



## 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 ITC (Information Technology and Communication) products (from Tablets to Supercomputers), Audio Visual and product-based solutions (e.g. installation, maintenance, and engineering services) 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 NAICS codes can I use for SEWP procurements?

NAICS codes are defined at the contract level and therefore the NAICS codes at the delivery order must match those of the contracts. When submitting RFQs and placing orders against Contracts in Group A, use NAICS 334111; for RFQs and orders against Contracts in Groups B, C and D, use NAICS 541519.

Note that regardless of NAICS codes, the scope of each SEWP Contract is the same.

### In SAM, I’ve found some of the vendor NAICS codes differ from those listed in SEWP V. Can I order from SEWP based upon the NAICS codes in SAM?

While vendors can have other NAICS codes in SAM, NAICS Codes 541519 and/or 334111 are the contract level assigned codes. The code used for a SEWP solicitation and subsequent orders must match the contract NAICS code: Group A – NAICS Code: 334111 and Group B, C and D – NAICS Code: 541519



## USAGE OF SEWP CONTRACTS

### **Which entities (Governmental or non-Governmental) are allowed to place orders under the NASA SEWP contracts?**

The SEWP contracts are for use by NASA, all Federal Agencies including Department of Defense and approved support service Federal Agency contractors. Any Government Contracting Officer or duly approved representative is authorized to place delivery orders against the contract. Support Service Contractors may be authorized by their Government Contracting Officer to purchase from the SEWP Contracts on behalf of the Government.

Local and State Governments, and Federal Tribes are not authorized to issue orders against these contracts.

SEWP contracts are not available for personal use.

### **Can Government support service contractors make purchases off SEWP Contracts?**

The SEWP contracts are for use by NASA, all Federal Agencies and approved 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](#)'.

### **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. A separate delegation authority is not needed to utilize SEWP.

### **My Agency's contract office only allows us to use AFWAY, First Source... 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 as a first option. Please check with your procurement organization to learn the particulars. Note also that the broad scope of SEWP is such that an existing Agency contract may cover part but not all of the available products and services; for example SEWP includes telecommunication and Audio-Visual technology solutions that may fall outside a general IT product contract.

### **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](mailto:help@sewp.nasa.gov).

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

The Executive Agent designation for SEWP 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 (DoD) 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](#).

As part of the MOA, DoD personnel must be trained in order to place orders against the SEWP contracts. The amount of training required varies based on the dollar amount of the delivery orders. Most training is accomplished by viewing the on-line training video. Personnel who will make frequent and/or large dollar orders are encouraged (and in some cases required) to attend either a WebEx or free on-site training. Contact [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) or our helpline at 301-286-1478 to schedule a free training session through our events team.

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

No. SEWP is only available for Federal Agency usage.

**BASIC CONTRACT INFORMATION****How many Contract Holders are on SEWP?**

SEWP consists of over 140 pre-competed [Prime](#) Contract Holders, including more than 100 [small businesses](#). Small Business categories in SEWP V include: Service Disabled Veteran-Owned Small Businesses (SDVOSB); Woman-Owned Small Businesses (WOSB); Economically Disadvantaged Women-Owned Small Business (EDWOSB); HUBZone; Veteran-Owned Small Businesses (VOSB); and Small Disadvantaged Businesses (SDB).

**What is the difference of the companies (Contract Holders)? Why would I use one instead of the other?**

If you do not have your own differentiator, we recommend going either to all of Group A (primarily composed of manufacturers) or a combination of the Groups B through D (all value added resellers). The scope of products and services available is the same for all Groups of contracts.

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

SEWP V 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.



**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 V was awarded to five Multiple Award Contract Groups:

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

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:

- » 3 Groups (B/SDVOSB, B/HubZone and C) were awarded as Set-Asides with NAICS Code-541519 (Value Added Reseller NAICS Code);
- » Group D was awarded via an open competition composed of value added resellers with NAICS Code-541519 (Value Added Reseller NAICS Code);
- » 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.

**I am a Department of Interior employee and need to follow the Buy Indian Act. Does SEWP have an Indian set-aside?**

The NASA SEWP contracts do not have a Buy Indian set-aside. The rule is specific to the [Department of Interior](#) and not included in the Federal Acquisition Regulations whereby we could contemplate adding an Indian set-aside group. Until the Small Business Administration (SBA) recognizes and formally adds wording to the Federal Acquisition Regulations (FAR) citing this socio-economic designation as a bonafide designation, Federal Agencies will not be allowed to set-aside contracts of this nature with the exception of Agency specific contracts awarded by the Department of Interior (DOI).

