



## General Information

### What does SEWP stand for?

SEWP (Pronounced soup) stands for Solutions for Enterprise-Wide Procurement. The name reflects the ability to obtain mission critical, cutting edge and high-end IT products (from Palm Pilots to Supercomputers) and product-based solutions (e.g. installation, maintenance) for individual, site or agency-wide requirements.

### Why the ducks?

The ducks came to be associated with SEWP (Pronounced ‘soup’) based on the saying “it will be as easy as duck soup”. The ducks were further inspired by the Marx Brothers’ movie “Duck Soup”. From Wikipedia: The phrase ‘duck soup’ is an old Americanism that has been around since at least 1902. It refers to something that is very easy. A cinch. A breeze. It has been in constant use for 100 years, although it is admittedly becoming less and less common as time goes on. The most interesting thing about it is that no one knows where it came from.

### What is the difference between a Government-wide Acquisition Contract (GWAC) and a Multi-Agency Contract (MAC)?

Government-wide Acquisition Contracts are task order or delivery order contracts for information technology established by one agency for Government wide use. Each GWAC is operated by an executive agent designated by the Office of Management and Budget (OMB) pursuant to section 5112(e) of the Information Technology Management Reform Act (ITMRA) better known as the Clinger-Cohen Act. The Economy Act does not apply when placing orders under GWACs. Currently only NASA, GSA and NIH are authorized to create IT IDIQ GWACs. Additionally, EPA is authorized to create GWACs for IT Recycling.

Multi-Agency Contracts (MACs) are task order or delivery order contracts established by one agency for use by government agencies to obtain a variety of supplies and services (see FAR 2.1, Definitions). The Economy Act (FAR 17.5) is applicable to orders placed under MACs, with the exception of MACs for information technology that are established pursuant to the Clinger-Cohen Act.

## **What is the meaning of SEWP Groups or Classes? Do I have to go to a particular Group based on the type of product I am purchasing?**

Classes applied to SEWP III but not SEWP IV. For SEWP IV we have 4 Groups with 38 Contract Holders:

- » Group A (OEMs and Value Added Resellers(VARs)): 9 Contract Holders
- » Group B: SDVOSB Set-asides (VARs): 6 Contract Holders
- » Group C: Small Business Set-asides (VARs): 12 Contract Holders
- » Group D: Non-Set-aside (VARs): 15 Contract Holders

All 4 Groups have the same scope and therefore there is no requirement to go to a particular group based on product type. Group selection can be based on market research, suggested sources, pre-existing quotes, use of the SEWP Manufacturer tool, etc. or you may go to multiple groups including all 4 Groups.

A fifth Group (Group E) consists of non-Competed 8(a) set-aside contracts.

## **Usage of SEWP Contracts**

### **Under what authority can Government Agencies use SEWP?**

Pursuant to the [Clinger-Cohen Act](#) (The Information Technology Management Reform Act of 1996) NASA has been designated an Executive Agent by the Office of Management and Budget:

SUBTITLE B--DIRECTOR OF THE OFFICE OF MANAGEMENT AND BUDGET SEC. 5112. CAPITAL PLANNING AND INVESTMENT CONTROL.(e) DESIGNATION OF EXECUTIVE AGENTS FOR ACQUISITIONS- The Director shall designate (as the Director considers appropriate) one or more heads of executive agencies as executive agent for Government-wide acquisitions of information technology.

NASA awards and manages the SEWP contracts under this executive agent designation. As such, any Federal Agency may utilize these contracts. NASA's current designation was on December 18, 2006 for five years until December 17, 2011.

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### **Can Department of Defense use SEWP?**

As a Federal Agency, DoD, including all service branches may utilize the SEWP contracts. While DoD policy is to consider DOD contracts as the primary DoD contract vehicles, the Defense Procurement and Acquisition Policy states that the use of interagency contracts, such as SEWP, is encouraged if it is in the best interest of DoD.

NASA has a signed Memorandum of Agreement with the Department of Defense regarding the

use of the SEWP Contract. The memorandum recognizes the mutual agreement of the involved parties to work together as Federal partners and to demonstrate their commitment to achieve compliance with acquisition. In addition, the MOA establishes a framework for the relationship to support the mission of both agencies and to improve efficiencies and leverage resources and capabilities. In particular, the MOA establishes procedures for the use of the SEWP contract by DoD.

Based on a DoD IG audit, a training requirement was imposed on any KO or credit card customer using the SEWP contracts. Initial training can be obtained through the on-line training video with full certification through attendance at a free on-site training.

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### **Can State/Local Government's Use SEWP?**

No. Congress has only authorized GSA for State and Local use.

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### **Can I use a SEWP Contract to order equipment for my personal use?**

No. SEWP is only available for Federal Agency usage

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### **Can a Government support service contractor be authorized to purchase off of the SEWP contracts?**

The SEWP IV contracts are for use by NASA, all Federal agencies and authorized support service federal agency contractors. To authorize a contractor to purchase from the SEWP contracts, the contracting officer for the support service contract should send a copy of an authorization letter to the SEWP Program Office. The details of the FAR requirements and what the letter needs to contain are listed on the SEWP website under 'Order Info'.

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### **My agency's contract office only allows us to use ITES, AFWAY... can my agency use SEWP?**

SEWP is a Government-wide Acquisition Contracts (GWAC) that is authorized by OMB for all federal agencies to utilize. Government agencies may have stipulations pertaining to what contract vehicle(s) their agency is required to make use of. Please check with your procurement organization to learn the particulars. Usually DoD agencies must first leverage their own contracts but may utilize SEWP (or GSA) if there is a justification such as pricing or availability.

