



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 Blackberries to Supercomputers) and product-based solutions (e.g. installation, maintenance) for individual, site or Agency-wide requirements.

Why does SEWP use a duck for a mascot?

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. The [Office of Management and Budget \(OMB\)](#), pursuant to section 5112(e) of the Information Technology Management Reform Act (ITMRA) and better known as the [Clinger-Cohen Act](#), designates an Executive Agent to operate each GWAC. The [Economy Act](#) does not apply when placing orders under GWACs.

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](#)) applies to orders placed under MACs, with the exception of MACs for information technology established pursuant to the [Clinger-Cohen Act](#).

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

SEWP IV has four Multiple Award Contract Groups:

- » Group A: (OEMs and Value Added Resellers(VARs)): 9 Contract Holders
- » Group B: Awarded as SDVOSB Set-Asides (VARs): 6 Contract Holders
- » Group C: Awarded as 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/requirement. The main differentiation between the Groups is that 2 Groups (B and C) were awarded as Set-Asides; Group A is primarily computer manufacturers and Group D is primarily Value-Added Resellers (VARs). Group selection can be based on market research, suggested sources, pre-existing quotes, use of the [SEWP Manufacturer Tool](#), business size, business type, 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. This Group is limited to \$3.5 to \$4 Million per contract but is available for support service requirements along with products. The current amount available on each contract is displayed in the [SEWP Quote Request tool](#).

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), the [Office of Management and Budget](#) has designated NASA as an executive agent by:

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.

When does NASA SEWP's Executive Agent designation for SEWP IV expire?

The Executive Agent designation for SEWP IV remains in effect until the end of the contract period (including any options or extensions), unless the designation is otherwise modified by OMB.

Can Department of Defense use SEWP?

As a Federal Agency, DoD, including all service branches may utilize the SEWP Contracts. DoD policy is to consider DoD contracts as the primary DoD contract vehicles. However, 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 (MOA) 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 Federal Acquisition Regulations. In addition, the MOA establishes a framework for the relationship to support the mission of both Agencies, 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 Inspector General audit, any signing official (eg. Contracting Officer (KO) or credit card customer with orders over \$3000 using SEWP Contracts must receive SEWP training. Initial user authorization is granted after users view the on-line training video, with full certification earned through attendance at a free on-site training. Contact help@sewp.nasa.gov or our helpline at 301.286.1478 to schedule a free training session through our events team.

Can state and local Governments use SEWP?

No. Congress has only authorized GSA for state and local use.

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

No. SEWP is only available for Federal Agency usage.

Can Government support service contractors make purchases off 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. Details of FAR requirements and the letter's contents are available on the SEWP website under '[Order Info](#)'.

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), authorized by OMB for all Federal Agencies to utilize. Government Agencies may have stipulations pertaining to what contract vehicle(s) their Agency must use. 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.

- » Acquisitions from required or optional sources of supplies prescribed in [FAR Part 8](#), which have separate statutory authority (e.g., Federal Supply Schedule contracts)
- » Acquisitions using Government-Wide Acquisition Contracts (GWACs)

How does the requirement in FAR Part 17.502-1(a) affect SEWP?

FAR Part 17.502-1(a) requires a best procurement approach analysis be conducted prior to utilizing a GWAC or interagency contract. If you would like assistance in the analysis for using the SEWP contracts, please contact the SEWP helpline at 301-286-1478 / help@sewp.nasa.gov

Basic Contract Information

How many Contract Holders are on SEWP?

SEWP consists of 38 Competed [prime Contract Holders](#), including 17 [small businesses](#). Six of 38 Contract Holders are SDVOSB (Service Disabled Veteran Owned Small Businesses). There are also several [non-competed 8\(a\) Set-Aside Contract Holders](#).

What is the period of performance of the SEWP IV Contracts?

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

For information on the [non-competed 8\(a\) Set-Aside Contract Holders](#), 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](#), 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](#)), in addition to following their own Agency's leasing, review and approval procedures prior to issuance of any SEWP order with a lease.

What parts of the FAR do the SEWP Contracts fall under?

SEWP IV contracts are commercial contracts awarded under FAR Part 12. Fair Opportunity requirements in FAR Part 16.505 govern in regards to how quotes are solicited and how award selections are made.

Can my agency add our own Terms and Conditions (Ts and Cs) to SEWP contracts?

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.”

Current clauses can be found at: http://www.sewp.nasa.gov/contract_clauses.shtml

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.

Does SEWP maintain Program Performance statistics?