However, SEWP does have the ability to utilize informal subcontractors at the delivery order level which could be awarded to a SEWP prime contract holder who agrees to a business relationship with an Indian organization. This decision would be solely the SEWP prime contract holder's decision.

BIA personnel should contact the DOI PAM Office regarding policy issues involving Buy Indian purchases associated with any strategic sourcing initiative including the use of the NASA SEWP Contracts.



### **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.

### **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: [https://www.sewp.nasa.gov/contract\\_info.shtml](https://www.sewp.nasa.gov/contract_info.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.

### **Are SEWP Vendors allowed to submit quotes with their own Terms & Conditions?**

Terms and Conditions are negotiable at the delivery order level but cannot conflict the Terms and Conditions contained in the basic SEWP V contracts. So both Government and Industry can propose Terms and Conditions during the quote period and negotiate them as needed.

If the Government is concerned about any Industry proposed Ts and Cs, please forward them to [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) for review and recommendations.

### **Are we required to sign/review End User License Agreements (EULA) or Terms of Service for software or hardware orders?**

Contract holders and Issuing Contracting Officers (CO) should review any End User License Agreements and/or Terms and Conditions prior to a contract holder providing a quote in response to an RFQ. Also, an Issuing CO should review all EULAs and/or Terms and Conditions prior to award to determine whether those terms conflict with the Terms and Conditions in the basic SEWP V contracts and are acceptable for the Federal Government to accept.

### **Are BPAs/Blanket Purchase Agreements allowed on SEWP?**

SEWP does not have a structure available that is identical to Blanket Purchase Agreements (BPAs). However, SEWP has the ability to be used for Delivery Orders with Options (DOWOs) and along with the Fair Opportunity procedures in [FAR Part 16.505\(b\)](#), some of the functionality related to Blanket 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 products/solutions, a Request for Quote (RFQ) can be submitted using the Fair Opportunity guidelines to one or more SEWP Contract Groups.





- » The Agency may award one or more Delivery Orders based on the quotes received. The initial base Delivery Order would establish the products/solutions and pricing for those items. The maximum time for the existence of this order and any instructions for exercising options per the original quote and initial Delivery Order should be noted in the initial order. The base and option years shall not exceed 5 years in duration.
- » Agency officials may then follow the procedures as stated in the base Delivery Order to place orders against the initial quote.
- » Any substantive change to the initial quote and subsequent base Delivery Order, such as increasing the scope of products/solutions 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 base Delivery Order is the Issuing Contracting Officer's responsibility. Typically, the base order is set up with an initial Delivery Order listing the products/solutions and prices. Subsequent Delivery Orders are issued options as modifications against the base order.

### **What is a Delivery Order with Options (DOWOs)?**

SEWP has the ability to be used for Delivery Orders with Options (DOWOs) and along with the Fair Opportunity procedures in FAR Part 16.505(b), some of the functionality related to Blanket Purchase Agreements (BPAs) 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 products/solutions, a Request for Quote (RFQ) can be submitted using the Fair Opportunity guidelines to one or more SEWP Contract Groups.

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### **How can I determine if a SEWP Contract Holder is an Authorized Reseller for a manufacturer?**

When using the [SEWP Quote Request Tool](#), all quotes are accompanied with a Quote Verification file. That file includes data on a number of item-specific issues including the level, if any, of authorization from the Original Equipment Manufacturer/Provider (OEM):

- » Contract Holder is the MFR
- » Contract holder is an authorized reseller for all items produced by the provider.
- » Contract holder is an authorized reseller for a clearly identified subset of items produced by the provider.
- » The Contract Holder obtains the products from an unidentified or unknown source

You can also request that Contract Holders identify whether or not they are an Authorized Reseller in a [Request for Quote](#).

Note that Authorized Reseller information should be treated as part of a Supply Chain Risk Management (SCRM) acquisition plan. For example, mission critical purchases would need the lowest risk and therefore requiring an Authorized Reseller would mitigate risk; while a low priority acquisition may not require a possibly more costly option of an authorized reseller and the use of an authorized distributor might be sufficient.