## Does the Economy Act apply to SEWP?

Economy Act Determination and Findings are not required for SEWP orders. FAR 17.500(b) states that the Economy Act applies when more specific statutory authority does not exist. Examples of interagency acquisitions to which the Economy Act does not apply include:

- » Acquisitions from required or optional sources of supplies prescribed in Part 8, which have separate statutory authority (e.g., Federal Supply Schedule contracts); and
- » Acquisitions using Government wide acquisition contracts

## Basic Contract Information

### How many Contract Holders are on SEWP?

SEWP consists of thirty-eight Competed [prime Contract Holders](#) including twenty-one [small businesses](#); of which 5 are 8(a)s and eight are Veteran-Owned Businesses including six SDVOSB (Service Disabled Veteran Owned Small Businesses). There are also several [non-competed 8\(a\) Set-Aside Contractors](#).

### What is the period of performance of the SEWP IV contracts?

Forty-five of the competed contracts were awarded on May 1, 2007 and 3 contracts (NNG07DA62B, NNG07DA63B, and NNG07DA64B) were awarded on June 8, 2007. The period of performance of all competed contracts is 7 years with a \$5.6 billion contract limit.

For information on the non-competed 8(a) Set-Aside Contractors, contact the [SEWP HelpLine](#).

### If awarding a delivery order over \$500K to a large business, must the ordering CO obtain a small business subcontracting plan from the Contract Holder per [FAR 19.708\(b\)](#)?

SEWP orders are orders under existing contracts ([FAR 16.5](#)) and not a stand-alone procurement. The basic contracts cover this requirement as well as other FAR requirements for Part 12 commercial contracts. All SEWP large businesses have either a commercial subcontract plan or a SEWP contract specific subcontract plan as part of the basic contract.

### Is leasing allowed under the SEWP contracts?

As long as the terms and conditions are not in conflict with the basic SEWP contracts ([www.sewp.nasa.gov/contract\\_info.shtml](http://www.sewp.nasa.gov/contract_info.shtml)), Contracting Officers may negotiate additional terms and conditions at the delivery order level, including leasing (SEWP contract, A.1.3). The SEWP Program does not provide a lease template for customers. Contracting Officers must prepare their own lease in accordance with the guidance in the FAR ([Subpart 7.4](#)) and their own agency

policies for leasing, in addition to following their own agency's review and approval procedures prior to issuance of any SEWP order with a lease.

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**My agency has a particular procurement requirement for handling IT purchases which does not appear to be on the base SEWP contract. Can I still use SEWP and add my own agency's Terms and Conditions (Ts and Cs)?**

The SEWP contracts include the clause (Section A.1.3. PROCEDURES FOR ORDERS):

“The issuing Contracting Officer may negotiate additional terms and conditions for a specific order. (e.g. The ordering Agency IT security policies, procedures and requirements or leasing of SEWP equipment may be included in individual orders.) This contract shall prevail in the event of conflict with any order.”

Agencies with unique Terms and Conditions are encouraged to include the Ts and Cs on their Delivery Orders, after ensuring that such Ts and Cs are mutually agreeable with the SEWP Contract Holder. An example may be special delivery requirements. Note that neither Contract Holders nor Government agencies may add unilateral Ts and Cs to a SEWP Order.

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**Does SEWP maintain past performance statistics?**

SEWP has Past Performance information on the SEWP Website. You can view the current ratings for all Contract Holders on the SEWP Website, [www.sewp.nasa.gov](http://www.sewp.nasa.gov), under the Contract Holder Info menu.

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**Are BPA's allowed on SEWP?**

SEWP has the ability to be used for an activity similar to a GSA Blanket Purchase Agreement. A name was assigned – CUPA – to distinguish a SEWP BPA-like order structure from GSA BPAs - but the name has no real meaning. Based on FAR Part 13.303-1, the SEWP Program Office considers the following to be legitimate BPA-like orders:

- » You can for a limited time provide fair opportunity to all contract holders in one or more groups and then select one contract holder to place orders against for specific requirement(s) (e.g. Cisco maintenance). You should clearly identify and follow through on the criteria you use to “compete” and select the company.
- » In the case where you will have a specific requirement that will be for a sustained period of time (e.g. more than one year), then you will need to provide fair opportunity to all contract holders in one or more groups and then select multiple contract holders (at least 2 or 3). Then you will either need to rotate usage or compete among the smaller group when you are ready to place an order.

Note that when setting up a BPA arrangement and it is ultimately the Contracting Officer's determination as to how best to utilize a contract vehicle like SEWP or GSA within the context of the FAR.

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### **How can I determine if a SEWP Contract Holder is an Authorized Reseller for a manufacturer?**

Some key manufacturers such as Cisco, Dell, IBM, and NetApp have provided the SEWP Program Office with a list of SEWP authorized resellers. You can view authorized resellers by selecting a manufacturer at [http://www.sewp.nasa.gov/cgi-bin/mfr\\_clin\\_list.pl](http://www.sewp.nasa.gov/cgi-bin/mfr_clin_list.pl). If the company has provided an authorized reseller list, the Reseller column with the heading "Authorized Reseller" will be displayed and a checkbox in the row where an authorized reseller is listed. If there is no "Authorized Reseller" column, then the manufacturer has not identified their authorized resellers to the SEWP Program Office,

You can also request that Contract Holders identify whether or not they are an authorized reseller in a Request for Quote.