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

NOTE: ‘Program Performance’ does not replace annual ‘Past Performance’ reporting.

Are BPAs/Blanket Purchase Agreements allowed on SEWP?

SEWP does not have a structure available that is identical to the GSA BPA arrangement. However, SEWP has the ability to be used for Delivery Orders with options and along with the Fair Opportunity procedures in FAR [Part 16.505\(b\)](#), some of the functionality related to Purchase Agreements can be applied to the SEWP process. This functionality is as follows:

- » If an Agency has a requirement to purchase a set of known in-scope items and products but is uncertain of the timing of those purchases, a Request for Quote (RFQ) can be submitted using Fair Opportunity guidelines to one or more SEWP Contract Groups;
- » The Agency may award one or more Delivery Orders based on the quotes received. This initial set-up Delivery Order would set the price of the items as quoted. The maximum time for the existence of this order and any instructions for exercising options / placing option calls against the original quote and initial Delivery Order should be noted in this initial order
- » Agency officials may then follow the procedures as stated in the set-up Delivery Order to place orders against the initial quote. This is per the FAR Part 16 exception to Fair Opportunity for logical follow-ons to a Delivery Order, which was itself awarded based on Fair Opportunity.
- » Any substantive change to the initial quote and subsequent initial Delivery Order, such as increasing the scope of products quoted, would require a renewed Quoting and ordering cycle including issuing a new RFQ following Fair Opportunity procedures.

The actual usage and set-up of the initial Delivery Order is the Contracting Officer’s responsibility. Typically, the initial order is set up with an initial \$0 Delivery Order listing the materials and prices included in the awarded quote. Subsequent Delivery Orders are issued options either as modifications or calls against the original order.

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 using the [Manufacturer Lookup Tool](#). If the company has provided an Authorized Reseller list, the 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](#).

How does the Small Business Jobs Act of 2010 affect the SEWP IV contracts?

NASA does not plan on modifying the existing contracts to include the associated clauses needed to implement the Small Business rule.

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. Included in the scope of SEWP is:

- » IT hardware including servers, laptops, supercomputers, etc.
- » Network and telecommunication products
- » Software products including Software As A Service
- » Audio Visual products
- » Teleconferencing and Videoconferencing products
- » Peripherals and supplies such as printers
- » Maintenance and warranty
- » Installation
- » Site Planning
- » Product Training

Support Services such as operational support are available on a very limited basis – no more than 10% of the costs of products being purchased can be used to purchase initial support services.

Any questions concerning scope can be referred to help@sewp.nasa.gov.

Does SEWP have a product catalog?

Unlike the traditional catalog-based contract where requests for products are based on what is available in a catalog, SEWP is a request-based contract vehicle where the catalog is based on customer requests. Therefore, there is no catalog to search. As long as your requirements are within the scope of SEWP, you can send out a [Quote Request](#) for the IT products/services you are looking to obtain. The Contract Holders will add the items to the contract based on your request and send you back a quote. You can then order the items based on the quote. If you are uncertain about the scope, send your requirements to help@sewp.nasa.gov for review.

How can I find out what products are currently on the Contract?

The SEWP Website – www.sewp.nasa.gov – is directly tied into the Contract Database of Record. There are currently over two million line items. The products are updated daily based on customer requests. Because of the dynamic nature of the SEWP catalog, the only way to determine what is available through SEWP is to utilize the [SEWP on-line Quote Request Tool](#).

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 without limitation 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. This type of labor services shall not be purchased separately from the related product purchase.

If you are unclear whether a given service is unlimited or falls under the 10% restriction, forward your requirements such as your Statement of Work (SOW) to help@sewp.nasa.gov.

Are products on SEWP 508 compliant?

508 compliance is determined by the Government purchaser. Certain requirements must be met based on the type of product(s) involved. To assist in determining 508 compliance, the [SEWP Quote Request 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.

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 use our product verification tool to look up a product's rating. For more information on EPEAT ratings, see www.epeat.net.

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".

Note that Buy American Act (BAA) does not apply to IDIQ commercial IT contracts such as SEWP except as required by specific situations such as ARRA funded orders. In those cases, the BAA should be applied at the Delivery Order level.

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 Quote Request 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 Quote Request Tool](#) is the recommended method to assist in this activity and to augment the required decision documentation.

Are SEWP prices “fair and reasonable”?

The SEWP Contracts are [FAR Part 12](#) Commercial Contracts. 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 FAR [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 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 0.45% 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 to buy thousands of ‘product(s) 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. closeout 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.