### **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)?**

No the small-business subcontracting plans are handled at the Contract level. 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.

### **Are SEWP products BAA/TAA (Buy American Act/Trade Agreement Act) compliant?**

Contract Holders must ensure that all items offered are notated on their quotes and in the SEWP database as to whether or not an item is from a TAA compliant country. 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 and 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.



### **Are Letters of Authorization available from SEWP Contract Holders?**

Although Government customers are allowed to request Letters of Authorization (LOA) in their RFQ, the SEWP Program Office highly recommends customers not request or rely on LOA's for a number of reasons including:

1. Many companies do not have such letters, as the term "authorized reseller" is not universally recognized, but mainly used by major IT product firms.
2. The letters are easily copied and/or there are blank areas on the letter where the contractor can plug in their information.
3. The person signing the letter may not have the authority to do so and may not be from the provider or OEM.
4. The letter may not refer to the products or services being sold.
5. The letter may be outdated.
6. The letter may be for commercial purchasing and not Federal purchasing.

Instead, the Government customer should rely solely on the SEWP Verification file that accompanies all quotes obtained through the SEWP Quote Request Tool (QRT). SEWP employs a much more rigorous and controlled process than LOAs. Within the SEWP Verification file, the Supply Chain Risk Management (SCRM) column will list for each CLIN, one of the following codes:

- » A - The Contract Holder is Authorized/Approved.
- » N - The Contract Holder does not have a verified relationship with the Provider.

There are many reasons why the SEWP provided information in the Verification file is superior to a LOA:

1. An "A" indicates that the OEM considers the reseller to be a legitimate reseller for their products/ services regardless of whether the OEM has an actual LOA process.
2. SEWP has a closed process to ensure the requestor is the SEWP Contract Holder and the verifier for an "A" status is from the OEM.
3. SEWP goes directly to the OEM and, if designated, their central Point of Contact, to verify relationships and avoid relying on an unknown authorizer or information from Contract Holders.
4. If a company is only authorized for a subset of an OEM's products (and not others), the "A" will only appear for the subset of products for which they are authorized.
5. Upon notification of any change to a reseller's relationship with the OEM, the information on the SEWP site is immediately updated.





## 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
- » Cloud Computing
- » Audio Visual products
- » Teleconferencing and Videoconferencing products
- » Peripherals and supplies such as printers, power supplies, etc.
- » Maintenance and warranty
- » Installation
- » Site Planning
- » Product Training
- » Product-based Engineering Services

For services involving labor rates, such as installation and engineering services, price reasonableness is not determined at the contract / catalog level. Price reasonableness for labor based services must be determined at the delivery order level by the ordering agency.

Labor Support Services that are unrelated to a product and not list above, such as general operational support, are available on a very limited basis – no more than 5% 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](mailto: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 [Request for Quote \(RFQ\)](#) or a Request for Information (RFI) 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](mailto: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](http://www.sewp.nasa.gov) – is directly tied into the Contract Database of Record. There are currently over five 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?**

Yes. The purchase of IT product based services is available without limitation including maintenance, warranty, product training, site planning, installation and initial implementation and product-based engineering services. IT products do not need to be purchased in order to obtain any of these services.

For services involving labor rates, such as installation and engineering services, price reasonableness is not determined at the contract / catalog level. Price reasonableness for labor based services must be determined at the delivery order level by the ordering agency.

Non-product based services; i.e. services other than maintenance, warranty, product training, site planning, installation and initial implementation and product-based engineering services, 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 5% of the price of the associated equipment/products. Examples of these types of limited services are consulting, applications programming and operational support.

If you are unclear whether a given service is unlimited or falls under the 5% restriction, forward your requirements such as your Statement of Work (SOW) to [help@sewp.nasa.gov](mailto: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 Government Product Accessibility Template (GPAT) is sent to the Contract Holders along with the Request for Quote.

Many large companies also provide 508 information including GPATs for their products on their websites. Specific 508 information can also be requested as part of a Request for Quote.

**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.

**For cloud services, do the services that can be acquired through SEWP meet the FedRAMP standards?**

No, FedRAMP and similar requirements should be specified and verified at the delivery order level.

**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. When utilizing the SEWP on-line [Quote Request Tool](#), items that are EPEAT rated will be noted on the Quote page.