## **Products / Catalog / Scope**

### **What type of products can I acquire through SEWP?**

The NASA SEWP Procurement Vehicle is for IT products and product related services including: hardware and software, maintenance, warranty, installation, product training and more.

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### **Does SEWP have a product catalog?**

The SEWP Website – [www.sewp.nasa.gov](http://www.sewp.nasa.gov) – is directly tied into the Contract Database of Record. There are currently over one million line items. The products are updated daily. There is a product verification tool on the website where a search can be performed by product part number. But the best way to determine what is available through SEWP is to utilize the on-line RFQ tool.

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### **How can I find out what products are currently on the contract?**

Because of the extensive nature of the SEWP contracts (over 2 million products) and the ability for Contract Holders to rapidly add new technology, it is best to utilize the SEWP on-line RFQ tool to obtain product availability information directly from the Contract Holders. The SEWP RFQ tool can be used either to obtain market research information (which can include information on products to be added shortly to the contracts) and final (official) quotes (which are based on items on contract at that time).

If you have a list of original manufacturer part numbers for the items you are looking for, you can utilize the SEWP on-line Part Number Verification tool to search across contracts for a given list of part numbers; but note that products are updated daily. You can also utilize the SEWP on-line Manufacturer Lookup tool to search the list of 2300 manufacturers represented on the SEWP contracts and identify which SEWP Contract Holders list the products from a given manufacturer.

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### **Can services be purchased on SEWP?**

SEWP is primarily a set of IT product (hardware and software) contracts. The purchase of certain IT product based services is available including maintenance, warranty, product training, site planning, installation and initial implementation. IT products do not need to be purchased in order to obtain any of these services. The only limitation is that the services are firm fixed price and are related to in-scope products (i.e. IT or audio/video). The SEWP Program Office will review SOWs and pricing prior to the required services availability on SEWP.

Labor services other than maintenance, warranty, product training, site planning, installation and initial implementation (such as consulting, applications programming, operational support, etc.) may be purchased using the Service CLINs on the contract provided that all such labor services are firm fixed price and directly support the associated equipment purchased on that delivery and that these additional services do not exceed 10% of the price of the associated equipment/products and are for a total period of less than 3 months. This type of labor services shall not be purchased separately from the related product purchase.

Maintenance, warranty, product training, site planning, installation and initial implementation can be purchased without limitation on any of the SEWP Contracts. These types of services can be purchased for any length of time and do not need to be part of a product purchase.

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### **Are products on SEWP 508 compliant?**

508 compliance is determined by the Government purchaser. There are a set of requirements which must be met based on the type of product(s) involved. To assist in determining 508 compliance, the SEWP on-line RFQ tool includes a “Request 508 Info” button. If selected, a blank Voluntary Product Accessibility Template (VPAT) is sent to the Contract Holders along with the Request for Quote.

Many large companies also provide 508 information including VPATs for their products on their websites. The SEWP on-line manufacturer tool lists links for those companies that have known 508 web information.

## **How often are products added to the SEWP contracts?**

Technical Refreshment of the SEWP contracts is done on a daily basis. Information obtained through the SEWP website is up to date with the current product offerings.

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## **Do all SEWP contracts include EPEAT (Electronic Product Environmental Assess Tool)?**

EPEAT is a standard against which certain products can be evaluated based on their environmental impact. Products such as laptops, desktops and monitors can be given a rating of bronze, silver or gold. You can either ask for the EPEAT rating in an RFQ or check on our search page for a particular products rating. For more information on EPEAT ratings see [www.epeat.net](http://www.epeat.net).

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## **Are SEWP products BAA/TAA (Buy American Act/Trade Agreement Act) compliant?**

Contract Holders must ensure that all items offered are compliant with the Trade Agreements Act. The Trade Agreements Act (19 U.S.C. 2501, et seq.) is the enabling statute that implements numerous multilateral and bilateral international trade agreements and other trade initiatives. Since the estimated dollar value of each SEWP Contract exceeds the established Trade Agreements Act (TAA) threshold, the TAA is applicable to all SEWP Contracts. In accordance with the TAA, only U.S.-made or designated country end products shall be purchased under SEWP contracts unless an exception exists and is documented by the Contracting Officer as noted in FAR 25.401. Otherwise, the Contracting Officer must follow the Procedures as outlined in “FAR 25.408 Procedures”.

## **Competition/Pricing**

### **Since SEWP contracts are pre-competed, can I go directly to a single SEWP Contract Holder for all my needs?**

SEWP contracts are pre-competed and therefore formal competition (including synopsis, formal RFPs, etc.) is not required. However, as with all multi-award contracts (including GSA), **fair opportunity** must be provided to all associated multi-award Contract Holders. The SEWP website contains information on Fair Opportunity requirements and the SEWP RFQ tool automatically prompts you with the set of Contract Holders for which Fair Opportunity should be provided. For more information see FAR 16.505 (b) (1).

## **How does one satisfy Fair Opportunity / Competition Requirements when using a SEWP contract?**

[FAR 16.505\(b\) \(1\)](#) provides that each contractor shall be given fair opportunity to be considered for each order exceeding \$3,000 and issued under multiple award contracts. At a minimum, to provide Fair Opportunity, all Contract Holders within any one of the four individual competed Groups must be provided Opportunity. For maximum competition one, two, three or all four Groups can be selected. The SEWP online RFQ tool is the recommended method to assist in this activity and to augment the required decision documentation.