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 and all items are within scope of the SEWP contract but unavailable as separately orderable items.

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 like magazine subscriptions - you can pay monthly, but it costs much more; typically you buy a one, two or three year subscription upfront. Alternative payment Terms and Conditions, such as quarterly installments, can be negotiated with Contract Holders and included as part of your Delivery Order.

Note: SEWP 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 only method provided, and therefore recommended, by the NASA SEWP Program Office for obtaining SEWP Quotes is the utilization of the [SEWP Quote Request Tool](#) available at the SEWP Website. Use of this tool assists in providing and documenting Fair Opportunity and verifying and assuring items quoted are on contract and properly priced. Quotes may also be obtained by other methods; however, it is then your responsibility to assess the reasonableness of any additional fees, level of competition, compliance with Fair Opportunity, terms and conditions, price and availability verification, scope, etc..

Am I restricted to obtaining quotes only through the SEWP Quote Request Tool?

No. You can obtain your quotes through other methods. However, it is then your responsibility to assess the reasonableness of any additional fees, level of competition, compliance with Fair Opportunity, terms and conditions, price and availability verification, scope, etc., associated with quotes using other methods. Note that the SEWP Quote Request Tool is the only tool provided by the NASA SEWP Program Office for obtaining SEWP quotes. Use of the [SEWP Quote Request Tool](#) method for obtaining quotes automatically incorporates price reasonableness, scope and availability determination, Fair Opportunity compliance, Program level tracking and support, and display and flagging of issues at the contract, manufacturer and line item level, among other factors. See <http://www.sewp.nasa.gov/info/ordering.shtml> for specific SEWP ordering information.

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 '[SEWP Quote Request Tool](#)'. Requesting a quote does not obligate the Government to purchase based on the quotes and the Government may issue multiple Quote Requests.

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 Quote Request Tool](#) to Request a Quote. When quotes are returned, they will be verified through the Verification (Pass) file.
- » Contact the contract holder and ask if the items are on contract. You should require proof such as a SEWP Verification file.

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.

How do I give my coworker access to my RFQ and any associated quotes?

The column 'Secondary Contact' on the Search Tab of the [SEWP Quote Request Tool](#) can be used to add 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: 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 three days. While you can reduce the time to two or even one 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.

Can I do a sole source RFQ?

Unless the order is under the micro-purchase 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.

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.

Do I need to obtain three quotes to comply with Fair Opportunity?

No. Fair Opportunity, not the ‘three quote’ rule applies to the SEWP Contracts. You must provide Fair Opportunity to all Contract Holders within at least one of the four Contract Holder Groups. If after providing the Fair Opportunity (preferably using the [SEWP Quote Request 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 Holder Group is queried and only one quote is obtained, the RFQ should be re-issued, including all four Contract Holder Groups in order to maximize competition.

Can I limit my RFQ to three suggested sources?

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

Why can I de-select Contract Holders on the SEWP Quote Request Tool since Fair Opportunity requires that each Contract Holder in a group be provided the opportunity to provide a quote?

Deselecting [Contract Holders](#) will violate Fair Opportunity FAR requirements unless:

- » [Fair Opportunity](#) has been previously provided and documented;
- » The order is under the micro-purchase threshold;
- » A well documented, well researched exception as noted in FAR [Part 16.505\(b\)](#) exists. It is recommended that prior to citing an exception in FAR Part 16.505(b), you contact the SEWP Program Office for assistance;
- » A documented Conflict of Interest exists, or
- » The RFQ is a continuation of an on-going RFQ process in which the initial RFQ provided Fair Opportunity and a documented down-select process has occurred.

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

No. You must still provide Fair Opportunity to all companies in the suggested source Groups – in this case Groups B and C. Award decisions are made based on 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.

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. The SEWP Program recommends the following regarding Brand Name:

- » To the greatest extent possible, utilize generic specifications rather than Brand Names.
- » While the use of a Brand Name can help clarify the specifications, the use of Brand Name or Equal is recommended for requirements, whenever possible.
- » If the requirement is truly limited to one manufacturer, you must refer to FAR [Part 16.505\(a\) \(4\)](#). The justification, documentation and posting requirements are spelled out in that section.

Can I close my RFQ early? I received one (or more) quotes and would like to select from the quotes already submitted

While it is ultimately your decision as to how to provide Fair Opportunity (FAR 16.505) and correctly follow other pertinent FAR requirements regarding issuances of RFQs, at a minimum the NASA SEWP Program Office highly recommends an RFQ remain open for the time period it was initially set to. Due to the high volume of RFQ’s that go through the SEWP system, many Contract Holders wait until the final day to submit their response. Therefore, even if you have received a number of quotes prior to closure, it is possible that other companies will submit a quote.

