NASA **SEWP**

Solutions for Enterprise-Wide Procurement

Ordering Guide

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Introduction/General Information

1. What is SEWP?

Providing the latest in commercial ICT/AV products and services, the NASA SEWP (Solutions for Enterprise-Wide Procurement) contract vehicle has an outstanding track record of serving up fresh technology for Federal Agencies.

Multi-award suite of contracts
- 140+ Prime Contract Holders
- 108 Small Businesses
- 9000+ Original Manufacturers (OEM) and Service Providers
- Annual Obligated Value over $10.5B
- Ability to set-aside to small businesses across all groups at the delivery order level

Government-Wide Acquisition Contract (GWAC)
- Authorized by Office of Management and Budget (OMB)
- Open to All Federal agencies and Approved Contractors
- Utilized by every Federal agency

Contract Vehicle for Information and Communication Technology (ICT) and Audio/Visual Solutions

Program Management Office (PMO) to provide support and information throughout the Acquisition Process

Disclaimer: Prior to utilizing the NASA SEWP GWAC, agencies satisfy requirements for supplies and services from or through the mandatory government sources as well as adhere to local policy.

1.1. Other things to know about SEWP

Primary Catalog: SEWP Marketplace

- Dynamic Catalog: “Catalog by Request” not “Request by Catalog”
- Contract database of record
- Providers and products and services added daily
- Primarily based on customer requirements
- Thousands of providers (OEMs and Service Providers)
- Millions of Unique Products & Services

1.2. Small Business Categories

- **SDVOWB:** Service-Disabled Veteran Owned Small Businesses
- **WOSB:** Women-Owned Small Businesses
- **EDQOSB:** Economically Disadvantaged Women-Owned Small Businesses
- **HUBZone:** Historically Underutilized Business Zone - Small Businesses
- **VOSB:** Veteran-Owned Small Businesses

1.3. What's in Scope for SEWP V?

Information Technology & Networking

Computer Hardware, Tablets Network Appliances: Routers, Modems, VOIP, Storage, Security

Software & Cloud

Software, Virtualization and Cloud Computing, XaaS (e.g. SaaS=Software as a Service)

Mobility & Communications

Telecommunication Devices and Services

Supporting Technology

Scanners, Printers, Copiers, Shredders, Associated Supplies and Accessories, Sensors, Health IT

A/V Conferencing

A/V Equipment and Accessories, TVs, Display Monitors, Projectors and Screens

Services

Maintenance/Warranty, Site Planning/Installation/Cabling, Product Based Training, Product Based Engineering Services

2. How to Order from the SEWP Contract

This document serves as guidance and advice for authorized Ordering Contracting Officers (OCOs) based upon best practices and ordering experience. It does not supersede any requirements of the FAR or any department or agency policy. It is incumbent upon each requiring activity to adhere to the policies and procedures established by their agency. The guidelines provided herein do not supersede any required acquisition policies, or outside agency acquisition regulations.

2.1. Credit Card Ordering Process

For orders under the micro-purchase limit, the Government customer can either utilize the Credit Card/Micro-purchases page from the Fast Access menu or the SEWP Quote Request Tool (QRT). The Credit Card/Micro-purchases page provides a list of SEWP Contract Holders, the Point of Contact (POC) for that Contract Holder, and, when available, the ordering site. One or more Contract Holders can be contacted to obtain quotes and orders can be placed directly with the Contract Holder.

The QRT can be used to send a request to one or more Contract Holders; obtain quotes through the SEWP system, and then either contact the selected Contract Holder directly to place an order, or attach the selected quote with the Request for Quote (RFQ) number in an e-mail to the SEWP Program Office at: sewporders@sewp.nasa.gov.

For items OVER the micro-purchase limit, 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 or more groups or established set-asides must be provided opportunity. Therefore, orders over the micro-purchase limit can only be sole sourced if an exception exists and the proper steps are taken as described in FAR 16.505(b)(2).

For credit card orders above the micro-purchase limit, use the QRT to obtain quotes. Once you have the selected quotes, RFQ numbers, and Agency-specific paperwork, forward the information to sewporders@sewp.nasa.gov.

Micro-Purchases

For a Micro-Purchase, you may contact the Contract Holder directly. The Contract Holders will forward the order information to the NASA SEWP Program Office for processing and tracking. All Delivery Orders paid by credit card must be routed to the NASA SEWP Program Office from the customer regardless of the order total.

UNDER MICRO-PURCHASE THRESHOLD	VS	**OVER** MICRO-PURCHASE THRESHOLD
Fair Opportunity does NOT apply to orders under the Micro-Purchase limit. For orders under the micro-purchase limit, the Government customer can either utilize the Credit Card/Micro-Purchases page from the Fast Access menu directly https://www.sewp.nasa.gov/micropurchase_wcc.shtml OR from the SEWP QRT https://www.sewp.nasa.gov/sewp5public/		For items over the Micro-Purchase limit, please refer to FAR 16.505(b)(1) (https://www.acquisition.gov/far/16.505) to learn more regarding: • Pre-award activities and verification done at the Contract level • Fair Opportunity is required (Use of SEWP tools are recommended to be compliant with FAR regulations) • Brand Name/Sole Source

NOTE: SEWP does not capture/collect any credit card information from the customer nor perform any financial transaction for their purchase.

2.2. Basic Ordering Guidelines

How do I place an order using a Multi-Agency Catalog?

NASA SEWP is a request-based contract vehicle where the catalog is based on specific requirements. There is no static catalog to search. NASA SEWP has an on-line, dynamic, constantly updated catalog. If your requirements are within the scope of the SEWP Contracts, you can send out a RFQ or a Request for Information (RFI) for the products or services you are looking to obtain. If the product is not in the SEWP database, you can use the Market Research Tool (MRT) to have it added within one business day.