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### **Are SEWP prices “fair and reasonable”?**

The SEWP contracts are FAR Part 12 Commercial Contracts, and additional price analysis was done in accordance with the following: The price design for SEWP is a proposed discount off the offerer’s commercial list price. Price analysis was conducted in accordance with FAR 15.305(a)(1), to ensure that a “fair and reasonable” price is paid by the Government.

Reasonableness of proposed prices was established in accordance with 15.403-1(c)(1)(i)(B) which provides that a price is based on adequate price competition if two or more responsible offerers, competing independently submit priced offers that satisfy the Government’s expressed requirement and there is not any finding that the price of an otherwise successful offer is unreasonable. To verify price reasonableness, offerers were instructed to submit their published price catalog or published schedule of list prices in a form regularly maintained by the manufacturer or offerers, such as a catalog, price list, schedule, or other verifiable and established record. Additionally, each contractor proposed a discount off of product categories (such as input-output device) of IT equipment.

These discounts remain for the life of the contract. Therefore, when new technology is added or list prices change due to market fluctuations, the SEWP price remains fair and reasonable.

There are several other price reasonability checkpoints in SEWP:

- » A SEWP Prime Contract Holder cannot offer prices higher on their SEWP contract than is offered on their GSA contract. This is exclusive of the surcharge. Since the SEWP fee is 0.5% compared to GSA’s 0.75% fee, SEWP prices must be lower than GSA for that Contract Holder
- » When items are added or prices updated on a SEWP contract, prices are automatically compared to other SEWP contracts and must be within a reasonable price of all other contracts. Further comparisons with GSA, commercial and other contracts may be done to verify any questionable pricing
- » All SEWP Delivery Orders are subject to Fair Opportunity. This internal competition provides an incentive for Contract Holders to provide the best possible price in order to be selected for award.

## **My agency plans on buying thousands of (product XYZ). The SEWP price looks good on the Web, but can I negotiate an even better price?**

The published SEWP prices are the maximum prices the Contract Holders can charge the Government. Contract holders are allowed to charge less either on a per order basis, or for limited-time basis (e.g. close-out sale). Numerous government agencies have combined this flexibility with the inherent and on-going internal SEWP competition to negotiate large savings, particularly for large purchases.

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## **Can I purchase Open Market Items on my SEWP Order?**

Contract Holders may quote Open market items, as long as: all such items total under the micro-purchase threshold of \$3,000 per order; within scope of SEWP contract but not available as a separately orderable item.

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## **Can I pay for maintenance “up front”?**

The basic rule for monthly maintenance is to pay in monthly increments. SEWP contracts, which are commercial based contracts, make a distinction between maintenance and commercial extended warranty, packaged support and software subscriptions. An extended warranty or support package is the equivalent to what you buy at Circuit City or Best Buy - you pay up front. Similarly software subscriptions can be thought of as like magazine subscriptions - you can pay monthly, but it costs much more, so typically you buy a one, two or three year subscription upfront.

Note that the Contracts allow for monthly payments - but with the assumption that it will be more costly than purchasing the package as a whole:

### **A.1.14. EXTENDED WARRANTY**

The Contractor shall provide an extended warranty, which can be purchased and begin at any time during the standard commercial warranty period up to and including the end of the commercial warranty period. Extended warranty packages may be invoiced and paid at the start of the warranty period. This extended warranty shall provide coverage based on the commercial warranty period.

## **Obtaining Quotes**

### **How can I obtain quotes from the Contract Holders on the SEWP contracts?**

The recommended method for obtaining SEWP Quotes is the utilization of the [RFQ tool](#) available at the SEWP Website. Use of this tool assists in providing and documenting fair opportunity. Quotes may also be obtained by contacting the [Contract Holder\(s\)](#) directly; however you are then responsible for ensuring Fair Opportunity is provided.

## **What is the difference between a Market Research Request and a Quote Request?**

The difference is that for a market research request the items do not have to be on contract. For a Quote Request, the items must be on contract at the time of the quote. Market research quotes should typically be used by technical end-users asking general technical questions. It is recommended that all other quoting be requested through the default “Request a Quote”. Requesting a quote does not obligate the Government to purchase based on the quotes and the Government may issue multiple quote requests.

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## **If I have a Market Research response, do I have to do a Quote Request?**

You are not required to do a Quote Request, but it is highly recommended. Since the items on a market research response may not be on contract, before placing an order, you must verify the items are on contract. This can be done in several ways:

- » Use the SEWP on-line product verification tool to search for the items on the quote based on their CLIN or Part Number.
  - » Contact the sales agent and ask if the items are on contract. You should require proof such as a screen shot from the SEWP product verification tool.
  - » Request a Quote.
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## **How do I know if the items on a Quote are really on contract?**

When a Quote is submitted, the Contract Holder must also send in a Verification File. This Verification File is checked against the SEWP database automatically by the SEWP Program Office during the quote submission process. The verification summary is available under the “CLIN List” column of the on-line Quotes tab. The customer need only check that the items in the “Pass” file under the “CLIN List” column match the items and pricing on the quote.

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## **How do I give access to an RFQ and associated quotes to a co-worker?**

The column “Secondary Contact “ on the Search Tab of the RFQ tool can be used to add or edit a “Secondary Contact”. Enter the person’s name and e-mail address. If they are registered, they will have access to the RFQ. If they are not registered, they just need to register and then they can access the RFQ.

