

A.5. CONTRACTOR RESPONSIBILITIES

(Attachment A – SEWP SOW)

A.5.1. WORLD WIDE WEB SERVICES

The Contractor shall maintain a public website for publishing a full complement of contract related resources to the SEWP PMO, SEWP POCs, and SEWP customers. These resources shall include but not be limited to:

1) A soft copy ordering guide (see section C.1.3.3 for ordering guide specifications) suitable for downloading and printing by SEWP customers.

2) Identification of the Contract as part of a multi-award Government-Wide Acquisition Contract (GWAC) with accurate and clearly stated posting of the Fair Opportunity Clause found within the body of the Contract

3) Online program support information including:

a) How to obtain a quote for hardware, software, or services, including names, telephone numbers and email addresses of appropriate sales representatives.

b) Policy and procedural information regarding installation, basic warranty, extended warranty, technical support, software support, and other post-delivery issues.

This will include the names, telephone numbers and email addresses of appropriate support staff.

c) How to troubleshoot a problematic order including names, telephone numbers and email addresses of appropriate support staff.

4) Links to related Web resources such as corporate home pages and the SEWP home page
The Contractor shall provide these SEWP-specific Web capabilities within one month of contract award.

The Contractor's SEWP related Web pages shall comply with all applicable Government Access Standards for Electronic and Information Technology including such standards based on Section 508 of the Rehabilitation Act Amendments.