Regardless of agency-specific ordering processes, the general flow for SEWP orders is:

End user or Contracting Officer (CO)

1. Determines best value through market research.
2. Creates Delivery Order citing NASA SEWP Contract # and Prime Contract Holder
3. Sends order to NASA SEWP Program Management office at sewporders@sewp.nasa.gov.

NASA SEWP PMO

1. Verifies Order.
2. Forwards Valid Order to the appropriate Contract Holder.

SEWP Contract Holder

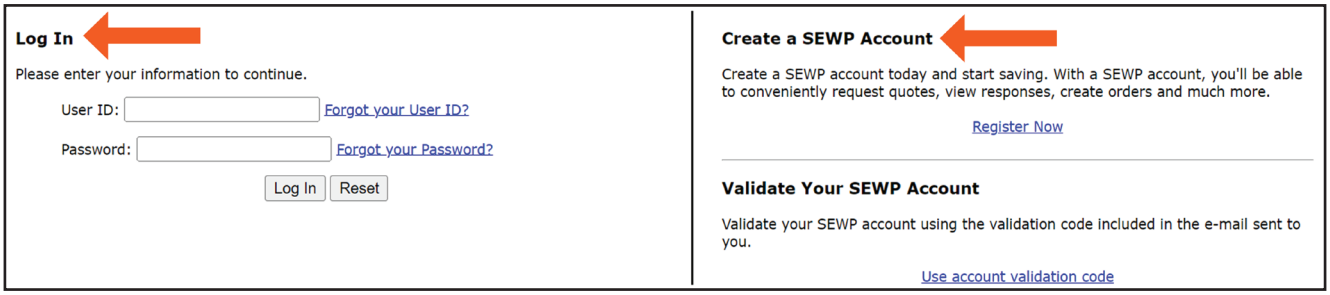
1. Processes Order.
2. Delivers equipment and services.
3. Invoices Agency or Contractor.

Additional information can be found here: https://www.sewp.nasa.gov/ordering.shtml

3. How the SEWP Ordering Process Works

The recommended method by the NASA SEWP Program Office for obtaining quotes is the utilization of the SEWP QRT accessible by the following the steps:

3.1. From the NASA SEWP website, click on either of the two (2) links to navigate to the log-in page. https://sewp.nasa.gov/sewp5public/security/login.sa.



NOTE: If you do not have a SEWP login. Please refer to the instructions on the right side of the login page to create a SEWP Account.

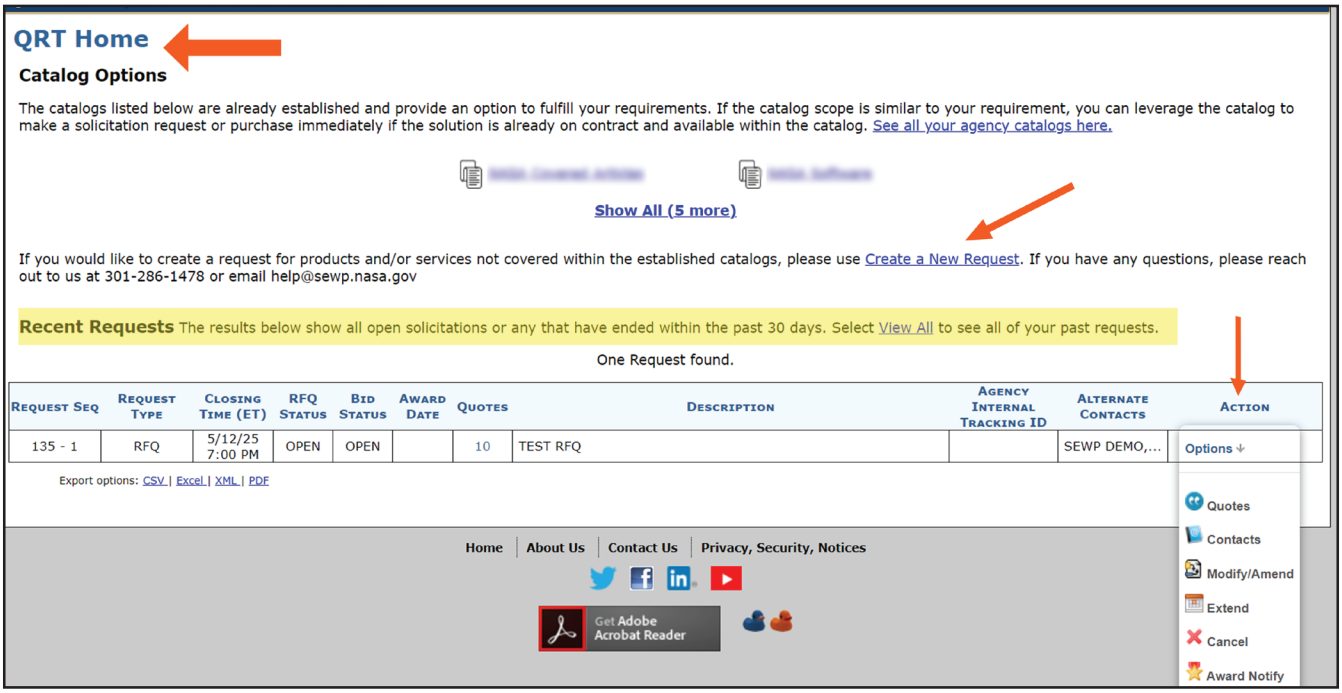
3.2. Upon successful login, you will be directed to your QRT HOME page, providing quick access to:

- **Catalog Options:** Quick access to already-established Agency/Strategic Catalogs you have permission to use.
- **Request Options:** Create requests for products and/or services not covered with the established catalogs:

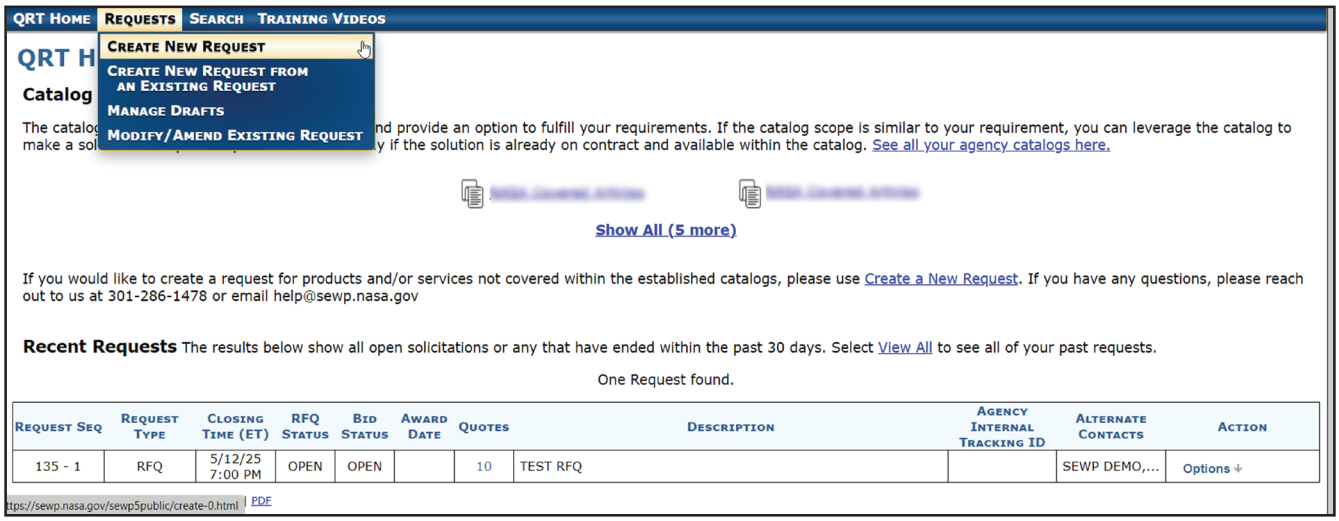
» Create new requests (RFQ, MRR, RFI, RFAC)

» View/Manage your requests (Extend, Amend, Modify, etc.)

- **Search Options (Requests):** Search, View All or View All with Archived
- **Training Videos:** Direct link to training videos pertaining to the QRT