For more information on EPEAT ratings, see [www.epeat.net](http://www.epeat.net).



### Can a quote contain used or refurbished equipment?

If equipment is used or refurbished and the Government requirement allows for used/refurbished (i.e. if the RFQ does not state “new only”) then:

- » The used/refurbished items must be clearly stated as such both in the quote and in the SEWP contract line item.
- » The items must be fully warrantable by the OEM (or a Government acceptable 3rd party) as if new.

## COMPETITION/PRICING

### Are SEWP prices “fair and reasonable”?

Yes – as noted below, prices of IT products on the SEWP catalog are determined to be fair and reasonable at the contract level. Note that pricing for labor-based product services such as installation and engineering services are not determined at the contract level – therefore, any requirements with labor rates involved will need to have fair and reasonable pricing determination at the delivery order level by the ordering agency.

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 offeror’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 offerors, 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, offerors were instructed to submit their published price catalog or published schedule of list prices in a form regularly maintained by the manufacturer or offerors, 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 0.34% 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.



Although the SEWP PMO database of record contains the fair and reasonable pricing determination before a product is added to the contract, it is ultimately the issuing COs responsibility to determine fair and reasonable pricing at the delivery order level based upon the specifics of the requirement. Price analysis techniques at [FAR 15.404-1\(b\)\(2\)](#) were utilized in the development of contract level pricing, however, in certain situations a CO may have a specific requirement that requires further determination using the techniques at [FAR 15.404-1\(b\)\(2\)](#) as applicable. As noted above, an example is a labor based services order where the price is based on the statement of work at the order level.

### **Can I purchase Open Market items on my SEWP Order?**

No. All quoted items must be on the Contract Holder's contract at the time they provide a quote.

### **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 standard commercial warranty.

At the Government's discretion, the Government may order, at any time during a warranty period, monthly maintenance at a Discounted Monthly Extended Warranty amount in lieu of the extended warranty.

##### **A.1.14.1. SOFTWARE MAINTENANCE / PRODUCT EXTENDED WARRANTY AS A PRODUCT**

Product and software maintenance, warranty and licensing shall be treated as a commercial product unless such product is priced on a usage basis; e.g. maintenance on a printer based on usage must be invoiced monthly.

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and Frequently Asked Questions (FAQ), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service and are to be billed monthly.



**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.

**How does one satisfy Fair Opportunity / Competition Requirements when using a SEWP Contract?**

[FAR 16.505](#) provides that each contractor shall be given Fair Opportunity to be considered for each order issued under multiple award contracts unless an exception exists under FAR 16.505(b)(2). At a minimum, to provide Fair Opportunity, all Contract Holders within any one of the individually competed [Contract Groups](#) or selected set-aside must be provided Opportunity. The SEWP online [Quote Request Tool](#) is the recommended method to assist in this activity and to augment the required decision documentation.

**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, Fair Opportunity must be provided to all associated multi-award Contract Holders unless an exception exists and is properly documented. 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\(b\)\(1\)](#).

**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 or set-aside as the suggested source. It is possible for other Contract Holders to add the product solution in time to also provide a quote. If this is a follow-on situation or you have otherwise determined with certainty that there is only one source for a given requirement, follow the steps outlined in [FAR 16.505\(b\)\(2\)](#) for exceptions to Fair Opportunity.

**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.





### **Can I do a sole source RFQ?**

Unless the order is under the micro-purchase limit, typically under \$10,000, [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 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\(b\) \(2\)](#).

## **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/ordering.shtml> for specific SEWP ordering information.

Note: Orders created from quotes received from a method other than the SEWP Quote Request Tool will be delayed until the quoted items can be verified. Since this verification process is built into the Quote Request Tool, orders created from quotes obtained through the SEWP Quote Request Tool can be processed as soon as they are received.

### **What is the difference between a Request for Information (RFI), Market Research Request (MRR) and a Request for Quote (RFQ)?**

Requests for Information (RFI) are typically used to obtain information in advance of requesting quotes. Examples of RFIs are requests to determine availability of certain types of products; technical feedback to assist in creating a technically sound RFQ, etc. Responses to RFIs are typically not quotes and the information is not verified by the SEWP Program.

