

## Ordering Guide

The NASA SEWP V contract is open to all Federal agencies, including DoD, and their authorized contractors. SEWP V contracts are firm fixed price contracts that offer a wide variety of IT products and product-based services, including:

- Desktop Computers and Laptops
- High performance servers and data-base servers
- Mass storage and network devices
- Advanced video and visualization solutions
- Computer support devices
- Security systems and tools
- Audio-Visual systems
- Telecommunications
- Sensors
- Health IT
- Cost per Copy Multi-Functional Printers
- Warranty and Maintenance
- Implementation and Installation
- Product-based Training
- Product-based Engineering Services
- And many more products and services

### SEWP V Fee

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.

### Obtaining a Quote

The best method for obtaining a quote is to use the SEWP QRT (Quote Request Tool) which is available on the SEWP website. Customers will need to create a SEWP account to access it and SEWP offers in depth training on how to use the tool.

Of course the internal ordering process of each agency varies. The process and accompanying forms for PR's and DO's that are issued against a SEWP contract is defined by the issuing agency and not the NASA SEWP Program Management Office (PMO). The typical process, however, is for an end-user to determine a requirement and generate a purchase request (PR). The PR along with any necessary funding information is sent to that Agency's procurement office which results in the issuance of a delivery order (DO). Any valid Federal Agency DO form and the associated delivery order number may be used. The NASA SEWP Program Management Office (PMO) does not issue DO's – these must be issued through the issuing Agency's procurement office. The SEWP Program Management Office (PMO) reviews, processes and tracks issued DOs and forwards them to the Contract Holder(s).

Some agencies have special requirements for issuing IT Delivery Orders. It is the Issuing Agency's Contracting Officers' (COs/KOs) responsibility to be aware of any agency-specific policies regarding issuing orders via an existing contract vehicle and Government Wide Acquisition Contracts. There are no requirements under the SEWP Contracts for issuing agencies to use other intermediary procurement offices, except as directed through their own internal policies.

Regardless of Agency-specific Ordering processes, the general flow for SEWP orders is:

- A. END USER OR Contracting Officer
  1. Determines best value through market research.
  2. Create Delivery Order – Cite NASA SEWP Contract # and Prime Contract Holder.
  3. Sends Order to NASA SEWP PMO at [sewporders@sewp.nasa.gov](mailto:sewporders@sewp.nasa.gov).
  
- B. NASA SEWP Program Management Office (PMO)
  1. Verifies Order.
  2. Forwards valid Order to the appropriate Contract Holder.
  
- C. SEWP Contract Holder
  1. Processes Order.
  2. Delivers Equipment & Services.
  3. Invoices Agency or Contractor.

If modifications are made to any order, these modifications must also route through the SEWP Program Management Office (PMO).

To assist you in preparing your delivery orders, below you will find important information in reference to processing delivery orders through the SEWP Program office. Please feel free to contact the SEWP helpline if you have any questions concerning your purchase orders, our webtools or any SEWP related topics at 301-286-1478. Our hours of operation are as follow Monday – Friday 7:30 am to 6:00pm EST.

**Delivery orders are required to contain the following information for processing. If the below information does not appear on the delivery order, the order may not be processed or processing may be delayed.**

- Delivery Order Number (any valid Government DO is allowed)
- Quote from a SEWP Contract Holder verifying the viability of the order
- SEWP Fair Opportunity Form for orders over \$5 Million PDF DOC
- Date Delivery Order Issued
- SEWP Contract Number
- SEWP Contract Holder's mailing address and phone number
- Issuing Office: Agency Name and Mailing Address
- Ship to Office: Agency Name and Mailing Address
- Total dollar amount of order
- Contracting Officer's Signature
- Contracting Officer's Phone Number
- Date Delivery Order Signed
- Line Items/Pricing

For technical assistance from CTG after an order has been placed, please visit <https://www.ctgfederal.com/techsupport/>. You can also contact us through the following:

[techsupport@ctgfederal.com](mailto:techsupport@ctgfederal.com)

Toll Free: 888-876-6885