I used the SEWP Quote Request 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. Information on sales agent companies including links to Contract Holder's websites can be found at: 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. However, 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.

Can a Contract Holder respond with a partial quote to my stated requirements?

Per the SEWP contracts, Section A.1.22. FAIR OPPORTUNITY AND REQUESTS FOR QUOTES:

"If the Contractor has insufficient items on their contract to fully respond to the Formal RFQ, the Contractor must respond with a No Bid."

Therefore, unless the RFQ specifically allows for partial quotes, any quote that does not fulfill all requirements of the RFQ should be discarded.

I have placed a Request For Quote/Request For Information (RFQ/RFI) using the SEWP on-line Quote Request Tool. Can I accept quotes emailed to me directly from a SEWP Contract Holder?

No. SEWP policy prohibits Contract Holders from sending quotes for RFQ/RFIs outside the SEWP Quote Request system. If a Contract Holder submits a quote to you via email, you should disregard the quote and immediately contact the SEWP Program Office at help@sewp.nasa.gov.

We recommend that if you require any substantive changes to previously submitted quotes or are changing the requirements of your RFQ/RFI that you extend or re-open the RFQ/RFI response time to allow Contract Holders to submit their new or updated quotes through the system. This ensures that fair opportunity guidelines have been met and that all items that were quoted are verified as being on the Contract Holder's SEWP contract. Note that for minor updates, you can re-open an RFQ/RFI for less than a day by placing a "0" in the "Reply needed in" text box.

The SEWP Program Office will reopen the RFQ for you at your request. Contact the SEWP Program Office at help@sewp.nasa.gov for assistance.

If you are requesting a non-substantive change to previously submitted quotes; e.g. an updated effective quote date, you can ask the Contract Holder to route the quote through the SEWP Program Office. In the case of a non-substantive update, we will immediately route the quote to you, without requiring the RFQ/RFI to be reopened.

Can I obtain discounted prices using the NASA SEWP Quotes Request Tool?

While the SEWP catalog price is fair and reasonable, additional internal competition generated through Fair Opportunity procedures provided by the [SEWP Quote Request Tool](#) will often result in additional discounted pricing on a quote by quote basis. The average discount off the catalog pricing when utilizing the SEWP Quote Request Tool is over 15%.

I just created a SEWP Request(RFQ/RFI) but it is not showing up. Do I need to resubmit?

If your new SEWP Request is missing or not showing-up in the SEWP QRT or RFQ tools then one of the following reasons apply:

- » New customers who submit a SEWP Request(RFQ/RFI) will have their first Request reviewed by a SEWP Customer Service Rep (CSR) before it is forwarded to the Contract Holder and made available on the web site. This temporary hold is a security measure to allow SEWP staff an opportunity to review any information / attachment(s) and to ensure no pricing data was included. This hold typically takes under one business hour. If your Request is still not visible after one business hour, send a note to help@sewp.nasa.gov for assistance.
Note: This hold is standard for first time Request submission. If you have submitted Requests previously, one of the following reasons likely apply.
- » If one or more of your attachments was not correctly uploaded (one common reason is uploading a shortcut rather than the actual file), then the Request will be held until a SEWP Customer Service Rep (CSR) is able to review and contact you to provide assistance in getting your file(s) attached. It typically takes less than one business hour for us to ascertain the issue and contact you.
- » If it has been more than one business hour since you submitted your Request and you have not been contacted by us and you still cannot see the request, then an error occurred during submission - please send a note to help@sewp.nasa.gov and we will investigate and provide you with our best possible support in resolving the issue.

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 one and a half to two hours and usually occur at the requesting Agency site. Send an email to help@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.

Note: DoD/Army/Air Force/Navy: the Pentagon has mandated SEWP training for all Procurement personnel who utilize the SEWP Contracts. (Additional information may be found on the [DoD Information Page](#).)

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
- » Website including the [SEWP Quote Request](#), [Manufacturer Lookup](#) and [Quote Verification](#) Tools

Send an email to help@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.

Note: DoD/Army/Air Force/Navy: the Pentagon has mandated SEWP training for all Procurement personnel who utilize the SEWP Contracts. (Additional information may be found on the [DoD Information Page](#).)

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.

Send an email to help@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.

