



**Accepted Orders:** When the SEWP Program Management Office (PMO) forwards a delivery order to Contract Holders, they have an option to accept or delay acceptance of the order. If the Contract Holder does not delay acceptance of the order by notifying the customer and SEWP Program Management Office (PMO) in a reasonable time (i.e. one business day after receiving the order), it is assumed to be accepted along with all associated Terms and Conditions.

**Agency Catalog:** The SEWP Agency Catalog is a specific set of products and/or services that meet an agency's specific set of requirements at a specific point in time. Any federal agency or organization can contact SEWP to have an Agency Catalog setup for their use.

**Approved / Authorized Reseller:** A SEWP Contract Holder/Reseller whom the Provider (Original Equipment Manufacturer/Service Provider) has directly verified with the SEWP Program that a Government purchase from that reseller is considered to be legitimate. Also, see EARP (Established Authorized Reseller Program).

**Approved Support Service Contractors / Approved Contractors:** SEWP orders can be placed by any Federal Agency as well as by approved Federal Support Service Contractors. Federal contractors, approved through a letter from their CO/KO (Contracting Officer), typically purchase products as part of a support service contract.

**Assisted Acquisition:** When a servicing agency performs acquisition activities on a requesting agency's behalf, such as awarding and administering a contract, task order, or delivery order for a fee.

**Authorization Letter:** A document sent from and Federal Agency's Contracting Officer, that authorizes a contractor to purchase from the SEWP contracts on behalf of their agency. Also, see Approved Support Service Contractors / Approved Contractor.

**Award Notification:** An optional SEWP tool to give notification to an awardee and/or the non-awardees of a specific ended RFQ. The award notification **does not create an order or send an order**, it only serves as information to the Contract Holder. **Submission of an order will still be required** whether or not a customer uses the Award Notification tool. For more information, please view our [Award Notification video](#).

**Best in Class:** Best in Class (BIC) is a contracting and acquisition designation used to denote contracts that meet rigorous category management performance criteria as defined by the Office of Management and Budget (OMB). The NASA SEWP V contracts are designated as BIC.

**Best Value:** The end user's needs, technical requirements, Contract Holder past performance, price, Agency policy and other factors related to the exercise of sound business judgment may be considered in making the best value determination for the award.

**CLIN (Contract Line Item Number):** A unique identifier for each line item on a Contract Holder's Contract. All products/services on Contract must have a Manufacturer Part Number and a unique CLIN for that specific product/service and configuration. Part Numbers may not be unique so the CLIN is the primary identifier for ordering an item.

**Competed Contract:** A SEWP Contract approved through a formal SEB Process via a Full and Open Competition, a Small Business, Service Disabled Veteran Owned Small Business (SDVOSB) or other allowed set-aside competition. Also, see HUBZone, Small Business, SDVOSB, and WOSB.

**Contract Holder:** A company holding a SEWP Contract. Also known as a Prime Vendor or Prime Contractor.

**Contracting Officer (CO/KO):** An individual, entrusted by an organization, with the authority to bind the Federal Government of the United States to a contract that is greater than the micro-purchase threshold. This is limited to the scope of authority delegated to the Contracting Officer by the head of the agency.



**Credit Card Orders:** Customers may place credit card orders against a SEWP Contract. The SEWP Quote Request/RFQ Tool contains the option to place credit card orders online. Credit card orders are limited only by the cardholder's limit. Also, see Quote, Quote Request Tool, and Request for Quote.

**Custom Groups Tool:** An agency catalog customization tool that provides the ability for multiple federal agencies/sub-agencies to order from a single agency catalog and/or limit who is able to participate in an agency catalog. Also, see Agency Catalog.

**Delayed Acceptance of Orders:** When the SEWP Program Management Office (PMO) forwards a delivery order to a Contract Holder, they have an option to accept or delay acceptance of the order. A "delayed acceptance" means that there was some aspect(s) of the order that they cannot accept – such as an expected delivery date cannot be met. The customer will be notified and can either negotiate with the Contract Holder to resolve the issue(s) or cancel the order.

**Delivery Order (DO):** SEWP orders are Delivery Orders against existing contracts and are referred to as delivery orders. Any valid Delivery Order Form may be used. Note: POs (Purchase Orders) and TOs (Task Order) are not proper synonyms.