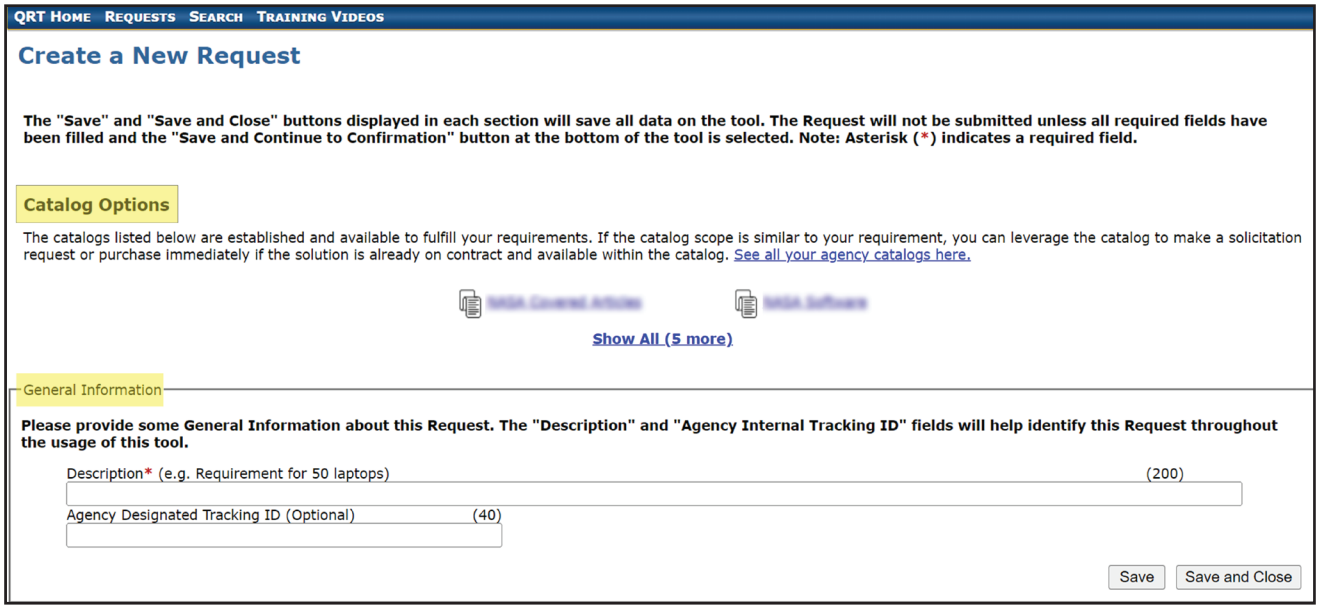


3.3. To create a RFQ, MRR, or RFI, hover over the REQUESTS tab and select "Create New Request"



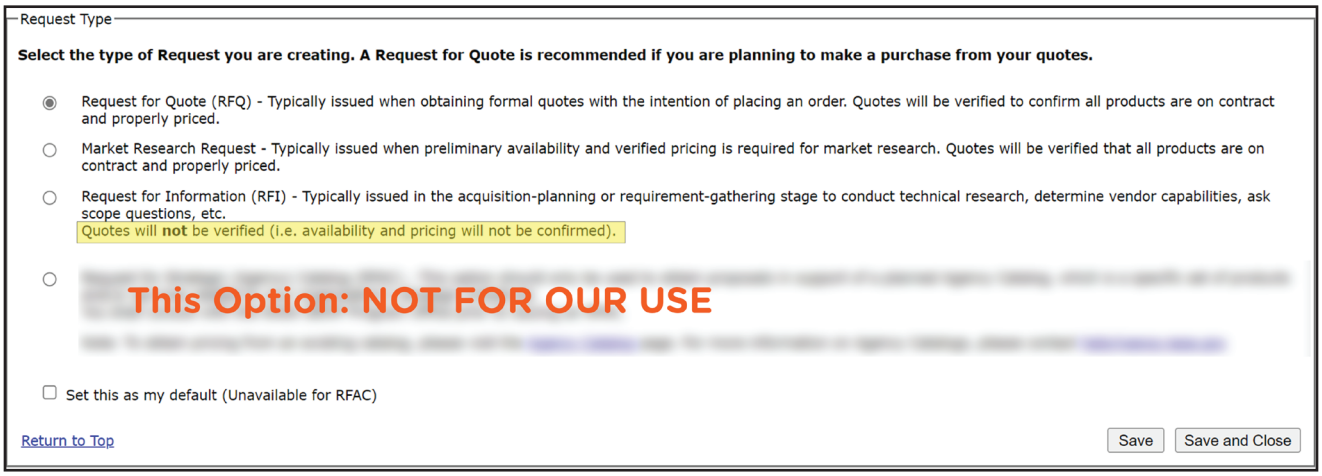
3.3.1 CREATE A NEW REQUEST:

From here you can determine whether you want to create a request from the catalog options available to you or proceed with creating your request from the SEWP Primary Catalog.



3.3.2 REQUEST TYPE (Select the type of Request you are creating):

- RFQ is recommended if you are planning to make a purchase from your quotes.
- Market Research Request (MRR) to determine preliminary availability and verified pricing.
- RFI quotes will NOT be verified (i.e. availability and pricing will not be confirmed).

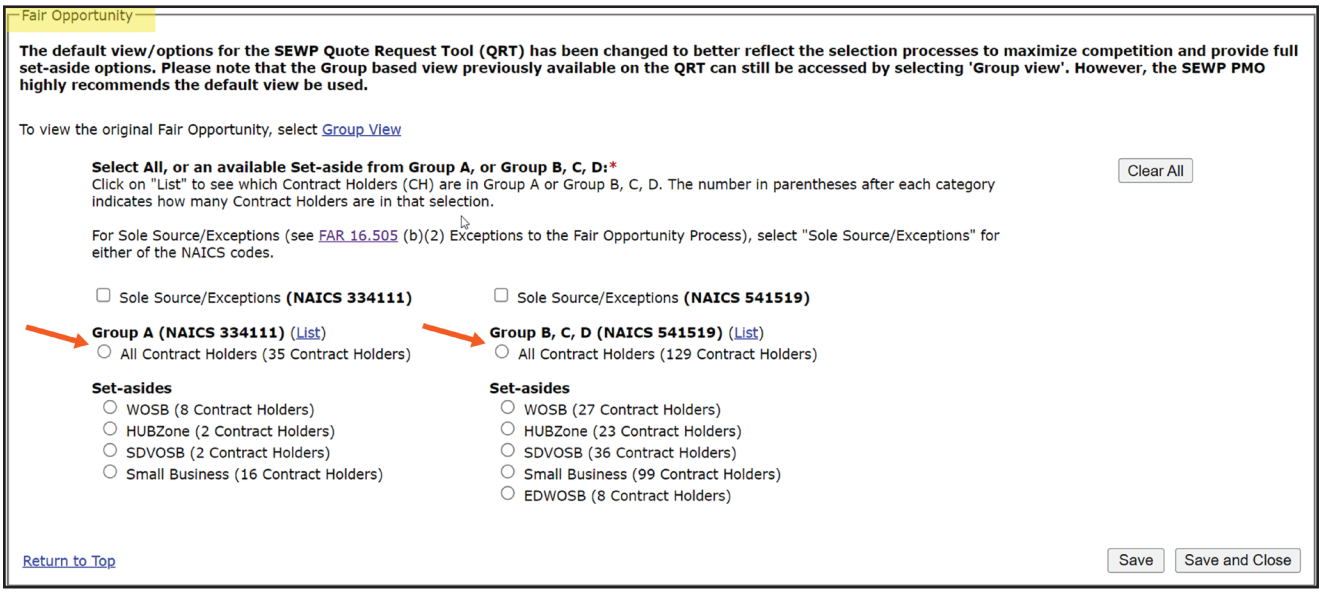


FAIR OPPORTUNITY: All Groups have the same scope and, therefore, there is no requirement to go to a particular group based on product type/requirement. The main differentiations between the Groups are:

Group A	OEMs and Value Added Resellers (VARs)	NAICS 334111
Group B/SDVOSB	Awarded as SDVOSB Set-Asides (VARs)	NAICS 541519
Group B/HubZone	Awarded as HubZone Set-Asides (VARs)	NAICS 541519
Group C	Awarded as Small Business Set-Asides (VARs)	NAICS 541519
Group D	Non-Set-Aside (VARs)	NAICS 541519