Note: DoD/Army/Air Force/Navy: the Pentagon has mandated SEWP training for all Procurement personnel who utilize the SEWP Contracts. (Additional information may be found on the [DoD Information Page](#).)

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.

Send an email to help@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.

Note: DoD/Army/Air Force/Navy: the Pentagon has mandated SEWP training for all Procurement personnel who utilize the SEWP Contracts. (Additional information may be found on the [DoD Information Page](#).)

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.

Send an email to help@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.

Note: DoD/Army/Air Force/Navy: the Pentagon has mandated SEWP training for all Procurement personnel who utilize the SEWP Contracts. (Additional information may be found on the [DoD Information Page](#).)

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. If you know of an event that you think SEWP may be interested in, please send an email to help@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.

Send an email to help@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.

Note: DoD/Army/Air Force/Navy: the Pentagon has mandated SEWP training for all Procurement personnel who utilize the SEWP Contracts. (Additional information may be found on the [DoD Information Page](#).)

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

Contact help@sewp.nasa.gov or our helpline @301.286.1478 to schedule a training session through our events team.

Note: DoD/Army/Air Force/Navy: the Pentagon has mandated SEWP training for all Procurement personnel who utilize the SEWP Contracts. (Additional information may be found on the [DoD Information Page](#).)

Is there video training available?

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

Send an email to help@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.

Note: DoD/Army/Air Force/Navy: the Pentagon has mandated SEWP training for all Procurement personnel who utilize the SEWP Contracts. (Additional information may be found on the [DoD Information Page](#).)

What is the SEWP User Symposium?

The SEWP User Symposium provides Government Attendees with information and training on the SEWP Contracts, available product solutions and planned initiatives for the upcoming year. The symposium is an opportunity for attendees (Technical and Procurement Personnel, Contract Holders and SEWP Program Staff) to network, collaborate and innovate to ensure IT purchasing through SEWP continues to be efficient and competitive. Please contact help@sewp.nasa.gov to find out where the upcoming symposium 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 IV is composed of a set of pre-competed contracts. Prime Contract Holders are not added after the initial competition and award until a follow-on competition occurs. NASA is currently in the initial stages of the follow-on competition to the SEWP IV contracts. SEWP V information can be obtained by registering on the SEWP website at www.sewp.nasa.gov and clicking on the SEWP V link. Registration will put you on the contact list for announcements and updates concerning the follow-on competition to the current contracts. A draft Request for Proposal (RFP) will be issued, incorporating a Question and Answer (Q&A) feedback process which assists in the business decision as to whether to submit a proposal for the new set of competed contracts once the final RFP is posted. The anticipated release date of the draft RFP is on or about February 8, 2013 with industry comments and inquiries due April 12, 2013. More information concerning SEWP V is located at <https://www.sewp.nasa.gov/sewpv/> and under the FAQ “What information is available on SEWP V (follow-on contracts for SEWP IV)” The anticipated award date for SEWP V contracts is May 2014.

In the meantime, if your company has products that you wish to add to a current SEWP IV contract, please contact one or more of the current contract holders and determine what opportunities are available under their contracts. A list of all of the SEWP Program Managers is available at <http://www.sewp.nasa.gov/cgi-bin/vendorcontacts.pl?ACTION=MANAGERS>

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 five are 8(a), throughout its history, SEWP has 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 that are more limited in the Competed Contracts. Five 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.

What information is available on SEWP V (follow-on contracts for SEWP IV)

NASA is currently in the Draft RFP stage with regard to a SEWP IV follow-on procurement; i.e. SEWP V. The SEWP contracts are awarded based on a competitive source selection process and are for a limited time period. In the case of SEWP IV, the awarded contracts were for 7 years. The SEWP IV contracts end in May 2014 (full information on SEWP including contract holder information and expiration dates is located at the NASA SEWP website – www.sewp.nasa.gov). The anticipated release date of the draft RFP is on or about February 8, 2013 with industry comments and inquiries due April 12, 2013. As a schedule is further developed, it will be made available publicly including to all registered parties.

The typical steps taken in a SEWP Procurement process are:

1. Market research: This step is completed.
2. Draft Request for Proposal (RFP): A draft RFP is posted on the Internet with interactive access to allow comments and questions on specific sections with a NASA response to those submitted comments and questions on those sections. This is the next interaction between industry and NASA and is done through the Web RFP interface. The draft RFP will be posted on or around Feb. 8, 2013. All questions and comments will be responded to publicly (after removing all company-specific references).
3. RFP: After reviewing all comments and questions received during the draft RFP, an RFP will be made available. At this point, companies may decide to submit a proposal, work with other companies who are submitting a proposal or not send in a proposal. The exact nature of proposal submission and subsequent evaluation and award will be detailed in the RFP itself.
4. Evaluation and award: The proposals will be evaluated and selection made based on the criteria which will be laid out in the RFP.