**Delivery Order With Options (DOWO):** SEWP can be used for Delivery Orders with Options (DOWOs) allowing for a Delivery order to be awarded and then exercise Options in the future.

**Duck:** The SEWP mascot. Based on the old saying, 'It will be as easy as duck soup.'

**Established Authorized Reseller Program (EARP):** The SEWP Program Office has determined that there is a significant risk to the Government for purchases made through non-authorized resellers for a select set of 15 to 20 Providers (Manufacturer/Service Provider); e.g. Cisco, HP, Microsoft, Dell, etc. EARP will only allow quotes from verified authorized resellers for these specific Providers unless the Government customer overrides the EARP flag. Note that the 6800+ other providers on SEWP are not affected by EARP. For a quick overview of EARP, watch our [2-minute clip](#) explaining the program.

**Electronic Product Environmental Assessment Tool (EPEAT):** A standard against which certain products can be evaluated based on their environmental impact. Products such as laptops, desktops, servers, phones, and monitors can be given a rating of bronze, silver or gold. When utilizing the SEWP online [Quote Request Tool](#), items that are EPEAT rated are notated in the Quote Verification file. For more information on EPEAT ratings, see [EPEAT's Website](#).

**Expected Delivery Date:** This is the date the customer expects delivery of the order to occur. If a date is not communicated by the Customer, then the expected delivery date will be the Award Date plus thirty days. The Expected Delivery Date is tracked/monitored by the SEWP Program Office. If the Contract Holder cannot meet the date, they must negotiate a mutually agreeable date with the customer.

**Fair Opportunity:** Prior to placing a Delivery or Task Order against a Contract, at a minimum, Fair Opportunity MUST be provided to all Contract Holders within the Group(s) or set-aside. The method used is at the discretion of the CO, however, it is strongly recommended that the SEWP online Quote Request Tool be used to ensure Fair Opportunity is provided and documented.

**Federal Agency Strategic Support Team (FASST):** SEWP team specialized in assisting Federal Agencies with ICT procurements that are Strategic, Complex and/or Significant in size. For more information on FASST, see the [Agency Management Page \(AMP\)](#) or request a [FASST briefing](#).

**FedRAMP:** The Federal Risk and Authorization Management Program (FedRAMP) is a government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services. SEWP provides an on-line listing on SEWP products identified as FedRAMP compliant. For more information, please view our [FedRAMP video](#).



**Fee:** A fee (surcharge) is applied to all orders to fund the infrastructure, management, and oversight of the SEWP Contracts. The fee is built into the price of each product quoted. The tracking and payment of fees are handled directly between the SEWP Program Office and Contract Holders. For the latest SEWP rate percentage, please visit the SEWP website: <https://www.sewp.nasa.gov/ordering.shtml#SURCHG>.

**Groups:** Separate sets of multi-award contracts. There are over 195 Contracts divided into 2 Categories/NAICS Codes with 5 groups. Category 1 consists of Group A (NAICS Code of 334111) and is primarily OEM's/manufacturers. Category 2, consists of Groups B-S, B-H, C and D (NAICS Code of 541519) and is primarily Value Added Resellers. Each Category/Group has the same scope or products and services. RFQs can be submitted to either category or any available small business set-aside within each category.

**Government-Wide Acquisition Contracts (GWAC):** A set of contracts, such as SEWP, issued by an Agency designated as an Executive Agent by OMB (Office of Management and Budget) based on the Clinger-Cohen Act. Three Agencies have been designated as Executive Agents by OMB for ICT Products and Services and therefore may issue GWACs: NASA, GSA, and NIH.

**Historically Underutilized Business Zones (HUBZone):** This program helps small businesses in urban and rural communities gain preferential access to federal procurement opportunities. The program was enacted into law as part of the [Small Business Reauthorization Act of 1997](#) . The program falls under the auspices of the U.S. Small Business Administration. The program encourages economic development in historically underutilized business zones - "HUBZones" - through the establishment of preferences. Visit the [SBA website](#) for more information.

**ISO 20243 (SCRM):** Also known as the **Open Trusted Technology Provider Standard Certification (O-TTPS)**, is a standard created by The Open Group. ISO 20243 provides you with peace of mind about the products you acquire for your Agency. SEWP provides an on-line listing of SEWP contractors who have fulfilled the requirements to receive an O-TTPS certification. For more information, please visit SEWP's [ISO 202043 \(SCRM\) page](#).