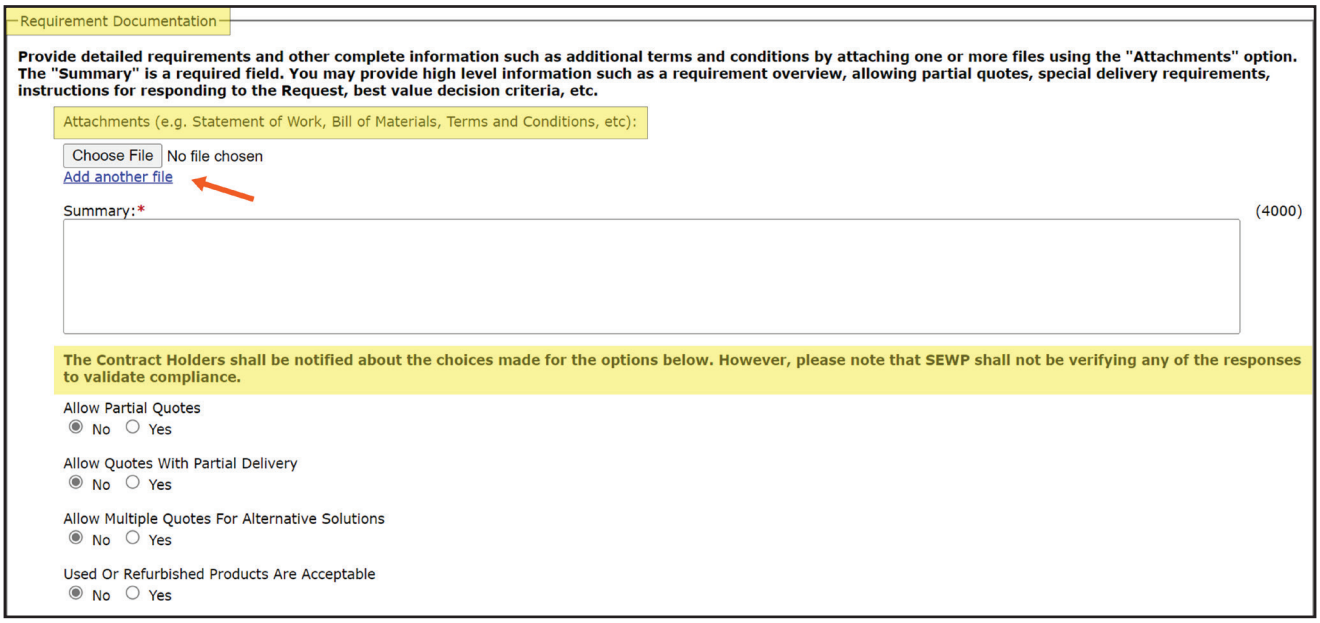
NOTE: Group A has a NAICS Code of 334111 (Manufacturer NAICS Code) and, therefore, should not be included with the other Groups when doing an RFQ.

Group selection(s) can be based on market research, suggested sources, pre-existing quotes, use of the SEWP Market Research Tool, business size, business type, etc... Based upon the differing NAICS Codes, you may either select Group A **OR** any combination of Groups B, C and/or D. If a 'Group A' selected RFQ closes without the receipt of any quotes, then the RFQ can be modified and a selection of any combination of Groups B, C and/or D may be performed.



3.3.3 REQUIREMENT DOCUMENTATION: Attach any/all files pertaining to your requirement (Statement of Work, Bill of Materials, Terms and Conditions, etc.) There is no limit to the amount of files you can upload in support of your request.

For QUOTE PREFERENCES, note the tool defaults to NO on all options. You can change any/all based on your requirements.



SECTION 508 | ACCESSIBILITY CONFORMANCE REPORT (ACR): Check the box in this section if an ACR is required (template is printable).

3.3.4 ADDITIONAL QUOTE VERIFICATION OPTIONS:

Supply-Chain Risk Management (SCRM)

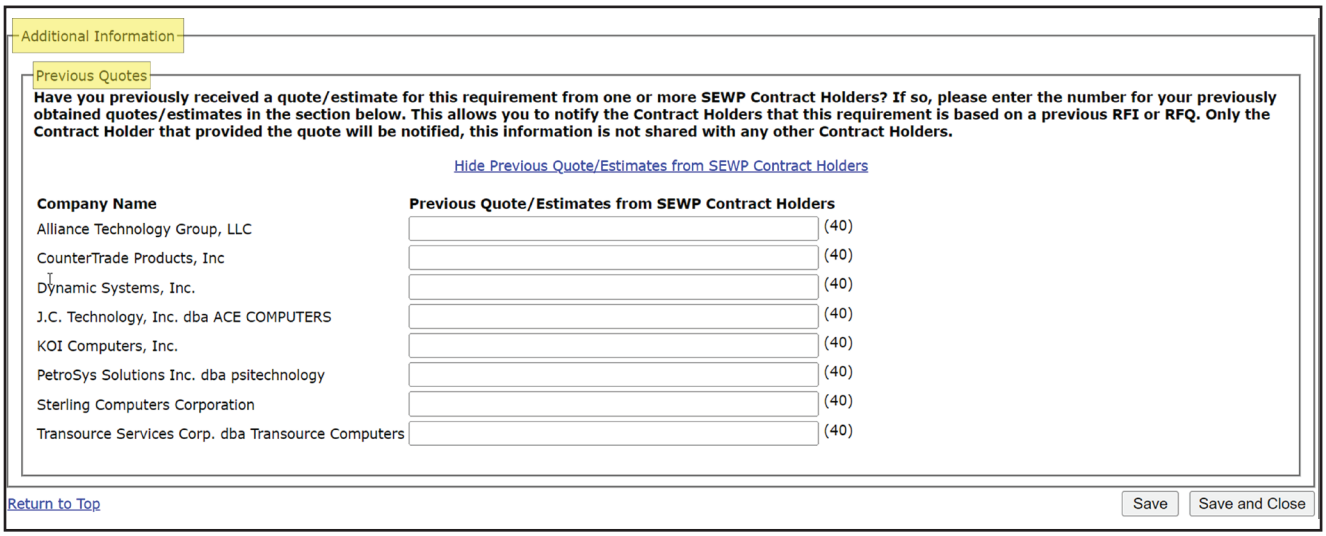
Select your preference for receiving responses from Authorized/Approved resellers only AND the option to restrict responses to be from Authorized/Approved resellers for items from the critical risk providers list (note the tool defaults to YES for both).