Both Market Research Requests (MRRs) and Request for Quotes (RFQ) result in quotes and the items must be on Contract at the time of the quote and are verified when the SEWP Quote Request Tool is used. The key difference between MRRs and RFQs is that MRRs do not typically result in an order but instead are used to begin an internal acquisition process, while an RFQ is typically done at the end of the acquisition process and results in an order.

Requesting a quote does not obligate the Government to purchase based on the quotes and the Government may issue multiple Quote Requests.

**How much time should I provide for Contract Holders to respond to my Quote Request?**

The default time for a quote response is five 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.

**How do I know if the items on a Quote are really on contract?**

When using the [Quote Request Tool](#), the Contract Holder must also send in a Verification File along with their quote. 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.

If a quote is obtained from outside the SEWP Quote Request Tool, the verification process will not occur until the order is processed by the SEWP Program office.

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

You can assign multiple co-workers access to any quote. The list of quotes you have access to in the [SEWP Quote Request Tool](#) has a drop-down menu of options for each RFQ. Select "Additional 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.

**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 Contract Holder Groups or the available set-aside options. 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 unless your Agency has a separate minimum quote requirement. 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, that the RFQ be re-issued, including multiple 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 or set-aside must be provided.

**What is the Question and Answer feature and where is it located?**

The Question and Answer feature provides a way to manage and respond to Contract Holder questions for open quote requests through the QRT tool.

For more information on this feature, please view the [Question and Answer video clip](#).



### **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 one or more of the following is true:

- » **Fair Opportunity** has been previously provided and documented;
- » The order is under the micro-purchase threshold, typically \$10,000;
- » 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.

### **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, if specifying brand name provides clarification, then the use of Brand Name or Equal is recommended for requirements, whenever possible.
- » If the requirement is truly limited to one manufacturer and the order size will be over \$30,000, per [FAR Part 16.505\(a\) \(4\)](#) a justification and approval (J&A) document must be created and posted along with the RFQ to all companies within the solicited Group(s).
- » Brand name justifications should not include any sensitive/proprietary/pricing data. In writing a Justification and Approval Document, refer to [FAR 6.302-7](#) for guidance.

### **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,” unless your RFQ allows for partial quotes to be submitted.

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 outside the SEWP Quote Request system for RFQs submitted through the use of the SEWP Quote Request Tool. 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](mailto: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 also re-open the RFQ for you at your request. Contact the SEWP Program Office at [help@sewp.nasa.gov](mailto: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.

**I received a quote from a company I did not submit my RFQ to. Do I have to consider the quote?**

No. Unsolicited quotes should not be considered in response to an Request for Quote (RFQ). Only those contract holders who were solicited by the issuing agency are allowed access to an RFQ. Other companies may be notified of an existing RFQ by a solicited contract holder. This information should only be used if they are assisting a solicited contract holder with their response. If an unsolicited SEWP Contract Holder contacts you with a quote or other information, you should ignore their quote and forward it to [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) so we can notify the company that they cannot submit unsolicited quotes.

**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 20%.

**Is there a way to check geographic proximity of the vendors prior to choosing those who will get RFQ requests?**

We would recommend that if geographic proximity is important, it be included in your RFQ as part of the best value decision; e.g. indicate that the proximity of a company will be part of your decision making.



### **How can I acquire an updated quote from a Contract Holder for my RFQ?**

The SEWP Quote Request Tool (QRT) provides customers with a simple and preferred method to request an updated quote directly in the QRT, from one or more Contract Holders of their choice. Upon receipt of the request, Contract Holders should provide the quote within one business day.

To request an updated quote, perform the following steps:

- » After the request period has ended, log into the Quote Request Tool (QRT).
- » From your RFQs displayed, click the 'Action' dropdown menu alongside the desired RFQ and select 'Quotes' to display the quotes provided by the Contract Holders.
- » Click the 'Request Updated Quote' button, found next to the desired Contract Holder's quote and a pop-up box will appear.
- » Within the pop-up box, provide a reason for the request and click the 'Request Updated Quote' button to send to the request to the Contract Holder.

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

If a new SEWP Request is missing or not showing-up in the [SEWP Quote Request Tool](#) 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](mailto: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](mailto: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](mailto:help@sewp.nasa.gov) in order to have your organization added to the queue of upcoming trainings. There is also an introductory 20-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](#), [Contract Information](#), Program Performance, etc.

