NASA SEWP GWAC Guide

SEWP During COVID-19

Joanne Woytek explains how the program adjusted to the pandemic. Page 5

The Next Evolution of SEWP

Marcus Fedeli discusses how SEWP is pursuing the latest innovations in procurement. Page 6

Tracking Trends in Spending

Cathy Shry tells you how SEWP's reporting capabilities can help your decision making. Page 12

NASA SEWP provides the latest in Information and Communications Technology (ICT) and Audio-Visual (AV) products and services for all Federal Agencies and their approved contractors. The statutory authority allowing usage of the SEWP contracts by the entire Federal Government is NASA's designation as an Executive Agent by OMB based on the Information Technology Management Reform Act (ITMRA) of 1996, now the Clinger-Cohen Act.

3 SEWP: Federal ICT Procurement... Simplified
The question is not whether an ICT product is on SEWP; the question is what do you want to buy? Find out what ICT is in scope along with detailed facts about SEWP.

5 Always Striving To Be Better, Do More
Joanne Woytek, SEWP Program Director talks about the "state of SEWP" and how SEWP is making an already top notch program even better.

6 Charting the SEWP Customer Odyssey
Marcus Fedeli, CX Innovation Architect, leads SEWP's ongoing effort to maximize the customer experience.

7 SEWP: Your Solutions Solution
SEWP leadership talks about how you benefit when using SEWP

The Solutions Contract That's FAAST
Darlene Coen
Deputy Program Manager/Director of Strategy and Acquisition

Catalog By Request, not Request By Catalog
KG Woltz
Technical Operations Manager

Accurate Data and Facts Matter — The QA Guarantee
Cathy Shry
QA and Reports Manager

Ensuring 508, Fed Mobility, GSS
Betsy Sirk
NASA Section 508 Program Manager Co-Chairperson, Federal CIO Council Accessibility of Practice Industry Outreach Program • Chairperson, Federal Mobility Group Strategic Sourcing and Acquisition Pillar • GSS Program Director

Organized To Win
Theresa Kinney
Deputy Program Manager/Director of Operations and Communications

Customer Service Support 24/7/365
Muhammad Rehman
Customer Service Manager

Getting You The Most Quotes Possible
George Nicol
Contract Holder Relationship Manager

Ensuring SEWP's New Product Pipeline
Ken Brown
Industry Relations Manager

11 Get the FASST Advantage
Darlene Coen leads the SEWP Federal Agency Strategic Support Team (FASST) that assists Agency CIOs, ICT decision-makers and procurement chiefs with strategic purchasing.

12 Reports Track Spending, Trends
Cathy Shry on the benefits of Agency leaders using SEWP reports to track spending, long-term usage trends, set-aside compliance and consolidation of Agency buying.

13 Virtual Agency Catalogs Individualize Buying
Darlene Coen on the benefits of an individual catalog tailored to Agency buyers where you don't pay for products in your cart until you actually need them.

14 Government-Wide Strategic Solutions (GSS) for Desktops, Laptops and Thin Zero Clients
Betsy Sirk on this government-wide success story — and how you get your best price and warranty options.

15 Take SEWP's FedRAMP to the Cloud
Cathy Shry on how SEWP gives you the tools you need to ensure your cloud solutions are FedRAMP authorized.

16 Get EPEAT Ratings for Millions of SEWP CLINs
Cathy Shry on how SEWP tracks — for you — the Electronic Product Environmental Assessment Tool (EPEAT) rating of products supplied by manufacturers.

17 SEWP Customer Support Center
Muhammad Rehman on the how the Gold Standard, SEWP customer service responds to you within 1-day — often faster.

18 Free Training, Lots of Options
In person, online, webinars, videos are all options. Contact the SEWP Help Desk to find out what is best for you.

19 What You Need To Know About...
- 508
- Federal Mobility
- EARP: Established Authorized Reseller Program
- Industry Team Outreach

21 How To Order Using SEWP
KG Woltz on how SEWP is a "Catalog By Request," not a "Request By Catalog."

22 Use Credit Cards for Under $10,000
Theresa Kinney explains how to use credit cards for small purchases.

23 User-Friendly Web Tools Make Buying Easy
KG Woltz explains how SEWP web tools make everything from market research to requesting a quote to product purchasing and delivery easy.