Other Verifiable Options

Select your applicable preferences for EPEAT Levels, TAA Compliance and Brand Name Providers as required (note the tool defaults).

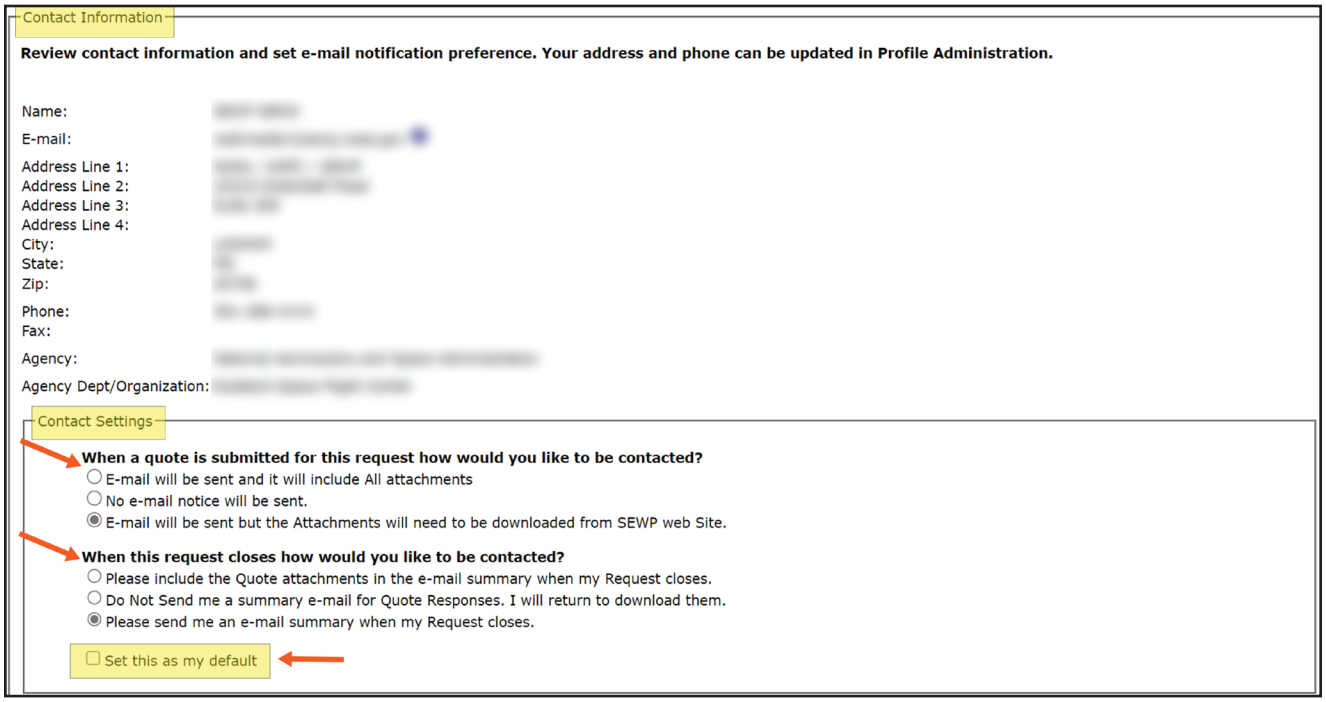
3.3.5 ADDITIONAL INFORMATION | PREVIOUS QUOTES:

If you previously received a quote/estimate for this requirement from one or more SEWP Contract Holders, enter the number(s) for your previously obtained quotes/estimates in this section. This allows you to notify the Contract Holders that this requirement is based on a previous RFI/RFQ. Only the Contract Holder that provided the quote will be notified (this information is not shared with any other Contract Holders).



3.3.6 CONTACT INFORMATION | CONTACT SETTINGS:

As the creator of your request, your contact information will automatically appear in this section. In the Contact Settings section, select how you would like to be contacted when a quote is submitted for your request and for when your request closes. Selected preferences can be set as your default.



3.3.7 ADDITIONAL CONTACTS:

You can add multiple points of contact to your request. Selecting “Make Default Additional Contact” will provide full access to your request; not selecting this option will allow read-only access.