You can obtain more information and register to obtain relevant SEWP V emails at <https://www.sewp.nasa.gov/sewpv/>

While you can send any inquiries to sewp5@sewp.nasa.gov, NASA does not have any further information on the schedule, the RFP, the process, etc. to provide at this time. When such information is available it will be provided to all registered participants with key announcements also available through FedBizOps (www.fbo.gov) and NASA Acquisition Internet Service (NAIS) (nais.nasa.gov).

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 of the Technology Refresh (also done within 24 hours of a request), the products will be available to the Federal Government through the SEWP process.

I am a Government end-user. The manufacturer/service provider I am interested in is not listed in the SEWP Manufacturer Lookup tool. How can I find out if any SEWP Contract Holder can provide products from that company?

SEWP is a dynamic catalog where items are added based on customer requests. Therefore, as long as the item you require is within scope of the SEWP contracts it can be added to the contracts quickly. Below are the recommended methods to have the product added:

- » If you do not have a suggested source, for orders over the micropurchase limit(\$3000) it is recommended that the SEWP Quote Request Tool be used. If you are in the early stages of research and do not yet require any pricing, you can select RFI (Request for Information) as your request type. Then you can ask a question of the contract holders such as “If an RFQ of the following type of requirement was submitted, would you be able to respond”; alternatively you can go right to either the Market Research or RFQ (Request for Quote) request types and ask for either a preliminary or final quote. You can log into our Quote Request Tool by following this link: <https://www.sewp.nasa.gov/cgi-bin/rfq.pl>
- » For orders under \$3000, you can either use the SEWP Quote Request tool as described above or contact one or more contract holders directly
- » If you have a suggested source or sources and are looking for general availability information, you can contact that company directly.

If you are uncertain as to whether your requirement is in scope of SEWP or otherwise would like assistance in conducting the research, contact help@sewp.nasa.gov and provide as much detail as possible.

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

As with all interactions with the SEWP Program Office, all TRs (requests to add items to contracts) are reviewed and either approved or denied within one business day.

Ordering Information

How do I order from the SEWP Contract?

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase Requests (PRs) and Delivery Orders (DOs) issued against a SEWP contract are defined by the issuing Agency and not NASA SEWP. The typical process, however, is for an end-user to determine a requirement and generate a PR. The PR along with any necessary funding information is sent to that Agency’s procurement office, which results in the issuance of a DO. Any valid Federal Agency DO form and the associated Delivery Order number may be used. NASA SEWP does not issue DOs; 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 Officer’s (CO’s/KO’s) responsibility to be aware of any Agency-specific policies regarding issuing orders via existing contract vehicles and Government-Wide Acquisition Contracts.

SEWP Delivery Orders must be routed to the NASA SEWP Program Office either via fax at 301-286-0317 or sewporders@sewp.nasa.gov. Do not forward orders directly to a Contract Holder. Contract Holders may only accept Delivery Orders through the NASA SEWP Program 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 one business day between the receipt of a Delivery Order at the NASA SEWP Program Office 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 NASA SEWP Customer Service staff. When an order is processed, e-mail

confirmation is 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 Delivery Order. [PDF Form](#) [DOC Form](#)

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 FAR Part 5.201 when the contract action is an order placed under [Subpart 16.5](#).

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

Credit Card Orders in which paperwork, faxes, and/or emails need to be sent to the contract holder require routing to the NASA SEWP Program Office from the customer. Exceptions to this rule require the following:

- » Ordering must take place over the phone or via a website.
- » The Contract Holders must immediately forward the order to the NASA SEWP Program Office 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 Program Office from the customer regardless of the order total.

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.

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 is not obligated to honor:

- » Orders under \$2500
- » Orders greater than \$10 million
- » Orders with a line item over \$2M

However, SEWP Contract Holders have never exercised this option for small or large dollar amounts. Therefore, there is essentially no dollar limit on SEWP orders beyond the \$5.6 Billion contract cap.

Note: Group E non-competed 8(a) set-aside contracts have a contractual limit of \$3.5 to 4 Million.