Send an email to [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) in order to have your organization added to the queue of upcoming trainings. There is also an introductory 20-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 attending a SEWP training session?

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](mailto:help@sewp.nasa.gov) in order to have your organization added to the queue of upcoming trainings. There is also an introductory 20-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 100s of people.

Send an email to [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) in order to have your organization added to the queue of upcoming trainings. There is also an introductory 20-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](mailto:help@sewp.nasa.gov) in order to have your organization added to the queue of upcoming trainings. There is also an introductory 20-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](http://www.sewp.nasa.gov) – The link is [Event Calendar](#) under the Fast Access Menu.

If you know of an event that you think SEWP may be interested in, please send an email to [help@sewp.nasa.gov](mailto: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](mailto:help@sewp.nasa.gov) in order to have your organization added to the queue of upcoming trainings. There is also an introductory 20-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](mailto:help@sewp.nasa.gov) or our helpline at 301.286.1478 to schedule a training session through our events team. There is also an introductory [20-minute video](#) available on the SEWP website and regular training webinars.

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 are two introductory [training videos](#) available on our website. The first video is a 20-minute introduction to SEWP, including what's in scope, our dynamic catalog, tools offered by SEWP, FAR Part 16, Contract Structure, Pricing, Award notification, and how to contact our Customer Service Team.

The second training video focuses on SEWP Tools. This is a 35-minute video that dives into FAQs, SEWP contract info, Contract Holders, Market Research Tool, Quote Request Tool, Question and Answer Tool, and more.

While it does not replace SEWP training, it does provide a general SEWP knowledge base until you can complete a SEWP training.

Send an email to [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) in order to have your organization added to the queue of upcoming trainings. There is also an introductory 20-minute video available on the SEWP website. For a list of upcoming trainings, please check out [SEWP Outreach and Events page](#).



**If I actively utilize SEWP for purchases over 25K and have been previously trained, do I need to complete training again for SEWP V?**

No you do not need to, but we recommend at a minimum, viewing the [SEWP IV to V difference video](#).

**Are support contractors eligible to receive SEWP training?**

Authorized support contractors can receive training on how to use the SEWP Website and create a Request for Quote (RFQ), Market research and/or Request for Information (RFI).

Send an email to [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) in order to have your organization added to the queue of upcoming trainings. There is also an introductory [20-minute video](#) available on the SEWP website and regular training webinars.

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](#).)

## ADDING PRODUCTS/VENDORS

**I am an IT vendor. How do I become a SEWP Prime Contract Holder?**

SEWP 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. The selection and award of the SEWP V contracts is complete and the ordering period for SEWP V began on May 1, 2015. The [SEWP V contracts](#) are 5 year contracts with one five year option and are due to end April 30, 2025.

If your company has products or services that you wish to add to a current SEWP V contract or if you would like to partner with an existing Contract Holder, please contact one or more of the current contract holders and determine what opportunities are available under their contracts. A list of [Points of Contact](#) for each company can be found on the SEWP Website.

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

NASA has completed evaluating the proposals received in response to SEWP V and made selection for award. The effective ordering period for SEWP V started May 1, 2015.

SEWP V contracts are awarded based on a competitive source selection process. SEWP V contracts were awarded for a period of 10 years with a 5 year base and a 5 year option period. If you are interested in participating in SEWP V, please review the FAQ: "I am an IT vendor. How do I become a SEWP Prime Contract Holder?"

**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 or services available through SEWP must contact one or more of the [Prime Contract Holders](#) and negotiate with their SEWP [Program Managers](#) to become an approved provider 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. How can I find out if any SEWP Contract Holder can provide products from a 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 micro-purchase limit, typically under \$10,000, 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/sewp5public/>
- » For orders under the micro-purchase limit, 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](mailto: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.

**What is the validity time period for SEWP quotes?**

Typically, quotes are valid for 30 days. However, there is no default time period.

As stated in the SEWP Contract; Section A.1.22. FAIR OPPORTUNITY AND REQUESTS FOR QUOTES: "When submitting a quote to a Government end-user, the contractor must clearly state the length of time the quote is valid. The contractor shall honor any order submitted within the stated time period of a quote."

