Ordering Agency (if different from Issuing Agency)
6. Order Number
 - a. Unique order number for the Ordering Government entity - Ordering Agency determines the Order Number
7. Contractor Name and SEWP Contract Number
8. Appropriation and accounting data
9. Billing and Invoice Address
10. Shipping Address
11. SEWP CLINs (Contract Line Item Numbers) to be delivered
12. Administrative Handling Fee amount (SEWPZ CLIN)
13. Total order amount
14. Additional mutually agreed upon Terms and Conditions, Statement of Work, etc.
15. Period of performance for any associated services

Additionally, after an order is processed at the SEWP BOWL, either electronically or manually, a unique tracking number, referred to as the SEWP III Control Number (S3N), will be assigned by the SEWP BOWL.

D.2. Technology Refreshment Requests

In order to provide technology refreshments to the Contract, the Contractor must be able to provide a technology refreshment report. Details of the information required in a technology refreshment and the review and approval process are described within this Contract. The technology refreshment report may be provided either via:

- 1) X12 832 Report
- 2) an email with the technology refreshment request in textual format.. The text must follow a keyword - value format with predefined keywords. The keywords and values must be separated by an agreed upon delimiter; e.g. [

D.3. Post-Order Reports

Contractors are required to supply to the SEWP BOWL a post-order report on at least a weekly basis. The report must contain at least the following information for all orders received by the contractor since the previous post order report in a format mutually agreed upon by the Contractor and the SEWP BOWL:

- a. Date of order
- b. Name of Issuing Agency
- c. Name of Ordering Agency (if different from Issuing Agency)
- d. Issuing Agency Order Number or unique credit card tracking number and/or SEWP III Control Number (S3N)
- e. Shipping Address(es)
- f. SEWP CLINs (Contract Line Item Numbers) with unit price
- g. Administrative Handling Fee amount (SEWPZ CLIN)
- h. Total order amount

If a contractor is unable to provide this information, all orders for that contractor will be delayed in order for the SEWP BOWL to verify and enter the information.

As noted above, if the contractor is authorized to accept credit cards, the order report must be sent within 24 hours of receipt of the order.

This post-order report may be provided either via:

- a. X12 855 Report .
- b. an email with the post-order report in textual format.. The text must follow a keyword - value format with pre-defined keywords. The keywords and values must be separated by an agreed upon delimiter; e.g.[]

D.4. Order Status Report

Contractors are required to supply to the SEWP BOWL an order status report within two business days of a status change to an order. Status changes include, at least, the following changes:

- a. Update to expected delivery date
- b. Ship date
- c. Delivery date
- d. Invoice Date
- e. Paid (closed) date

The order status report must contain at least the following information in a format mutually agreed upon by the Contractor and the SEWP BOWL:

- a. Date of order
- b. Issuing Agency Order Number or unique credit card tracking number and/or SEWP III Control Number (S3N)
- c. Status
- d. Status date

The order status report may be provided either via:

- a. X12 870 Report
- b. an email with the order status report in textual format.. The text must follow a keyword - value format with predefined keywords. The keywords and values must be separated by an agreed upon delimiter; e.g.[]

D.5. Administrative Handling Fee Report

Contractors are required to supply to the SEWP BOWL a Administrative Handling Fee report when submitting their Quarterly Administrative Handling Fee check . The report must contain at least the following information for all orders for which a Administrative Handling Fee was paid in the associated check in a format mutually agreed upon by the Contractor and the SEWP BOWL:

- a. Issuing Agency Order Number or unique credit card tracking number and/or SEWP III Control Number (S3N)
- b. Total dollar amount of Agency's Invoice
- c. Administrative Handling Fee amount paid

If the Administrative Handling Fee payment for a delivery order is spread over several payments, the Administrative Handling Fee report shall either collapse the payment information into a single entry, or provide a mechanism to identify each of the payments as partial.

D.6. Order modifications

Order modification requests are currently only available either as a fax or a paper order. Contractors may then receive modification orders from the SEWP BOWL in one of 3 ways:

- a. fax
- b. e-mail attachment
- c. paper copy sent via courier to the contractor

When order modifications become available electronically, the Government and Contractors will determine a mutually agreeable method for communicating the order modification to the Contractor.