My office plans on making regular use of the SEWP contract via either mailing or faxing orders to the NASA SEWP Program Office. Can I be notified when orders from anyone in my office (Site/Agency) are received and 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 helpline. 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 0.45% with limits as noted below:

Order Amount	Fee
\$0 - \$2,222,222	0.45%
\$2,222,222 and up	\$10,000 cap

SEWP reserves the right to adjust all surcharge rates as the NASA SEWP budget requires. These fees are effective Nov. 1, 2010.

A Quote may have the fee separately listed using the SEWP-Z CLIN or the fee may be incorporated in the product prices and not shown as a separate line item. If the fee is not separately shown on the quote, do not include it as a line item on your order

Note that the cap is applied on a per-order and modification basis. If an order exceeds \$2,222,222, the fee will be capped at \$10,000 for that order. If a mod is placed that increases the order amount, the fee is reapplied for the modified amount; e.g. if the mod is for \$1 M, the total fee for the order, including the mod, will be \$14,500.

Who do I send my Military Interdepartmental Purchase Request (MIPR) to?

The NASA SEWP Office does not handle Purchase Requests or money directly from Government 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, Department of Interior Acquisition Services Directorate (ASD) or DISA DITCO to create and fund your SEWP Delivery Order. Please contact SEWP if you would like contact information for these organizations.

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

The award date for Delivery Orders made against 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, 2012 is considered to be an FY12 order, even if the order arrives at the NASA SEWP Office after Sept. 30, 2012. The SEWP Program Office is open extended hours during September including up to Midnight ET on Sept. 30.

What is the delivery time for SEWP orders?

The delivery time varies based on the size, complexity and type of the order. Quotes should include a delivery timeline. If one is not provided on the quote, a maximum 30-day delivery time is assumed.

The SEWP Program Office tracks delivery time based on the customer’s expected delivery time provided on a Delivery Order. 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:

A.1.3. PROCEDURES FOR ORDERS

“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 Contracts. The end of performance for a Delivery Order is based on the end date of that Delivery Order. The Contract Holder is obligated to continue to perform until all deliverables are met. This includes warranty, maintenance, installation and other in-scope services.
- » Delivery Orders can extend beyond the end of the SEWP IV contracts; however, substantive modifications to an existing Delivery Order are not recommended unless optional line items were requested at the time of quote in the RFQ and incorporated into the awarded delivery order at the time of award.
- » Administrative modifications to Delivery Orders signed before or after the end of the SEWP IV contract period are allowed.

Some examples:

- » Product based leases can extend beyond the end of the SEWP Contract period including options set-up prior to the end of the SEWP Contract period. However, no new items may be added to the lease and no new options can be added after the end of the SEWP Contract period.
- » Multi-year warranty and software licenses can extend up to 5 years beyond the end of the SEWP Contract period. However, no new items may be added to the warranty or license; warranty and licenses cannot be renewed or extended beyond the period of performance including options set forth in the original Delivery Order.
- » A Delivery Order may include option years that extend beyond the end of the contract period if, at a minimum:
 - » The order is placed before the end of the contract period
 - » No substantive changes are made to the Delivery Order after the expiration of the contracts; for example, adding more products to the order
 - » The option years do not extend more than 5 years after the end of the contract period

Can I have a purchase order with Option Years?

Yes, you can request quotes to include option years.

Please note the following:

- » For information concerning option years extending past the end date of the SEWP IV contracts in 2014, please refer to the “Can my Delivery Order / Lease / Purchase Agreement extend beyond the Contract End date of 2014” FAQ.
- » The SEWP fee is assessed on the initial cost and then separately for each subsequent option as that option is exercised. The fee cap, currently for orders over \$2.2 Million, applies separately to the initial order and each subsequent modification / option year.

Can I split a quote among multiple awardees?

It is highly recommended that quotes be treated as whole entities; 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 following examples:

- » 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.

The Contract Holder has failed to deliver the items by the date required in my delivery order. What are my options?

The first step is to contact the [Contract Holder Program Manager](#).

Note: Whenever e-mailing a SEWP Contract Holder, you should ‘cc’ the SEWP Program Office at help@sewp.nasa.gov so we can monitor and track the contract holder’s response and responsiveness.

If a satisfactory response to your concerns is not obtained, the SEWP contracts allow for the Government to request consideration for late delivery per Section A.1.10. TIME OF DELIVERY:

4. If an item cannot be delivered within the delivery time for that item, the Contractor shall notify the issuing Contracting Officer and the SEWP Program Office within two business days of receipt of order of the expected delivery date for the ordered item(s). Upon notification, the Ordering Agency may choose to cancel the order or request due consideration for the delay.