Note that the last name and e-mail must match the information used when the co-worker registered.

## **How much time should I provide for Contract Holders to respond to my quote request?**

The default time for a quote response is 3 days. While you can reduce the time to 2 or even 1 day, this is not recommended as it typically does not allow enough time for any responses. The actual time selected should be based on the size and complexity of the request. A good rule of thumb is to give the Contract Holders the same amount of time to respond as it took the Government to create their initial requirement.

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## **Can I do a sole source RFQ?**

Unless the order is under the micropurchase limit of \$3,000, [FAR 16.505\(b\) \(1\)](#) provides that each contractor shall be given fair opportunity for orders issued under multiple award contracts. At a minimum, to provide Fair Opportunity, all Contract Holders within any one of the four individual competed Groups must be provided Opportunity. Therefore, only orders under \$3,000 can be sole sourced.

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## **Only one company has the item I need on their SEWP contract. Can I just directly award to them?**

While at a given moment, there may be only one company with a product solution you require on a SEWP contract, Fair Opportunity is still required to all Contract Holders at least in the same Group as the suggested source. It is possible for other Contract Holders to add the product solution in time to also provide a quote.

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## **Do I need to obtain 3 quotes?**

No, Fair Opportunity, not the “3 quote” rule applies to the SEWP contracts. You must provide Fair Opportunity to all Contract Holders within at least one of the 4 Contract Groups. If after providing the Fair Opportunity (preferably using the SEWP on-line RFQ tool), only one company provides a quote you may proceed with the award and order. Note that this is not a sole source since you provided opportunity to the other Contract Holders.

It is recommended that if only one Contract Group is queried and only one quote is obtained, the RFQ should be re-issued, including all 4 Contract Groups in order to maximize competition.

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## **Can I limit my RFQ to 3 suggested sources?**

No. At a minimum, Fair Opportunity to all Contract Holders in a suggested source’s Group must be provided.

## **If I cannot limit the companies I send my RFQ to, why can I de-select companies on the SEWP RFQ tool?**

As noted on the RFQ tool:

Unselecting [Contract Holders](#) will violate Fair Opportunity FAR requirements unless [Fair Opportunity](#) has been previously provided and documented.

There are 2 reasons a Contract Holder can be deselected:

- » A previous Market Research Request or Quote Request was submitted to all Contract Holders in the Group and this is a modification (e.g. the original was a Market Research Request and this is a Quote Request). If the original request provided Fair Opportunity and is documented, then the modification can be restricted to those who responded to the original request.
- » This request is for a Blanket Purchase Agreement (BPA)-like order where Fair Opportunity was provided when setting up the initial BPA.

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## **I want to do an 8(a) set-aside using the 5 8(a) competed Contract Holders in Groups B and C. Can I restrict the RFQ to those 5?**

No. You must still provide Fair Opportunity to all companies in the suggested source Groups – in this case Groups B and C. Decisions are best value and therefore you can provide preferences to groups like 8(a)s based on your Agency's goals for the given business type.

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## **Can I specify brand name?**

Brand name or equal requirements traditionally apply when the Government is soliciting a new requirement and is specifying a particular brand name in the solicitation. OMB has recently clarified this to include orders under existing contracts, such as SEWP orders. The SEWP Program recommends the following regarding Brand Name:

- » To the greatest extent possible, utilize generic specifications rather than Brand Names.
- » Where the use of a Brand Name can help clarify the specifications, it should be specified as brand name or equivalent.
- » If the brand name is a requirement then a J & A (Justification and Approval) should be written and included in the RFQ. In this case the RFQ should be submitted to all 4 SEWP Contract Groups in order to fully notify all interested parties. This is similar to posting to eBay when doing a GSA Brand Name requirement.

**I used the SEWP on-line RFQ tool and received a quote back from a non-SEWP vendor who said they were a sales agent for a SEWP Contract Holder. Is the quote legitimate?**

If the company is a legitimate sales agent company, the quote is correct. A list of sales agent companies is at: [http://www.sewp.nasa.gov/info/authorized\\_resell.shtml](http://www.sewp.nasa.gov/info/authorized_resell.shtml)

Some SEWP Prime Contract Holders have authorized other companies to act as sales agents for their SEWP contracts. This is a legitimate outsourcing of sales agent activity. In these cases, the company acting in the sales agent role may only quote SEWP prices; cannot add on any agent compensation fees; must represent themselves as sales agents and not SEWP Contract Holders. The agency will still make out the Delivery Order and include invoicing and payment information to the SEWP Contract Holder and not the sales agent company. Either in the Company Name field of the Delivery Order or in the comment section of the order, the agency should indicate the name of the sales agent company. Small business and other credit is based on the Contract Holder's business size, not the sales agent. It is also important to understand that there is no contractual connection between SEWP and sales agent companies. Sales agent companies are viewed as a business decision by a Contract Holder to outsource their sales force. This is not a subcontracting arrangement and we do not track these relationships in any way and therefore there are no contractual requirements involved.

When creating a delivery order based on a quote from a sales agent company, the SEWP Prime Contract Holder must be listed as the Contractor. But in order for them to provide internal credit to the sales agent company you should either include the quote with the order and/or state c/o abc after the Prime Contract Holder's name (where abc is the name of the sales agent company).