**Letter of Authorization (LOA):** A formal document, addressed by an Original Equipment Manufacturer (OEM), which certifies the third party as an authorized distributor/reseller of an OEM's products and services. In this letter, the OEM states all the details regarding the distribution/reseller rights.

**Manufacturer:** Original Equipment Manufacturer (OEM) of products or related line items on a SEWP Contract.

**Manufacturer Part Number:** The part number assigned to a product by the manufacturer. All products on Contract must have a Manufacturer Part Number and a unique CLIN for that specific product and configuration. Part Numbers may not be unique as they can be used for the same base product with different configurations; they may be customized; there may not be a manufacturer part number to refer to, etc. However, every Contract with a given product must identify that product with the same manufacturer part number. Also, see CLIN.

**Market Research Request (MRR) Tool:** When using the Quote Request Tool, you may select the Market Research Request (MRR) option. MRRs, while not required, may be used to obtain estimated quotes and product availability information prior to releasing a Request for Quote (RFQ). Submitting the MRR request will result in quotes where the items are verified to be on contract and quoted at or below the contract price. Also, see Quote Request Tool.

**Micro-purchase:** A purchase order that is typically under \$10,000. For a micro-purchase, you may contact the Contract Holder directly. The Contract Holders will forward the order information to the NASA SEWP Program Office for processing and tracking. All Delivery Orders paid by credit card must be routed to the NASA SEWP Program Office from the customer regardless of the order total.



**Order Status:** When an order is sent (via fax or e-mail) to the SEWP Program Management Office (PMO), it will be tracked and given an order status as it goes through the various stages of the order lifecycle. The status can be obtained using the online Order Status Tool. The Order Status options are, Processed, Voided, Delayed, and Canceled. Another status tracked for the order is the delivery status. The delivery status options are Not Shipped, Partially Shipped, POP only, and Shipped. Also, see Order Status Tool.

**Order Status Tool:** A SEWP online tool for SEWP customers to view the details of their orders. Once an order is processed it is assigned a SEWP Tracking Number (STN). Only individuals associated with the assigned STN can view the order using the Order Status Tool. For more information, please view our [Order Status Video](#).

**Ordering Agency:** Agency who's Procurement Office signs and issues a Delivery Order. While often the same Agency as the Ship-To Agency, certain Agencies such as GSA and Dept. of Interior may issue orders for other Agencies.

**Program Managers:** There are two types of Program Managers in SEWP:

- NASA SEWP Program Manager / Deputy Program Manager - NASA Civil Servants with the day-to-day management of the program. The NASA SEWP PM is also the SEWP CoR (Contracting Officer Representative).
- Contract Holder Program Manager - The person in charge of the SEWP Contract operations for the respective Contract Holder.

**Program Performance:** To document the performance of the Contract Holders as it relates to the SEWP Program, program performance is rated on a 4 point scale (Excellent, Very Good, Fair and Poor) in 5 areas:

- Customer Satisfaction – Refers to customer satisfaction with Contract Holder performance including but not limited to the quality of products and services, responsiveness and problem resolution.
- Information Distribution – Refers to information provided by Contract Holders to Customers through sales agents, associated companies, websites, handouts, etc.
- Contract Adherence – Refers to adherence to Contract requirements including but not limited to following quote procedures, accepting delivery orders only from the SEWP Program Management Office (PMO), following Contract training and meeting requirements, and report timeliness and accuracy.
- Delivery Schedule – Refers to number, timing, and reasonableness of requests to change expected delivery dates and meeting the user's expected delivery date. Please view our [Delivery Rating video](#), for more information.
- Reports – Refers to the Contract Holder's timeliness and accuracy in providing Program-level reports.

**Provider:** Original Equipment Manufacturer (OEM) or Service Provider of products or services on a SEWP Contract.

**Provider Lookup Tool:** A SEWP online tool to look up Providers and determine what items are available to purchase for that provider.

**Question and Answer Tool:** The Question and Answer feature provides a way to manage and respond to Contract Holder questions for open quote requests through the QRT tool. For more information on this tool, please view the [Question and Answer video clip](#).

