



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.

Approved Support Service Contractors / Approved Contractors: SEWP orders can be placed by any Federal Agency as well as 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.

Authorized Reseller: A SEWP Contract Holder who has been authorized to resell a manufacturer's products on SEWP. Purchasing from a reseller who is not an authorized reseller may result in service and delivery issues, although this varies widely depending on the manufacturer.

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 a best value determination for award.

CLIN (Contract Line Item Number): A unique identifier for each product on a given Contract Holder's Contract. 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 so the CLIN is the primary identifier for ordering an item.

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

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

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 on-line. Credit card orders are limited only by the cardholder's limit.

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.

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

Expected Delivery Date: This is the date by which the customer expects delivery to occur. The Expected Delivery Date is tracked 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 Order against a Contract in a Group, at a minimum, Fair Opportunity MUST BE provided to all Contract Holders within that Group. The method used is at the discretion of the CO, however, it is strongly recommended that the SEWP on-line Quote Request/RFQ Tool be used to ensure Fair Opportunity is provided and documented. For maximum competition multiple Groups can be selected.



Fee: A fee (surcharge) is applied to all orders in order to fund the infrastructure, management and oversight of the SEWP Contracts. The SEWP website posts the current fee percentage. The fee is built into the price of each product quoted. The tracking and payment of fees is handled directly between the SEWP Program Office and Contract Holders.

The fee rate for SEWP IV as of March 2, 2015 is 0.39%.

Groups: Separate sets of multi-award contracts. There are 47 SEWP IV competed Contracts divided into four Groups: Groups A, B, C and D were awarded through a Competitive process with the Group B competition set-aside for SDVOSBs and Group C competition set-aside for Small Business. Each Competed Group has the same scope providing overlap among all Contracts and Groups.

GWAC (Government Wide Acquisition Contracts): A set of contracts, like 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 IT Products and Services and therefore may issue GWACs: NASA, GSA, and NIH.

ITARs / IT Tracker: An internal tracking number assigned by the Department of Veterans Affairs (VA). "All Information Technology (IT) Procurements or non-IT procurements that connect to the VA network or store or have the potential to store personal data need to be approved by the VA CIO before procurement. The IT Tracking System is an automated toolset that allows a customer to submit and receive approval from the VA CIO's office to proceed with an IT Acquisition request. Information about the IT Tracker and the requirements for IT Acquisition packages can be found on the following website: <http://vaww.vhaco.va.gov/itaae/>." The IT Tracker Number must appear on all VA Delivery Orders or on accompanying forms such as a cover sheet, unless the item is not defined as IT or otherwise exempt by the VA (e.g. Training, supplies, etc.).

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.

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

Order Status: When an order is sent (via fax or e-mail) to the SEWP Program Management Office (PMO), it will be tracked using several statuses in various stages through its life-cycle. The status can be obtained on-line using the Order Status link under the Order Info menu, or directly at: http://www.sewp.nasa.gov/cgi-bin/order_stat.pl. The main statuses are:

- » *Entered* - The order has been processed by the SEWP Program Office and has been sent to and received by the Contract Holder.
- » *Delayed* - the Contract holder is delaying acceptance of the order due to some issue, typically awaiting a modification. The Contract Holder will notify the Federal Customer what needs to occur for the order to be accepted and processed.
- » *POPONLY* - The Delivery Order contains only services, such as a warranty.
- » *Shipped* - All products on the Delivery Order have been shipped.
- » *Partial* - Some, but not all products on the Delivery Order have been shipped.
- » *Canceled* - The order has been canceled.



Ordering agency: Agency who's Procurement Office actually 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 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: 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, website, 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 expected delivery date.
- » *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.

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 is based on the Contract Holder's business size, not the sales agent company.

Scope: The SEWP Contracts offer a wide range of advanced technology including desktops and servers, along with peripherals, network and communication equipment, storage devices, security tools, software, and other IT products and product-based solutions. Audio-visual, teleconferencing and video conferencing products are also available. Product training, site planning, installation, initial implementation, warranty and maintenance and product based engineering services may be purchased without limitation.

SEWP [pronounced 'soup'] (Solutions for Enterprise-Wide Procurement: SEWP is a series of IT product solution Contracts, issued and managed at NASA and available to the entire Federal Government through NASA's designation by OMB as an Executive Agent.

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