NOTE: *The creator of the request will be listed as the Primary Contact.*

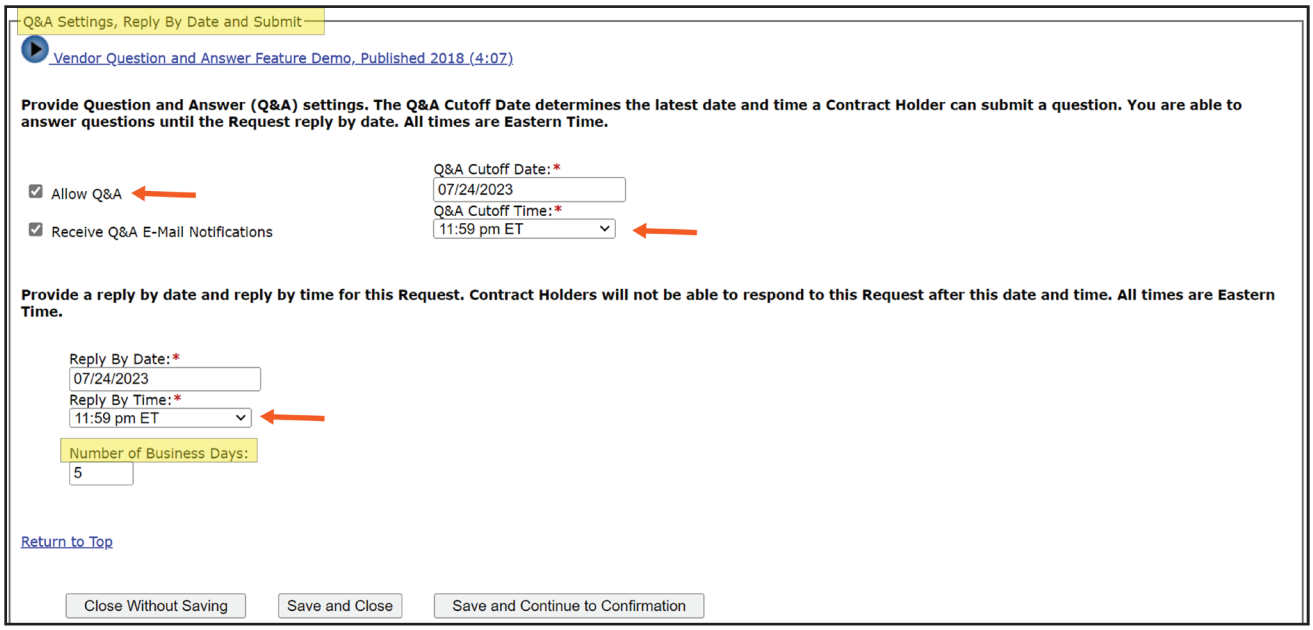
3.3.8 Q&A SETTINGS, REPLY BY DATE AND SUBMIT:

Question and Answer feature (Q&A)

This feature provides a way to manage and respond to Contract Holder questions for open quote requests through the QRT tool. Selecting this option will allow you to Review, Redact and Respond to any/all questions pertaining to your request. The Q&A closing date/time can be adjusted as it automatically defaults to the same date/time as the Reply by Date. You can also select the option to receive Q&A email notifications. For more information on how to use this feature, please view the Question and Answer video clip.

Reply By Date

This section reflects the closing date/time of your request. Notice the tool defaults the closing date to five business days and the time to 11:59pm, both of which can be adjusted based on your requirement. We recommend taking into consideration the size and/or nature of your request when choosing your closing date… a request with a longer bidding period provides the Contract Holders more time to get pricing, etc. and, generally, results in you receiving more quotes.



Submit | Save Options

Save and Close will allow you to save your request as a draft so you can come back to it at a later time; your draft can be retrieved from the "Manage Drafts" located within the "Requests" tab for editing and/or submitting.

Save and Continue to Confirm allows you to "Review your Request before Submitting". If you need to edit your RFQ, select the "Edit Data" to go back to edit your request or select "Confirm and Submit" to complete.

4. Award Notification

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

5. Order Submission

Once a selection is made, the issuing procurement office creates the DO/TO. The Agency should use the process, forms, and order number required for their Agency.

PREFERRED METHOD...

SEWP Orders should be routed to the NASA SEWP Program Office via e-mail at sewporders@sewp.nasa.gov. Please be sure to include Bill To/Ship to Information with your quote. The Contract Holder may be included in the e-mail to the SEWP Program Office*. However, the Contract Holder cannot begin the fulfillment of an order until the SEWP Program Office assigns a **SEWP Tracking Number (STN).**

*** THIS SAME PROCESS APPLIES FOR CREDIT CARD ORDERS ***

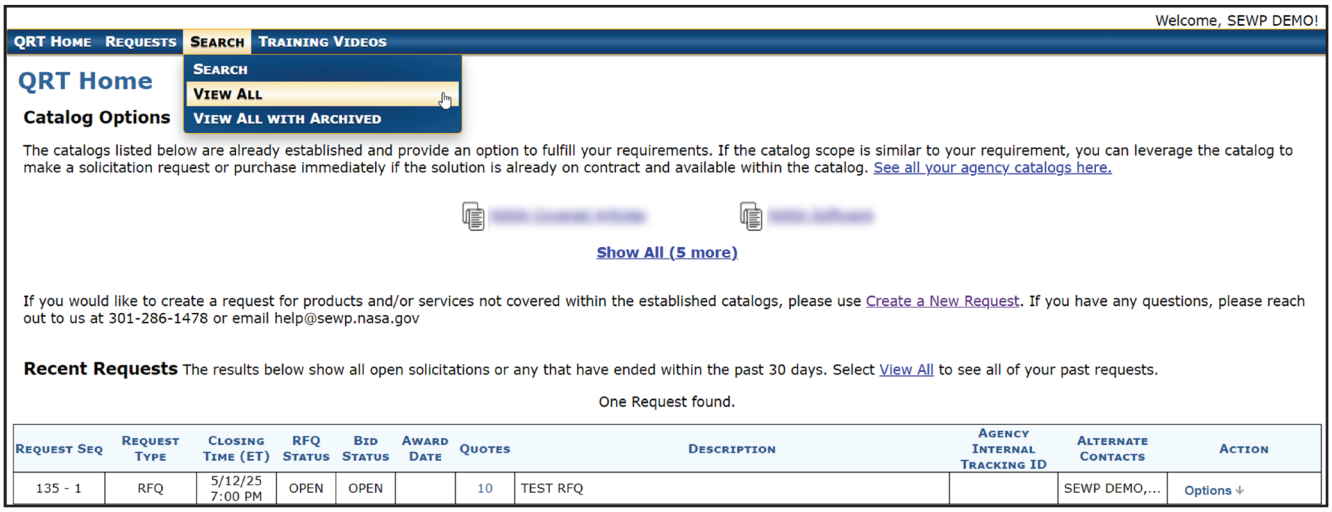
NOTE: *All orders sent to NASA SEWP must contain the corresponding Procurement Instrument Identifier (PIID) number if above the micro purchase threshold.*