25 141 Vetted Contract Holders Serve You
The scope of products and services provided is the same for all 5 Contract Holder groups.

26 Measuring Program Performance
George Nicol on how the CHRM (Contract Holder Relationship Management) team bridges the needs of customers and SEWP Contract Holders.

27 SEWP Contract Holders
Contact information for SEWP Contract Holders by Group.

27 SEWP Sponsor Profiles
Detailed information on the supporters of the SEWP GWAC Guide.

39 SEWP: A Government Success Story
Ken Brown on SEWP's amazing success and its ongoing dedication to government customers, SEWP Contract Holders and Industry Providers.

SEWP V: Federal ICT Procurement...Simplified

The question is not whether an ICT product is on SEWP; the question is what do you want to buy?

SEWP Mission

The SEWP Program Office manages a suite of government-wide ICT products and services contracts that enable NASA and all Federal Agencies to achieve their missions and strategic initiatives by providing streamlined access to critical technologies and solutions. The Program provides best value for the Federal Government and American taxpayer through innovative procurement processes, premier customer service and outreach, acquisition insight, and partnership with Government entities and Industry.

SEWP Vision

SEWP will provide Federal Agencies high availability access and insight to strategic solutions through utilization of SEWP's suite of ICT products and services. High level Agency decision-makers will have direct access to their acquisition data to assist with strategic oversight and control of internal ICT acquisition and external supply chain processes.

ICT Products & Product-Based Services In Scope

Products
- Computer Hardware
- Tablets
- Storage
- Security
- Desktops and laptops
- Servers
- ICT peripherals
- Cybersecurity tools
- Mobile devices

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

Networking & Communications
- Network Appliances
- Routers
- Modems
- Telecommunication Devices and Monthly Service

Supporting Technology
- Sensors
- Health ICT
- Scanners
- Printers
- Copiers
- Shredders
- Associated Supplies and Accessories
- Monthly Subscription (e.g. phone/data services)

AV/Conferencing
- AV Equipment and Accessories
- TVs
- Display Monitors
- Projectors and Screens

Product-Based Services
- Maintenance/Warranty
- Site Planning/Installation
- Product Based Training
- Product Based Engineering Services
- Cradle-to-Grave product based services
- Planning, Installing, Maintaining, Removing (Recycle/Destruction)
- Product Based Engineering Services
- Labor Price reasonableness determined by initiator

Product-Based Services

These are basically any services that a customer needs that have a product basis to them. It doesn't have to be a specific product.

Examples are support for AV systems or network optimization services or even a consultant to help determine how best to use existing ICT products.

The key word is "product". As long as there is basis of a "product" in that requirement, it will now be within the scope of SEWP.

What services CAN'T you buy on SEWP?

There are only two types of services you cannot get on SEWP V.

1. **General support.** You can't hire general support like a business analyst to help you change your business processes at your Agency. There is no product involved.
2. **General software development.** If someone wants to build a brand new software package, those services are not on SEWP. There is no existing product involved.

If you are uncertain if a product or service is in scope, send your requirements to help@sewp.nasa.gov for review.

SEWP Ingredients

- Multi-award GWAC (Government-Wide Acquisition Contract)
- Open to all Federal Civilian and Defense Agencies and their approved Contractors
- OMB Authorized Executive Agent
- Latest commercial Information and Communications Technology (ICT) products and services
- More than 15 million CLINs and over 6.5 million unique part numbers
- 141 pre-competed, vetted Prime Contract Holders
- Contract Holders include more than 110 small businesses:
  - Minority Owned Small Business (MOSB)
  - Service Disabled Veteran-Owned Small Businesses (SDVOSB)
  - Woman-Owned Small Businesses (WOSB)
  - Economically Disadvantaged Woman-Owned Small Businesses (EDWOSB)
  - HUBZone Small Businesses
  - Veteran-Owned Small Businesses (VOSB)
  - Small Disadvantaged Businesses (SDB)
- Low Prices (generally below GSA schedule prices)
- Web tools make buying easy
- EPEAT Ratings for products/services
- EARP (Established Authorized Reseller Program) ensures Supply Chain integrity
- Customized Agency Catalogs
- Government-Wide Strategic Purchasing (GSS)
- Micropurchasing for Deskops/Laptops (under $10,000)
- Find FedRAMP compatible products
- Agency Spending/Tracking Reports for CIOs and ICT decision-makers
- FASST Team consultants provide CIOs help with strategic purchasing
- Customer Support Team provides assistance throughout the purchasing process
- Industry Teams work to expand product access
- Contract Holder Relationship Managers solve any issues arising between customer and Contract Holder

Low 0.34% Fee

It's a fee you don't see: paid by Contract Holders and included in price.

