



IBM SEWP ORDERING GUIDE



for
NASA's Solutions for Enterprise-Wide Procurement
(SEWP)
IBM SEWP IV
Contract Number: NNG07DA12B

Version 1.0
IBM Sales & Distribution - Public Sector
6710 Rockledge Drive
Bethesda, MD 20817

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INTRODUCTION

What you need to know about SEWP

Most of the information you need is on the NASA SEWP website:



The NASA Solutions for Enterprise-Wide Procurement (SEWP) contract is a Government Wide Acquisition Contract (GWAC) vehicle for products and services. It is an indefinite delivery, indefinite quantity (IDIQ) contract, meaning there is no guaranteed minimum purchase. There are 38 pre-competed SEWP Contract Holders including IBM.

(For a list of all the [Contract Holders](#), go to the NASA SEWP website)

Of the 38, twenty-one are [small businesses](#) of which, nine are Veteran-Owned Businesses, six of which are SDVOSB (Service Disabled Veteran Owned Small Businesses; and several non-competed 8(a) Set-Aside Contractors. . The maximum purchase limit per contract is \$5.6 Billion over a 7 year contract period (beginning May 2007). There is ***no per-agency limit***.

Note to Agency procurement offices: IBM was awarded a SEWP IV vehicle as a multi-award contract owner within Class 2 under Group A for Computer Manufacturers. While this contract was competitively awarded, a government contracting entity must still ensure that “Fair Opportunity” be granted to all contract holders in the same category before a delivery order can be awarded. For purposes of the current SEWP IV contact, the following is the list of contract holders for the relevant category (identified as Category A):

- * DELL
- * Force 3
- * HP
- * IBM
- * James River Technology
- * MPC-G
- * PC Mall d/b/a GMRI
- * SGI Federal, Inc.
- * UNISYS

Please consult the NASA SEWP website for more information on [Fair Opportunity](#).

Who Can Use the SEWP Contract and What is the Government Process?

The contract is open to *all federal agencies*.

Issuing Contracting Officers (COs) may use any valid Federal Agency Delivery Order (D.O.) form with their agency unique order number, in addition to the SEWP contract number. Issuing agencies, not the NASA SEWP office mandate required processes and forms for purchase/procurement requests (PRs) and delivery orders. The typical process, however, is for an end-user to determine a requirement and generate a PR after completion of market research. The PR, along with any necessary funding information, advances to the procurement office that will issue the order.

There are two agencies that have specific information on the NASA SEWP website. These two agencies are DoD (Department of Defense) and VA (Veterans Administration).

In addition to direct agency use, ***Government contractors*** buying on behalf of agencies may also procure equipment or services using SEWP. This right is established via a letter agreement with the contractor by the agency contracting officer. The NASA SEWP website has an updated list of [Government Contractors](#).

IBM's SEWP Contract

Most of IBM's hardware and software product lines, including warranty and maintenance, are available, or can be added, to the IBM SEWP contract for any government opportunity. The products must have an established List price and be included in the IBM ordering and fulfillment systems.

IBM labor services other than product training, site planning, installation and initial implementation, 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 order and provided that these additional services do not exceed 10% of the price of the associated equipment/products. It is also assumed that such services will be for no longer than three months and cannot be extended beyond the initial period of performance.

Some of these contract holders are IBM authorized "Resellers" of IBM products. You can access this information on the NASA SEWP website as well. In addition, we have no companies that are authorized to sell IBM product through the IBM SEWP contract as a "Sales Agent". They can, of course, sell IBM product off their own SEWP contract, if they are one of the other contract holders with NASA.

Why Should the Government Use SEWP?

- *Every order is D.O. rated - often meaning faster delivery*
- *Leasing and financing are available*
- *Everything is available and implemented on the WWW*
- *Multiple manufacturers and competing products to choose from*
- *Prices are competitive since there are multiple competing contractors*
- *Sell prices drop as list prices drop*
- *Products and prices are refreshed quickly*
- *The NASA SEWP surcharge caps at \$10,000*
- *Each delivery order can specify its own special terms*

The NASA SEWP BOWL

NASA provides contract services through the NASA SEWP Business Operations and Workstation Lab (BOWL). The SEWP BOWL operates the SEWP contract on behalf of all Government agencies. The business part of the SEWP BOWL tracks agency spending and DPA limits, manages contract data, tracks and displays order status, and posts contract holder past performance data on the web. The SEWP BOWL web pages are the first place to look for order status or contract purchase information.

Points of Contact for NASA and IBM:

ROLE	PERSON	PHONE	Web/e-mail
NASA SEWP Web Page		301-286-1478	www.sewp.nasa.gov
IBM SEWP Web Page			www.ibm.com/easyaccess/sewp
Where customers send SEWP orders		Fax order to: 301-286-0317	OR email to: sewporders@sewp.nasa.gov
NASA SEWP BOWL	Al Marshall	301-614-7141	Alexander.Marshall-1@nasa.gov
	Joanne Woytek	301-614-7128	joanne.r.woytek@nasa.gov
	Patrick Logan	301-614-7127	patrick.d.logan@nasa.gov
	Dawn Canty-Saunders	301-614-7122	dawn.c.saunders@nasa.gov
IBM SEWP Program Office	Project Executive	Steve Irish	240-782-4250 irishs@us.ibm.com
	Program Manager	Philip Waclawik	301-240-3808 waclawik@us.ibm.com
	Program Office Ops	Alex Turman	202-281-8620 aturman@us.ibm.com
	Technical	Pete Chaplin	240-396-5559 chaplin@us.ibm.com
	Contracts	Linda Geier	301-803-2259 geier@us.ibm.com
IBM Sales	Solutions Manager	Kerry Swift	301-803-3883 kerry@us.ibm.com
	Capture Manager	Michael Ann Wells	301-803-6900 wellsm@us.ibm.com
	Capture Manager	Paul Cinquegrane	703-831-4175 paul.cinquegrane@us.ibm.com
IBM Quote Support	Main Call-in		800-IBM-CALL Ask for Phil Waclawik
	Series X Sales	Todd Farnham	800-656-0833, x-6015 tfarnham@us.ibm.com
	Series X Sales	Chris Brossman	800-656-0833, x-1806 cbrossma@us.ibm.com
	Series X Sales	Dave Carlson	800-656-0833, x-6064 dcarlso@us.ibm.com
	Series X Sales	Sarena Williams	480-446-2043 sarwill@us.ibm.com
	Series X Sales	Joe Stockfisch	800-656-0833, x-6063 jstockfi@us.ibm.com
	Maintenance		888-426-4343 (Rotary answer line)
IBM Maintenance Dispatch		800-IBM-SERV	

HOW TO PLACE AN ORDER USING SEWP

Ordering from SEWP is easy. It is really no different than using GSA, except that no competitive bids are required. However, Fair Opportunity must be granted to other contract holders within IBM's Group before a delivery order can be awarded. End users or Government Agencies not familiar with SEWP may contact IBM, visit the NASA website at www.sewp.nasa.gov, or contact the NASA COTR, Joanne Woytek, at (301) 614-7128 for additional information.

Anyone using SEWP should follow the following steps to place an order:

1. When you are ready to discuss configurations, please call the IBM sales and quotation support numbers indicated in the contact list for the products you are investigating.
2. The IBM Program Office for SEWP will supply a quote sheet. This is your assurance of pricing and availability.
3. Filling out a SEWP order is no different than filling out GSA order. Only the contract number is different. Place all CLINs, credits, and the quote sheet (or number from it) in your order.
4. Other important information you may need:
 - IBM DUNS Number: 835130485
 - Cage Code: 3BXY7
 - IBM SEWP Contract Number: NNG07DA12B
 - IBM Taxpayer ID Number: 13-087-1985
 - IBM address:
 - IBM SEWP IV Contract
 - 6710 Rockledge Drive, Office 23A111D
 - Bethesda, MD 20817
5. NASA requires a surcharge for SEWP orders. It will be on your quote sheet. The amount is based on the order subtotal (before surcharge):
 - \$0 to \$1,666,666 - 0.60%
 - \$1,666,667 and above- \$10,000 maximum surcharge

6. **FAX or e-mail your order to the NASA SEWP BOWL.** FAX to 301-286-0317 or e-mail to sewporders@sewp.nasa.gov. This lets NASA record it and assign a tracking number to it. You may also FAX a courtesy copy to IBM at (845) 491-5233.
7. **If you want to order by credit card,** you may do so. Call the IBM SEWP Program Office to place the order.

That's it! IBM will bill your agency directly for all CLINs. IBM will pay the surcharge to NASA once we collect it from your agency. The NASA surcharge is payable in full at the time of the first invoice (e.g. for monthly maintenance).

Other Contract Information

Ordering Installation, Maintenance, and Technical Support Services

Installation, maintenance, and technical support services may be obtained via hourly rate or fixed price CLINs on SEWP. Please contact IBM to obtain a statement of work for services and travel. Travel expenses will be based on current Government rates for per diem and transportation. Any other travel cost related to an order fulfillment, e.g. installation, shall be negotiated on a per order basis, in accordance with FAR 31.204-46.

Product Warranties

Hardware warranties for many IBM products are 12 months. Extended hardware warranties are also available for purchase in support of some IBM product lines. Software warranties are 90-day, media-only warranties unless otherwise noted. Software annual maintenance entitles the end user to all upgrades and new releases during the maintenance period. Please make sure you understand what is offered with software and hardware warranties and support since provisions may differ between IBM product lines.

Annual Purchase CLINs

Some items, such as technical support, annual subscriptions, or annual license charges, are purchased at the beginning of an order and are billable when IBM receives the order. The purchase normally engages a service or delivery option for a 12 month period.

Special Quote CLINs

CLINs ending in "-Z" are used to acquire products or services that have prices that vary from order to order. If needed, these CLINs will be priced and included in your quote. The Quote CLINs and their uses are:

- TRAVEL-Z – Travel expenses
- DELIVERY-Z – Special delivery charges
- OPEN-Z - Open market items totaling under the micro-purchase limit per order
- CREDIT-Z – Order discounts
- SEWP-Z - SEWP IV Contract Administration Fee (see ***Ordering Step 5*** above)

CLINS AND PRICES

The contract CLINs are available on the NASA website at www.sewp.nasa.gov. You can search for CLIN number, product number, description, or other search criteria available at the site. Prices for upgrades for all hardware assume that any parts replaced or removed will be returned to the manufacturer.

Installation for products, if priced separately, is quoted via the hourly rate CLINs. Other products have installation included with the product when purchased. For a hard copy list of CLINs, please contact the IBM SEWP program office technical resource on our contact list.