When placing an order, ensure that the validity period stated on the selected quote is still in effect. If the validity period has lapsed, contact the [Contract Holder](#) to obtain an extension and/or updated quote



**I want to become a Disabled Veteran Owned Small Business & Cert HUBZone for a manufacturer that you currently don't have an Authorized Supplier for now.**

You can contact one or more of the [SEWP V Contract Holders](#) to assist them in performance of their SEWP contracts through a business to business relationship. The next SEWP competition will be in 10 years.

## ORDERING INFORMATION

### How do I order from the SEWP Contract?

When utilizing NASA SEWP contracts, there are two types of orders:

- » Credit Card Orders
- » Delivery/Task Orders

### 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](mailto: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](mailto:sewporders@sewp.nasa.gov).

### Delivery/Task Ordering Process

Internal ordering processes vary across Agencies for documenting and awarding **Delivery/Task Ordering (DO/TO)** under existing contracts. The process and accompanying forms for **Purchase Requests (PRs)** and **DO/TOs** that are issued against a SEWP contract are defined by each issuing Agency. There are no official or required SEWP forms.

The typical process is:

1. For an end-user to determine a requirement, then
2. Generate a PR through their Agency purchasing system.
3. The PR, along with any necessary funding information, is sent to that Agency's procurement office (or an assisted acquisition service such as the **Defense Information Systems Agency (DISA)**).
4. Depending on the Agency's processes, use either a **Market Research Request (MRR)** and/or an RFQ to obtain quotes and make a best-value selection.
5. 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.

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 such as **Government-Wide Acquisition Contracts (GWACs)**.





SEWP Orders should be routed to the NASA SEWP Program Office via e-mail at [sewporders@sewp.nasa.gov](mailto:sewporders@sewp.nasa.gov). 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)**.

Processing time is less than one business day from receipt and data entry of an order at the NASA SEWP Program Office, to delivery of the order to the appropriate Contract Holder. If an order cannot be processed due to incomplete or incorrect information, both the issuing Procurement Official and the Contract Holder will be contacted by a member of the NASA SEWP Customer Service staff within one business day. When an order is submitted to the Contract Holder for fulfillment, an e-mail confirmation is sent to the Government POCs who were designated when the order was submitted.

### **As part of the quote selection/ordering process, is award notification required?**

For orders under \$6 Million, award notification is not required but we recommend, at a minimum, notifying non-awardees. The [SEWP Quote Request Tool](#) has an award notification feature to make this simple to complete.

### **Do I need to synopsise my requirements over \$25K?**

SEWP orders are placed under the existing multi-award 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?**

Yes, if it is a micro-purchase order, typically under \$10,000, 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.

### **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 \$20 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 \$25
- » 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 \$20 Billion contract cap.



**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?**

As of October 1, 2020, the SEWP surcharge for all orders is a 0.34%. The fee is included in the price of all products and is not separately listed on quotes. It is the Contract Holder's responsibility to pay the fee from their quoted product prices.

**Can my Delivery Order / Lease / Purchase Agreement extend beyond the Contract End date of Spring 2015?**

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:

- » The end date of the effective ordering period of the SEWP IV Contracts is April 30, 2015. 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

### **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](http://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

### **Have the SEWP V Clauses and Provisions changed from SEWP IV (i.e. new ones added, some removed)?**

Yes. The Contracts are available by clicking on any contract holder link at <https://www.sewp.nasa.gov/sewp5public/contractholders#/contractholderslist>. A list of all SEWP V Clauses and Provisions are available at [https://www.sewp.nasa.gov/contract\\_info.shtml](https://www.sewp.nasa.gov/contract_info.shtml)



## **Does a Contractor Performance Assessment Report (CPARs) document need to be submitted when ordering through SEWP?**

Yes - if the order is over the Simplified Acquisition Threshold (an agency dependent dollar amount), FAR regulations now require the issuing office to submit a CPARs evaluation regardless of the acquisition methodology. This report is in addition to the annual past performance NASA completes for all SEWP Contract Holders through CPARs.

## **Delivery Order Level Set-asides for Women-Owned Small Businesses (WOSBs) and Economically Disadvantaged Women-Owned Small Businesses (EDWOSBs)**

The Small Business Administration (SBA) has authorized the use of 113 new NAICS Industry groups for WOSB and EDWOSB set asides. WOSBs will now be eligible for contract participation in 92 NAICS industry groups. EDWOSBs will now be eligible for contract participation in 21 designated NAICS industry groups, along with the 92 NAICS industry groups identified for WOSB. The effective date per the notice for use of these new NAICS was 3 March 2016. The Federal Register notice provided below applies: <https://www.gpo.gov/fdsys/pkg/FR-2016-03-03/pdf/2016-04762.pdf>.