Attention Procurement Personnel!

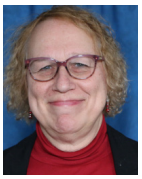
SEWP Resources Tailored To Your Needs!

Under the Information Center tab you'll find a link to Procurement Resources that include the SEWP Contracts, information on ordering procedures, contact information for our Contract Holders, and other SEWP Tools including:

- Authorizing Government Contractors
- SEWP Contracts, Statements of Work, 1449s, etc.
- Ordering Information
- Fair Opportunity and SEWP Multi-Award Contracts
- Contract Holder Contact Information
- Authorized Sales Agents
- SEWP Tools
- SEWP Program Office information.

Find out more at www.sewp.nasa.gov or contact help@sewp.nasa.gov.

Always Striving To Be Better, Do More



Joanne Woytek
SEWP Program Director

On how operations are improving (even during the Covid 19 pandemic)...

For our customers, it's business as usual.

For our staff, the hardest part has been the personal part. Since we are working remotely we have had to find new ways to meet and collaborate (Microsoft Teams). But that said, it is definitely more of a human resources issue than a technical issue.

We actually have an opportunity to use our ability to take our already top notch customer service operation and make it even better. Thus we are continuously seeking ways to combine customer service with customer friendly technology. We want our website and tools to be as customer friendly as possible and to make the technology work for the customer.

To support these program efforts, SEWP staff has grown to more than 100 (and continues to grow). When we bring in new staff, we ensure they are all knowledgeable about what is going on program-wide, not just their specialty. We have added more training and learning opportunities to make sure people know what is going on throughout the organization.

On why SEWP keeps growing....

During the last fiscal year, SEWP had more than $9 billion in sales — and grew more than 25%.

No one factor has contributed to this growth. Rather it is a combination: we have kept operating so there have been no delays for customers; people change Agencies and take SEWP with them; and our outreach to Agency CIOs and decision makers — through our Federal Agency Strategic Support Team (FASST) — demonstrating the benefits of using SEWP V has had an effect.

We are working with Agencies so they don't just see us as a vehicle for buying just one product or product-related service, but rather as an acquisition strategy for their Agency. We are providing tools so CIOs can use our data to see what their Agency is buying. CIOs want the power that the information gives them. So we are spending a lot of time building that foundation across Agencies.

The bottom line has been a growing number of Agencies looking to partner with SEWP to purchase more strategically. To help customers, we provide easy-to-use web tools to buy; and then provide them with access to reports tracking purchasing that they can tailor to their unique needs.

But that is just the beginning. We want to make the SEWP "Customer Odyssey" a reality.

On the SEWP Customer Odyssey...

The Odyssey Team was established in 2020 to function as a Research & Development arm within the SEWP PMO. The team will research, develop and vet innovation opportunities that could potentially feed current SEWP enhancements or lay the foundation for the future SEWP experience.

This is not just the steps or the tools they currently use or the customer experience, but a holistic view of customer interactions with an emphasis on relations and how to work psychologically with customers. We cannot think we know what they want from their experience; we need to go beyond that and really delve into what customers want so we can learn from experts about human behavior and technology and what we can do.

Charting the SEWP Customer Odyssey

The Odyssey Team will research, develop and vet innovation opportunities that could potentially feed current SEWP enhancements or lay the foundation for the future SEWP experience.

***Marcus Fedeli** — CX Innovation Architect, leads SEWP's ongoing effort to maximize the SEWP customer experience. In this Q&A, Mr. Fedeli details how the Odyssey Team will benefit SEWP Federal customers, Contract Holders and Industry Partners.*

Q: What is the SEWP Customer Odyssey Team?
Mr. Fedeli: The Odyssey Team was established in 2020 to function as a Research & Development arm within the SEWP PMO. The team will research, develop and vet innovation opportunities that could potentially feed current SEWP enhancements or lay the foundation for the future SEWP experience.