The items delivered were defective. What are my options?

The first step is to contact the [Contract Holder Program Manager](#).

Note: Whenever e-mailing a SEWP Contract Holder, you should cc the SEWP help line at help@sewp.nasa.gov so we can monitor and track the contract holder’s response and responsiveness.

If a satisfactory response to your concerns is not obtained, the SEWP contracts allow for the Government to request replacement or consideration for defective shipments per Section I. CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (52.212-4) (FEB 2007):

a) Inspection/Acceptance. The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or reperformance of nonconforming services at no increase in contract price. If repair/replacement or reperformance will not correct the defects or is not possible, the Government may seek an equitable price reduction or adequate consideration for acceptance of nonconforming supplies or services. The Government must exercise its post-acceptance rights—

- (1) Within a reasonable time after the defect was discovered or should have been discovered; and
- (2) Before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

Who is responsible for reporting Past Performance on a Delivery Order?

The agency issuing the Delivery Order is responsible for reporting their past performance evaluation based on that agency's past performance system and threshold reporting requirements.

NOTE: 'Past Performance' differs from the '[Program Performance](#)' ratings reflected on the NASA SEWP website.

What agency code should I use when entering my SEWP delivery order information in FPDS?

When entering your DO information, use agency code 8000.

What are the applicable NAICS Codes assigned to the SEWP IV contracts?

NAICS Codes and the subsequent business size are defined at the basic contract level; not at the Delivery Order level. Contracts in Groups B, C, and D were awarded with NAICS Code 541519 with a size standard of 150 employees. Contracts in Group A were awarded with NAICS Code 334111 with a size standard of 1000 employees. Both NAICS Codes are set at the contract level and cannot be changed at the RFQ/Delivery Order Level.

How does the 5 Year Rerepresentation regulation required by FAR 52.219-28 (Post-Award Small Business Program Rerepresentation) affect SEWP IV contract terms and competition?

The Small Business Administration (SBA) issued a size rerepresentation regulation to ensure that Federal Agencies receive credit for making contract awards to small businesses on long-term contracts (contracts of more than 5 years in duration, including options). FAR Clause 52.219-28 (Post-Award Small Business Program Rerepresentation) is contained in the SEWP IV basic contracts. The effects of the regulation fall primarily upon Federal Agencies, preventing them from receiving credit for awards to small businesses, if the contract recipients are no longer small. The regulation does not affect the terms and conditions of the basic contracts.

However, if a SEWP IV Contract Holder was awarded a small business Set-Aside contract in Groups B or C and as a result of the rerepresentation has become an "other than small business", the affected Contract Holder remains in their group and is not able to respond to RFQ's Set-Aside for small business. Business size changes were updated in the Federal Procurement Data System (FPDS) and on the SEWP website effective May 1, 2012.

The contract level business sizes, not the business sizes reflected in the CCR or elsewhere, must be used when placing a delivery order against an existing contract. To obtain the current business size associated with a SEWP contract, refer to the Prime Contract Holders link under the Contract Holders menu at www.sewp.nasa.gov. The contract sizes listed on that page are accurate and reflect any changes due to novation or rerepresentations.

Note that Contracts under SEWP Groups B, C and D were awarded under NAICS Code 541519 where the size standard is 150 employees. Contracts under SEWP Group A were awarded under NAICS Code 334111 where the size standard is 1000 employees. Both NAICS codes and business sizes are set at the contract level and cannot be changed at the RFQ/delivery order level.

The following SEWP IV Contract Holders business sizes were changed from "small" to "other than small":

- » Group B - MicroTech LLC
- » Group C – ImmixGroup
- » Group C – Intelligent Decisions
- » Group C – Technica Corporation
- » Group D - ImmixGroup

I received a SEWP quote and a CLIN (line item) on the quote indicated there was a state excise tax. Am I required to pay this tax?

The SEWP Program Office has been informed that certain states may impose taxes such as excise taxes on Federal Government orders. Whether a given state's tax is payable by the Federal Government is a determination to be made by each Federal Agency. Please contact your Agency's lawyer for guidance.

Do all delivery order modifications (whether the mods are administrative, budgetary or otherwise) need to be sent to the NASA SEWP Program Office or can I send them directly to the Contract Holder?

All official documentation related to a SEWP order including the original order and any mods (including administrative) must be routed through the SEWP Program Office. While the Contract Holder can be cc'd, they cannot process an order or mod that has not first been entered into the SEWP database.