**Please refer back to Section 3 (How to Order from the SEWP Contract) for more in-depth details*

CREDIT CARD ORDER | OPTIONAL METHOD:

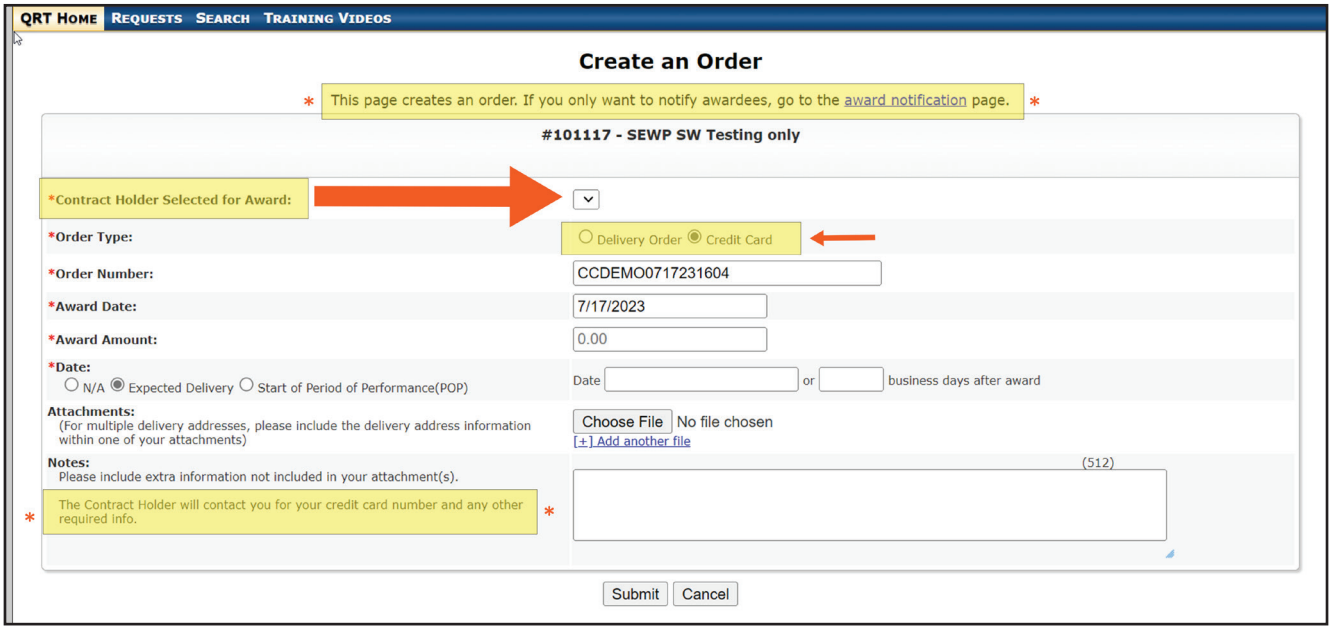
After request has closed and quotes have been received, from the QRT Home page:

- Hover over SEARCH and select VIEW ALL to locate applicable RFQ



- Go to the ACTION column and select OPTIONS/CREATE ORDER

NOTE: This page CREATES AN ORDER! If you only want to notify awardees, go to the "Award Notification Page."



Contract Holder Selected for Award: Pull down menu includes all Contract Holders who submitted quotes.

Order Type: Select Delivery Order or Credit Card

Contract Holder will contact you for your Credit Card number and any other required info. SEWP does not collect credit card information from customer.

6. SEWP Tool Quick Summary

The SEWP QRT can be used to send a request to one or more Contract Holders; obtain quotes through the SEWP system, and then either contact the selected Contract Holder directly to place an order, or attach the selected quote with the RFQ number in an e-mail to the SEWP Program Office at sewporders@sewp.nasa.gov.

For credit card orders above the micro-purchase limit, use the QRT to obtain quotes. Once you have the selected quotes, RFQ numbers, and Agency-specific paperwork, forward the information to sewporders@sewp.nasa.gov.

7. Contact Information

Please contact the NASA SEWP helpline if you have any questions concerning your purchase orders, the ordering process, web tools, or any NASA SEWP related topics using the contact information below:

SEWP Online Customer Support Center also provides answers to FAQ's:

https://sewpprod.service-now.com/support

SEWP Customer Service Contacts

Web	www.sewp.nasa.gov	*24 x 7 x 365*
E-mail	help@sewp.nasa.gov	*General Support - Average of 1 hour response*
Helpline	(301) 286-1478	*Mon-Fri 7:30 AM – 6:00 PM EST*
E-mail Orders	sewporders@sewp.nasa.gov	
Street Address	10210 Greenbelt Road, Suite 800, Lanham, MD 20706	

NASA.SEWP.3 | @NASASEWP | NASA SEWP | NASA SEWP | @nasa_sewp

SEWP Support

Customer Service Support Business Hours - 7:30 AM - 6 PM EST

(301) 286-1478

Online Chat

help@sewp.nasa.gov

Assistance Anytime

Free Training Options

- In-person
- Webinars & training videos
- Training document
- SEWP Forum at NCMA World Congress

Mosaic ATM Contact Information

For questions related to Mosaic ATM SEWP support, please contact the team below.

Mosaic ATM SEWP Contacts

Program Manager	**Alicia Fernandes** afernandes@mosaicatm.com
Deputy Program Manager	**Chris Stevenson** stevenson@mosaicatm.com
SEWP Support	sewpsupport@mosaicatm.com