Q: Are innovation opportunities specific to the web experience?
Mr. Fedeli: Not necessarily. We are researching innovations that could impact our users throughout the SEWP experience, not just online or in the SEWP web tools. As an example we are currently exploring best practices in education and training. We seek to better understand how people learn, how curriculums adapt and what we can consider implementing here at SEWP.

Q: How do you identify opportunities to innovate?
Mr. Fedeli: We seek impactful solutions that could overcome challenges users are experiencing. We are conducting interviews with customers and SEWP employees, analyzing customer/Contract Holder service tickets, and holding stakeholder workshops to uncover where challenges exist. We then plot everything out onto a customer journey map that shows the full landscape of the user experience. From there we are able to identify enhancement opportunities that could have the greatest impact.

Q: For new solutions, where do you begin?
Mr. Fedeli: As a separate R&D organization within SEWP, we take a human-centered design approach that re-engineers the user experience through contextualized and data-driven explorations of what is possible. Ultimately, we are co-creating delightful, intuitive, and personalized experiences for users within the SEWP community.

Q: Can you tell me a little more about co-creation?
Mr. Fedeli: Rather than designing our solutions in a vacuum with a grand reveal at the end, we instead bring our customers in as partners throughout the process giving us feedback on elements we prototype to ensure we are on the right track helping them achieve their goals. Keep in mind, this applies to technical and non-technical innovations.

Q: What are "Next Best Practices"?
Mr. Fedeli: The Customer Odyssey team is researching and recognizing best practices from all industries that can be applied to our internal processes and procedures to enhance the services we provide. Our research is exploring private companies, Government organizations and Universities worldwide. We aim to take the next step, leveraging their best practices and research, resulting in next Best Practices within our acquisition experience.

Q: Are you exploring using AI or machine learning for SEWP?
Mr. Fedeli: Absolutely, we're studying AI/ML and also immersive technologies to better understand how those technologies can be applied to many facets of SEWP. As we expand our knowledge, we want to leverage those capabilities in areas that benefit our customers and processes.

Q: Is the team interested in talking with Industry as well as SEWP Customers?
Mr. Fedeli: Yes, we are gathering feedback from customers and employees as our primary focus but Contract Holders and Industry Providers regularly provide valuable feedback. If anyone would like to engage with our team we recommend sending an email to gsfc-dl-sewp-odyssey@mail.nasa.gov .

SEWP: Your Solutions Solution

SEWP leadership on how you benefit using SEWP.

The Solutions Contract That's FAAST

Darlene Coen
Deputy Program Manager/Director of Strategy and Acquisition

As Deputy PM, I lead the SEWP Federal Agency Strategic Support Team (FASST). We work with Agency CIOs, ICT decision-makers and procurement chiefs with strategic purchasing. During meetings, we probe how the Agency is buying, their challenges and how we can help them tweak their programs. They pick our brains for policy or contractual guidance on how to be better buyers or better acquisition folks in the government arena.

We not only meet with Agencies in a planning mode but also those that need advice about their current situation. The goal is to provide government with information on how to purchase in the most efficient way rather than wait untill they have problems.

SEWP is called Solutions for Enterprise-wide Procurement for a reason. We are a solutions contract. You can do a full solution with services — as long as the service is product-based. Some don't know that we do much more than we did in the past.

If you can tie it back to an ICT product, it doesn't matter whether you bought it off SEWP, you can use SEWP for engineering services, site planning or a Help Desk. SEWP doesn't do general services because you can't tie back to a product.

And no matter what — pandemic included — SEWP will always be there 24/7/365. We are doing our best to conduct business as usual in these unusual times.

Catalog By Request, not Request By Catalog

KG Woltz
Technical Operations Manager

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.

There is no static catalog to search. SEWP has an online, dynamic, constantly updated catalog. As long as your requirements are within scope, you can send out a Request for Quote (RFQ) or a Request for Information (RFI). And if the product is not in the SEWP database you can use the Market Research Tool (MRT) to have it added within 24 hours.