On NASA SEWP, delivery order level set-asides cannot be awarded under NAICS Code 334111 which is applied to Group A for either WOSBs or EDWOSBs. However; under NAICS Code 541519 which is applied to Groups B, C, and D, delivery order level set-asides can be awarded to both WOSBs and EDWOSBs.

Additional guidance pertaining to this rule can be found on SBAs WOSB webpage at <https://www.sba.gov/contracting/government-contracting-programs/women-owned-small-businesses> which states that if a NAICS Code is on the WOSB list, you can set it aside for either WOSB or EDWOSB. However, if a NAICS is on the EDWOSB list, and is not the WOSB list, the requirement can only be set-aside for EDWOSB.

## **What is the Established Authorized Reseller Program (EARP) and how does it apply to Supply Chain Risk Management?**

Please note that there is no way to ensure Supply Chain Security - the terminology used by NIST is SCRM - Supply Chain Risk Management. SEWP has one of the most robust implementations of SCRM within the context of an IDIQ contract. We start with the contract itself which contains several key aspects including the clause:

### **A.1.48. Supply Chain Risk**

- (a) Definition. "Supply chain risk" means the risk that an adversary may sabotage, maliciously introduce unwanted function, or otherwise subvert the design, integrity, manufacturing, production, distribution, installation, operation, or maintenance of a national security system (as that term is defined at 44 U.S.C. 3542(b)) so as to survey, deny, disrupt, or otherwise degrade the function, use, or operation of such system.
- (b) The Contractor shall implement appropriate safeguards and countermeasures in the provision of supplies and services to the Government to minimize supply chain risk.
- (c) In order to manage supply chain risk, the Government may use the appropriate authorities (such as those provided by section 806 of Pub. L. 111-383 for Department of Defense orders). In exercising these authorities, the Government may consider information, public and non-public, including all-source intelligence, relating to a Contractor's supply chain.
- (d) If the Government exercises the appropriate authority such as that provided in section 806 of Pub. L. 111-383 (for Department of Defense orders) to limit disclosure of information, no action undertaken by the Government under such authority shall be subject to review in a bid protest before the Government Accountability Office or in any Federal court.
- (e) The Contractor shall include the substance of this clause, including this paragraph (e), in all subcontracts involving the development or delivery of any information technology whether acquired as a service or as a supply.



Beyond that, all quotes include a verification file that notes key pieces of information including the verified relationship between the contract holder and OEM - the verification is not by a less than reliable LOA (Letter of Authorization) - we verify directly with the OEM.

Using that file, currently, you can review the relationships for each item quoted and determine any supply chain risks. For example, you likely will want to ensure a Cisco router is from an authorized reseller; but may be willing to accept that a monitor come through a distributor while a power cord can come from anyone. Or you may elect to take a risk and accept the router from a non-authorized source - there are trade-offs and it is up to you to make the risk assessment - SEWP provides the data.

**Beginning July 31, 2017**, we will add a new layer. SEWP is calling this new layer the Established Authorized Reseller Program (EARP). With the implementation of this feature, quotes will not be allowed from companies who are not verified authorized resellers for products from OEMs with an Established Authorized Reseller Program; e.g. Cisco, HP, Microsoft, Dell, etc. You will still be able to see all verified relationships, but unless you turn off the default, you will only get quotes for critical items from verified and established authorized resellers.

For a quick overview of EARP, watch our 2-minute clip explaining the program at <https://www.sewp.nasa.gov/events/multimedia/index.shtml>.

Also NASA (through the SEWP Program) along with DOD are the 2 Government agencies who were involved in the establishment of an ISO standard - ISO/IEC 20243:2015 - that addresses Supply Chain risk mitigation. This is a new standard that SEWP is encouraging our contract holders to be certified in. Currently IBM and CDW-G are certified and we expect others to be shortly. Once we have enough companies certified to make the distinction worthwhile, we will recommend certification be part of a best value determination at the RFQ/Order level.