## Training Events

**Does SEWP train agencies on how to use the vehicle?**

SEWP offers customer training sessions for any Federal Agency that is interested in gaining additional knowledge on the SEWP contract. The training is free of charge. The interactive sessions last 1 1/2 to 2 hours, and are usually provided at the requesting agency site. Send an email to [events@sewp.nasa.gov](mailto:events@sewp.nasa.gov) in order to have your organization added to the queue of upcoming trainings. There is also an introductory 15 minute video available on the SEWP Website.

## **What information is covered during a customer training session?**

The free customer training sessions provide knowledge on the Program Management and Procurement aspects of the SEWP contracts. The sessions are useful for Procurement and Technical Personnel involved in purchasing along with key agency decision makers. The following is covered during a SEWP Customer Training Session:

- » The general concepts and scope of the contract
  - » Customer Service and the order process
  - » Contract Groups and fair opportunity
  - » Web site including the RFQ and Manufacturer lookup tools
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## **What are the benefits of providing a SEWP customer training to my agency?**

During a SEWP training customers will have the opportunity to acquire extensive knowledge of the SEWP contract vehicle. In addition, they will gain a better understanding of the web tools, along with the opportunity to discuss procurement questions and/or any unresolved issues they may have with managers and contract personnel within the SEWP organization.

Note: DoD/Army/Air Force/Navy: the Pentagon has mandated SEWP training for all Procurement personnel who utilize the SEWP contracts.

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## **Are there a minimum number of attendees for a customer training?**

SEWP does not require a minimum number of individuals to arrange a customer training. Historically we have held them for 1 to 50 people.

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## **Will it cost my organization to have a customer training session?**

There is no charge for a SEWP customer training. The training is often held at the agency's own facility.

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## **Do you have a list of all the upcoming conferences and customer training sessions SEWP is attending this year?**

A list of all events that SEWP will be attending can be located via our web site at [www.sewp.nasa.gov](http://www.sewp.nasa.gov). If you know of an event that you think SEWP may be interested in, please send an email to [events@sewp.nasa.gov](mailto:events@sewp.nasa.gov). If you are located in a geographic area where SEWP will be attending a function or providing customer training, it is usually easy for us to arrange a meeting or training session at your site during that time.

## **How would I obtain information on scheduling a customer training session?**

Contact [events@sewp.nasa.gov](mailto:events@sewp.nasa.gov) or our helpline @301.286.1478 to schedule a training session through our events team.

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## **Is there video training available?**

There is a training video available on our website. It is a 15-minute video that covers major SEWP topics, especially Fair Opportunity. Its intention is to provide a brief SEWP knowledge base until the SEWP Program Office can visit your site and provide the full 2 hour training.

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## **What is the SEWP Annual Conference?**

The SEWP Annual Conference provides Government Attendees with information and training on the SEWP contracts, available product solutions, and planned initiatives for the upcoming year. The conference is an opportunity for attendees (Technical and Procurement Personnel, Contract Holders & SEWP Program Staff) to network, collaborate and innovate to ensure IT purchasing through SEWP continues to be efficient and competitive. Please contact [events@sewp.nasa.gov](mailto:events@sewp.nasa.gov) to find out where the upcoming conference will be held and add yourself to the list of attendees to receive information as it becomes available.

## **Adding Products/Vendors**

### **I am an IT vendor. How do I become a Prime SEWP Contract Holder?**

SEWP Prime Contracts are only available through a competitive process. There are 38 SEWP IV Contract Holders which were awarded in May 2007 and run through 2014. These prime contractors may propose, on a regular basis, additional products (both from current and new manufacturers) to be added to their catalog based on whether the product fits their current offerings and their discount structure. In order for a vendor who is not a prime contractor to have their product on a SEWP contract, they must contact and negotiate with an appropriate prime contractor(s). You can contact any of the prime SEWP contractors to determine if your products and product solutions would be best placed in their offerings. You can get a full list of SEWP prime contractors and how to contact the Program Managers for each by going to [www.sewp.nasa.gov/cgi-bin/vendorcontacts.pl](http://www.sewp.nasa.gov/cgi-bin/vendorcontacts.pl)

There are no plans to follow-up the SEWP IV competition process until those contracts near the end of their contract period in 2014

## **I am an 8(a) company and have been told about a non-competed set-aside component of SEWP. How do I participate?**

While the primary focus of SEWP is the Prime Competed contracts (of which 5 are 8(a)s), SEWP has throughout its history included a limited number of 8(a) non-competed contracts. These contracts typically provide a complement to the competed contracts particularly in terms of providing IT services which are more limited in the Competed Contracts. 5 8(a) companies were selected after SEWP IV competed contracts were awarded. At this time, the SEWP Program Office does not anticipate adding further 8(a) companies during SEWP IV (i.e. until after 2014). In the meantime, the best way to become a part of the SEWP process is to contact one or more of the current competed Contract Holders and determine if there are any opportunities to work with them.

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## **I am an IT manufacturer. How do I get my products added to a SEWP Contract?**

New computer technology products are added to the SEWP contract via a Technology Refreshment process. Companies who wish to have their products available through SEWP must contact one or more of the [Prime Contract Holders](#) and negotiate with their SEWP Program Managers to become an approved manufacturer through the Prime's contract. The choice of Contract Holder to contact depends on which Contract Holder best fits your products. Each Contract Holder has their own internal requirements and must meet the discount structure and other terms and conditions with which they originally were awarded the Contract. If you reach agreement with a SEWP Prime Contract Holder, they will submit your company for review and approval. Once the SEWP Program Office approves your company, usually done within 24 hours of a request, then your products can be added through the Contract Holder's Technology Refreshment request. Upon SEWP's approval (also done within 24 hours of a request), the products will then be made available to the Federal Government through the SEWP process.