**Quote:** A response from selected Contract Holders that includes the pricing for items requested by SEWP users.

**Quote Request Tool (QRT):** The SEWP Quote Request Tool (QRT) is an online tool providing customers with a simple and preferred method to request a quote (either for Information, Market Research or for a Government Order) from Contract Holders. For more information on how to create and submit orders using SEWP tools, please watch our [Training Videos](#).

**Request for Agency Catalog (RFAC):** For use by Agency/Organization Strategic Initiatives requesting information to set-up an agency-specific catalog of products or services.



**Request for Information (RFI):** RFI is typically used to obtain information in advance of requesting quotes. Examples of RFIs are requests to determine the availability of certain types of products; technical feedback to assist in creating a technically sound RFQ, etc.

**Request for Quote (RFQ):** When using the Quote Request Tool, you may select the Request for Quotes (RFQ) option. This type of request will result in quotes. The items must be on Contract at the time of the quote and are verified when the SEWP Quote Request Tool is used. An RFQ is typically done at the end of the acquisition process and results in an order. Also, see Quote, Quote Request Tool. For more information, please watch our video on [RFQ Best Practices](#).

**Sales Agent:** Prime Contract Holders may utilize other companies to act as sales agents for their SEWP Contracts. This is an 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 and must represent themselves as sales agents and not SEWP Contract Holders. The agency still makes out the Delivery Order including 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 are based on the Contract Holder's business size, not the sales agent company.

**SEWP Fee:** A fee (surcharge) is applied to all orders to fund the infrastructure, management, and oversight of the SEWP Contracts. The fee is built into the price of each product/service quoted. The tracking and payment of fees are handled directly between the SEWP office and the Prime Contract Holders.

**Scope:** The SEWP Contracts offer a wide range of commercial advanced technology including tablets, desktops, and servers; IT peripherals; network equipment; storage systems; security tools; software products; cloud-based services; telecommunications; Health IT; sensors; video conferencing systems and other IT, Communication and Audio-Visual products. Product-based services such as installation, training, maintenance and warranty and a full range of IT, Communication and AV services are also available.

**Service-Disabled Veteran-Owned Small Business (SDVOSB):** The United States Government sets aside contract benefits for companies considered 'Service-Disabled Veteran-Owned Small Business' (SDVOSB). For a business to be considered "Service-Disabled Veteran" must be at least 51% owned by an individual who can be considered by the government as a Service-Disabled Veteran. The terms "veteran" and "service-disabled veteran" are defined in 38 U.S.C 101(2) and (16). Visit the [SBA website](#) for more information.

**Solutions for Enterprise-Wide Procurement (SEWP [pronounced 'soup']):** A multi-award Government-Wide Acquisition Contract (GWAC) vehicle focused on commercial ICT products and product-based services, issued and managed by NASA and available to the entire Federal Government through NASA's designation by OMB as an Executive Agent. The statutory authority allowing usage of the SEWP contracts by the entire Federal Government is NASA's designation as an Executive Agent by OMB based on the Information Technology Management Reform Act (ITMRA) of 1996, now the Clinger-Cohen Act.

**Ship to Agency:** Agency that initiated a requirement and will receive the product solutions from a Delivery Order.

**Small Business:** The Small Business Act  was created, in part, to help small businesses compete in our economic market. The passage of this act has made it necessary to establish standards of identifying small businesses. A small business concern is a small business that is not dominant in the field of operation for which it is bidding on a government contract, in addition to qualifying as a small business under the criteria and size standards in Title 13, Code of Federal Regulations, part 121 (13 CFR 121). Size standards have been established for types of economic activity, or industry, generally under the North American Industry Classification System (NAICS). SBA's size regulations pertaining to federal procurement are also found in the Federal Acquisition Regulation, 48 CFR part 19. Visit the [SBA website](#) for more information.



**Women-Owned Small Business (WOSB):** The WOSB Federal Contract Program was implemented in February 2011 with the goal of expanding the number of industries where WOSB was able to compete for business with the federal government. This program enables Economically Disadvantaged WOSB (EDWOSB) to compete for federal contracts that are set-aside for EDWOSBs in industries where women-owned small businesses are underrepresented. It also allows set-asides for WOSBs in industries where women-owned small businesses are substantially underrepresented. Visit the [SBA website](#) for more information.