



**Everything  
you need  
to know**



**to get your  
IT ducks  
in a row.**



Research more than  
a million IT products  
from thousands of  
manufacturers



Get electronic  
quotes from  
contract holders



Pre-competed  
contracts make  
ordering easy



Lower prices  
and the lowest  
surcharge



Free training  
at your site



**IT's all on:**  
The Government's IT Contracts



**Search**

**Need a better way to acquire IT products?**

## **IT's all on SEWP.**

### **SEWP: A funny name for a serious vehicle.**

It may have a funny name, but when it comes to making IT procurement more efficient and effective, this Government Wide Acquisition Contract (GWAC) is all business. 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.

Here's why SEWP (Solutions for Enterprise-Wide Procurement) is so fast and easy to use: we built it to be an extension of your procurement shop. The SEWP contract vehicle helps to eliminate everything that makes IT acquisitions so cumbersome, complicated, and time-consuming. Procurement doesn't have to be difficult. Now, it's as easy as duck SEWP (soup).

With SEWP, we've taken all our experience from 14+ years of administering high-end IT procurements and combined it into your most powerful vehicle for searching, quoting, and ordering IT hardware, software, peripherals, networking equipment, maintenance, installation, integration, and product training.



**Request**

**Need a fast way to get quotes and find products?**

## **Now you can do it online.**

### **It's all in the numbers.**

With a variety of contract holders representing small, large, veteran-owned, and 8(a) businesses, SEWP offers you all the product selection you could want. With over a million IT products (updated daily) from thousands of manufacturers, you can order just about anything you need—from PDAs to supercomputers—all on one SEWP delivery order.

You'll save time by using our powerful online tools to automatically obtain quotes for high-end, state-of-the-art IT hardware and software products and IT solutions, including servers, storage systems, security products, and more!

You can perform market research RFI's or submit a formal request for quotation (RFQ). Attach your files to your request in order to avoid having to retype your information while managing all of your quotes online. You can also search for product, manufacturer, and pricing information.

Online quotes. Online searching. All on SEWP.



**Need an easy way to place and track orders?**

## **SEWP takes care of that, too.**

### **Faster ordering. Continuous proactive tracking.**

SEWP makes it easy to order with pre-competed contracts, while helping you comply with your procurement processes. Typically, end-users submit purchase requests to a Contracting Officer (CO/KO), along with any required documentation. COs approve those requests according to agency procedures and submit delivery orders to the NASA SEWP BOWL. The SEWP BOWL verifies those orders and forwards them to the selected contract holders. All orders are entered into the SEWP database so that we can track their progress and ensure complete compliance with contract terms and conditions.

Once an order is in process, you can track it online at the SEWP website. Delivery orders are electronically forwarded to contract holders within 24 hours with an average of 4 hours for most orders.

Over 3,000 federal sites from all sectors of the Federal Government place over 1,200 orders per month. All on SEWP.



**Need a sure way to get your best price?**

## **Go to: [www.sewp.nasa.gov](http://www.sewp.nasa.gov)**

### **Low prices. Tiny surcharges.**

SEWP saves you money two ways. First, because SEWP contracts are pre-competed and pre-negotiated, all of our contract holders must provide aggressive pricing. Additionally, continuous internal competition through the multi-award structure and spot/volume discounts further reduce costs making your budget the big winner.

Second, we offer the lowest fee structure among all GWACs with a unique cap for large orders.

That's how SEWP lowers your cost for IT acquisitions across the board. Factor in the value of the reduced time you'll spend managing procurements and you save even more.

Check our website for current prices and surcharges. They may be even lower now. All on SEWP.



**The BOWL keeps SEWP hot!**

## About the NASA SEWP BOWL.

The SEWP BOWL (Business and Operations Workstation Laboratory) is NASA's mission control center for making Federal Government IT procurement faster, easier, and more cost effective.

The SEWP BOWL customer service team keeps your procurements steaming along by answering your questions, supporting powerful online tools, facilitating the partnerships between Federal Customers and SEWP Contract Holders, and providing delivery order processing and support.

### **Support for the entire procurement lifecycle.**

The SEWP BOWL helps agencies keep their focus on achieving mission results by facilitating procurement of IT product solutions.

### **Pre-order support.**

Visit [www.sewp.nasa.gov](http://www.sewp.nasa.gov) and you'll find powerful tools that help you get more done by:

- Providing online catalog search and request for quote capabilities
- Tracking your quote requests and contract holder replies

### **Order processing.**

Once you've determined which contract holder has the best solution, the SEWP BOWL gets your purchase moving by:

- Accepting delivery orders from your procurement organization through fax or e-mail
- Ensuring orders comply with regulations and include all required information
- Processing and forwarding orders to SEWP contract holders within one business day
- Reconciling orders with contract holders to ensure none are lost

### **Post-order support.**

The SEWP BOWL continues to support you after you order by:

- Processing order status reports and posting them for online access
- Performing quality assurance checks on product delivery, product functionality, and overall customer satisfaction
- Assisting in the resolution of order or delivery issues

### **Keeping costs low and productivity high.**

Beyond providing direct user support, the SEWP BOWL maintains the structure, processes, and contract holder relationships that make SEWP so effective for agencies. Behind the scenes, the SEWP BOWL staff keeps SEWP running smoothly for you by:

- Charting the strategic direction of the SEWP contracts and organization
- Improving customer service on a continual basis
- Processing requests for product additions within 24 hours
- Measuring and reporting contract performance and customer satisfaction

### **Maintaining a healthy flow of information.**

In all of its roles, the SEWP BOWL has two primary responsibilities:

- Facilitating mutually beneficial relationships between agencies and contract holders
- Ensuring that all stakeholders have the knowledge they need to be effective

### **The SEWP BOWL keeps critical information flowing by:**

- Publishing contract details, tools, and tips on the SEWP website
- Providing online access to a database of all SEWP products
- Reaching out with informative customer training sessions, technology shows, and annual customer retreats and symposiums
- Ensuring convenient access to support via the web, e-mail, phone, or fax



**Need to know the best ways to use SEWP?**

## Learn how to do IT right.

If you would like to learn how to properly and effectively use SEWP, we provide a variety of training courses that are designed to meet your educational needs as well as fit within your schedule.

SEWP offers free on-site training at customer locations as well as major government conferences throughout the year. Typically, training consists of the SEWP team meeting with Procurement and IT personnel for a 1.5 hour overview about properly utilizing the SEWP GWAC contracts and SEWP online tools. At the conclusion of the training, attendees are provided a certification of completion.

Web-based video training is also available which provides the basics of how to use the SEWP contract. FAQs and online information pages are also only a few mouse clicks away at our website, [www.sewp.nasa.gov](http://www.sewp.nasa.gov).

If you would like to learn more about the SEWP contract and provide valuable feedback to make the program more useful, SEWP offers free on-site training at customer locations as well as major government conferences. Training consists of a 1.5 hour overview, a small quiz, and a certification of completion.

To schedule a free on-site training session, call the **SEWP Helpline at 301-286-1478** or email [events@sewp.nasa.gov](mailto:events@sewp.nasa.gov).



**www.sewp.nasa.gov**  
24 x 7 x 365



**help@sewp.nasa.gov**  
Get answers within 24 hours.



**Helpline: 301-286-1478**  
**fax: 301-286-0317**  
Mon-Fri, 7:30 AM-6:00 PM ET



**Mailstop 720.4**  
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