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## **I am a Government end-user. The product I am interested in buying is not available on SEWP. How can I request it to be added?**

If the product in question is manufactured by a company listed under a current SEWP Contract Holder, you can request the Contract Holder to add the item to their current offerings. Technology Refreshment of the SEWP contracts is done on a daily basis.

If the product in question is manufactured by a company not currently on SEWP, then direct the company to the FAQ "I am an IT vendor. How do I get my products added to a SEWP Contract?"

A searchable list of current companies, and the contracts they are available on, is located at: [http://www.sewp.nasa.gov/cgi-bin/mfr\\_clin\\_list.pl](http://www.sewp.nasa.gov/cgi-bin/mfr_clin_list.pl)

## **What is the average amount of time it takes SEWP to review, process and approve a Technical Refresh (TR)?**

Based on current statistics, the average time to review, process and approve a TR is 4 hours.

## **Ordering Information**

### **How do I order from the SEWP contract?**

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 BOWL. 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 BOWL does not issue DO's - these must be issued through the issuing Agency's procurement office.

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.

SEWP Delivery Orders must be routed to the NASA SEWP BOWL either via fax at 301-286-0317 or [sewporders@sewp.nasa.gov](mailto:sewporders@sewp.nasa.gov). Do not forward orders directly to a Contract Holder. Contract Holders may only accept delivery orders through the NASA SEWP BOWL office and the orders must have an assigned SEWP tracking number (referred to as an OSN (Ordering Sequence Number)). The SEWP [fax cover sheet](#), or similar form providing contact information, should accompany all orders. The processing time is typically less than 24 hours between the receipt of a delivery order at the NASA SEWP BOWL and delivery of the order to the appropriate Contract Holder. If an order cannot be processed due to incomplete or incorrect information, both the issuing CO and the Contract Holder will be contacted by a member of the SEWP BOWL customer service staff. When an order is processed, e-mail confirmation may be sent to the issuing CO upon request.

All Delivery Orders over \$5 Million must include the SEWP [Fair Opportunity Form](#) or equivalent information with the Deliver Order.

## **Do I need to synopsise my requirements over \$25K?**

SEWP orders are placed under the existing IDIQ contracts. They do not need a synopsis. Exemption of this action falls under Federal Acquisition Regulation ([FAR](#)) [Part 5.202\(a\)\(6\)](#), which states that the Contracting Officer need not submit the notice required by 5.201 when the contract action is an order placed under Subpart 16.5.

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## **Can I do a Credit Card Order against a SEWP Contract directly with the Contract Holder?**

Credit card orders require routing to the NASA SEWP BOWL. Exceptions to this rule require the following: the total purchase price, including surcharge, must equal \$3000 or less; ordering must take place over the phone or via a web-site; and the Contract Holders must immediately forward the order to the SEWP BOWL for tracking. The Contract Holder must also provide the NASA SEWP program office with daily reports on all credit card orders. This ensures accurate accounting in the SEWP database. All delivery orders paid by credit card must be routed to the NASA SEWP BOWL from the customer regardless of the order total.

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## **What are the limits for using credit cards with SEWP?**

There are no SEWP imposed limits to purchase card usage beyond the limits of an individual's usage authority. This limit, while typically \$3,000, varies for each agency and individual.

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## **Are there any limits to the dollar amount on a SEWP order?**

There are no mandatory contractual limits to the dollar amount of a SEWP order, as long as the total SEWP usage of a given competed contract does not exceed the contract maximum of \$5.6 billion. Based on current usage, this contract limit is unlikely to be reached on any SEWP contract. A SEWP Contract Holder does have the contractual option to refuse an order less than \$2,500 or greater than \$2 million, however, SEWP Contract Holders have never exercised this option for small or large dollar amounts. So there is essentially no dollar limit on SEWP orders beyond the \$5.6 Billion Contract cap.

Note that the Group E non-competed 8(a) set-aside contracts have a contractual limit of \$3.5 Million.

**I used FedBid (or e-Buy, e-Mall, Open Market, etc) and received a SEWP quote from a SEWP Contract Holder. Can I use that quote to create a SEWP Delivery Order?**

If a quote is received from a SEWP Contract Holder through a non-SEWP source such as FedBid, e-Buy, etc., there are several issues which must be addressed before creating a SEWP Delivery Order including contract Terms and Conditions (Ts and Cs), pricing, scope, availability and Fair Opportunity. If a non-SEWP source is used, the quote is not necessarily governed by the SEWP Terms and Conditions since it was provided under another system (The only officially recommended method to obtain SEWP Quotes is through the NASA SEWP RFQ tool). Pricing may include built-in or hidden fees (for example, FedBid includes fees usually around 3%) which are not allowed on SEWP Delivery Orders and will increase the cost to the Government by that increased fee. Pricing is also not guaranteed to be valid SEWP pricing nor the best pricing available through the SEWP Contracts. Since the quote was not obtained through the SEWP system, scope and availability of the items would need to be independently verified. When utilizing SEWP, FAR 16.505(b) applies and requires that Fair Opportunity be provided to all Contract Holders within a multi-award Group of Contracts. Using a tool other than the SEWP on-line RFQ tool to obtain a quote will not guarantee Fair Opportunity was provided or that the best price was obtained. For the reasons stated, it is usually best to utilize any quote from a non-SEWP source as a Market Research aid only – providing price estimates and suggested sources. It is highly recommended that after Market Research is complete, the SEWP on-line RFQ tool be used to produce a SEWP Quote which will guarantee the SEWP Contracts apply, Fair Opportunity is provided, the items are available and in-scope and the pricing is the best possible. Alternatively, it is the issuing office's responsibility to insure all Contract and FAR related requirements, such as Fair Opportunity, are met and that any additional costs in using the non-SEWP sources are reasonable.

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**My office plans on making regular use of the SEWP contract via either mailing or faxing orders to the NASA SEWP BOWL. Can I be notified when the orders from anyone in my office (site/agency) arrive and are processed?**

Upon authorization, pre-defined Government Procurement Offices can be set-up to have an automatic e-mail notification sent to that Procurement Office whenever a SEWP order from that Office is entered into our system. To obtain authorization contact the SEWP help line. The notification is sent when the order is entered, which is typically within 24 hours of receipt of the order.

## What is the current surcharge (handling fee) for using the SEWP contracts?

The SEWP surcharge for all orders is a base of 0.5% with limits as noted below:

Order Amount	Fee
\$0 - \$2,000,000 (\$2M)	0.5%
\$2,000,000 (\$2M) and up	\$10,000 cap

SEWP reserves the right to adjust all surcharge rates as the SEWP BOWL budget requires.

These fees are effective 11/01/09 for all SEWP IV Delivery Orders.

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## Who do I send my MIPR to?

The NASA SEWP Office does not handle Purchase Requests or money directly from other agencies. Individual agencies must work with their appropriate Contracting Office to produce a Delivery Order and arrange with their Agency's payment office for payment to the SEWP Contract Holder. You can also use an OMB Authorized Franchise Fund such as GSA Assisted Services or Department of Interior Acquisition Services Directorate (ASD) (formerly GovWorks) to create and fund your SEWP Delivery Order.

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## When do End Of the Fiscal Year orders need to be sent?

The award date for Delivery Orders made against the SEWP contracts is the date the order is signed by the Issuing Agency's Contracting Officer. Therefore, any order signed and dated by the Issuing Agency's Contracting Officer on or before Sept. 30, 2009 is considered to be an FY09 order, even if the order arrives at the NASA / SEWP office after Sept. 30, 2009. The SEWP Program Office is open extended hours during September including up to Midnight ET on Sept. 30.

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## What is the delivery time for SEWP orders?

The default delivery time is within 30 days unless otherwise noted and mutually agreed upon.

The SEWP Program Office tracks delivery time based on the customer's expected delivery time provided on a Delivery Order. If the order does not provide an expected time, the default is 30 days after receipt of the order at the Program Office. If the Contract Holder is unable to meet the expected time, they must delay acceptance of the delivery order until a new delivery time is mutually agreed upon by the Customer and Contract Holder.

## **Can my Delivery Order / Lease / Purchase Agreement extend beyond the Contract End date of 2014?**

From the SEWP Contract:

“Such orders may be issued from the effective date of the contract through the ordering period. Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor’s and Government’s rights and obligations with respect to that order to the same extent as if the order were completed during the contract’s effective period; provided, that the Contractor shall not be required to make any deliveries under this contract after the last date of the last item to be delivered in the issued delivery order schedule.”

SEWP Program Office guidelines:

- » April 30, 2014 is the end date of the effective ordering period of the SEWP IV contract, not the end of performance of the contract. The contractor is obligated to continue to perform until all deliverables are met. This includes warranty and maintenance.
- » Delivery Orders can extend beyond the end of the SEWP IV contract, however, you cannot do any substantive modifications after the end of the SEWP IV contract period.
- » Administrative modifications to delivery orders signed before the end of the contract period are allowed.

Some examples:

- » Product based leases can extend beyond the end of the contract period. However, no new items may be added to the lease and options cannot be exercised.
- » Multi-year warranty periods and software licenses can extend beyond the end of the contract period. However, no new items may be added to the warranty; options cannot be exercised and software licenses cannot be renewed or extended.
- » Modifications to exercise options would be substantive. A multi-year delivery order with no options is allowable.

An area that Contracting Officers must carefully consider based on their contract and order policies and the contract clause quoted above, is calls against an existing purchase agreement delivery order where the period of performance of the original order extends beyond the end of the contract period. The Contracting Officer (CO) who issued the purchase agreement should make a determination as to whether such calls would constitute a substantive change to the original delivery order. If the CO intends to issue calls against the purchase agreement after the end of the contract period, they should notify the SEWP Program Office prior to April 30, 2014 and indicate the period of performance during which they plan to issue such calls.

## **Can I split a quote among multiple awardees?**

It is highly recommended that quotes be treated as whole entities; i.e. a best value decision should be made on the quotes as a whole and not on a per line item basis. If you feel that splitting the requirement into multiple orders would be beneficial then you should split the original quote request into multiple requirements and obtain new quotes. There should be a one to one correlation between a SEWP quote and a SEWP order. Splitting a quote into separate orders can cause the order to be rejected by the Contract Holder. Pricing on any line item may be highly influenced by the overall quote. This includes but is not limited to:

- » The SEWP fee may be included in line item pricing in one quote and not another.
- » Delivery costs may be included in the line items in one quote and in a separate line item in another; or may be \$0 if the order is over a given amount, but would have a price associated with it for a smaller order.
- » Configurations and warranties of a system may be affected if not purchased as a single order.
- » Discounts at the line item level may be based on the overall quantity of all items or some combination of the items being purchased.