The MRT is an enhanced version of Provider Lookup tool that will actually turn your search into criteria that you can forward to the Contract Holders to get a response. Start with looking up a Provider and you get feedback which you can forward to the Contract Holder to get more detailed information.

The Quote Request Tool (QRT), Market Research and Provider Tools are all ways that customer can identify the types of business it wants to use e.g. small business or set-aside of some type.

You can come to SEWP and ask for the product you want, rather than having to choose from a set catalog of what's available.

Accurate Data and Facts Matter: The QA Guarantee

Cathy Shry
QA and Reports Manager

The SEWP Quality Assurance (QA) Team mission is clear: Provide the best, most accurate data for our Federal customers, Contract Holders and Industry Partners.

Over time the QA Team's responsibilities have grown, providing data for Agency Catalog reports for CIOs as well as data for EPEAT product ratings and FedRAMP compatible products available through SEWP.

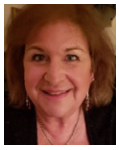
The QA Team makes certain all parts sold through SEWP match the EPEAT database (true part number). The EPEAT registry does not include part number data, but the SEWP Quality Assurance team has bridged the gap and connected EPEAT product ratings to manufacturer part numbers on SEWP. As EPEAT evolves and changes requirements or adds new products (e.g. servers), so do we. Currently there are more than 15 million CLINs cataloged by SEWP.

For FedRAMP, we provide a list of FEDRamp approved products on SEWP and customers can find out if the product they want has been verified and validated. This data is now updated weekly.

We have also have added Reporting Tools only for CIOs. The reports are detailed oriented and tell them everything they want to know about their purchase. That is key. Sometimes they want full data and sometimes part, such as part number, how it stands against budget, and how much they are investing in small business.

CIOs also have the ability to build their own custom reports. This allows them to search and pull the data they need at their leisure, in addition to the automated reports generated for them. They can do weekly or monthly reports and pick and choose the data elements; they can get a detailed report or a summary report; or a provider report showing what has been bought from various providers.

We recently deployed a Dashboard for each Agency which visually shows CIOs trends, buys, budgets and spending. They can drill down and see details — by contract holder, by provider — on key performance indicators.



Ensuring 508, Fed Mobility, GSS

Betsy Sirk
NASA Section 508 Program Manager;
Co-Chairperson, Federal CIO Council Accessibility of Practice Industry Outreach Program;
Chairperson, Federal Mobility Group Strategic Sourcing and Acquisition Pillar
GSS Program Director

My roles at SEWP encompass three areas that are growing more important as time passes.

By 2023, the number of people in the workforce with disabilities will triple — mostly due to advances in assistive technologies and AI.

To promote inclusion and diversity, Section 508 of the Rehabilitation Act requires that Federal Agencies buy and build information and communication technology (ICT) that is accessible to people with disabilities. SEWP is the only acquisition solution that facilitates customers obtaining accessibility conformance reports from the Contract Holders/vendors.

The SEWP website makes it easy for customers to request 508 conformance reports from SEWP Contract Holders with one click when using the QRT Tool. You just need to request the Contract Holder to provide the report at the time of quote. You don't have to spend time searching individual product categories.

SEWP helps customers obtain needed conformance reports and helps industry comply with the law. The QRT helps you get reports with one click and we hold Contract Holders responsible for making the reports available.

In addition to 508, the government has embraced mobility as a means to improve the effectiveness of its workforce, mission and responsiveness to the public. There are four focus areas — 5G, customer enablement, security and acquisitions — essential to success. And the Federal Mobility Group has identified 14 product and service categories to guide agency buys. SEWP has products and solutions from each of these categories.

Come to SEWP for support and access to products and services in each of the 14 categories.

And since 2015, GSS — Government-Wide Strategic Solutions — has been a model of what success looks like when agencies collaborate to get best value buying for desktops, notebooks, tablets and thin/zero clients.

GSS Version 6 systems offer many options to meet customer needs, including enabled security, upgraded memory/storage, imaging, docking stations, warehousing, asset tagging and more.

All of the GSS systems also follow terms and conditions agreed upon by the Workstation Category Team, including EPEAT, Energy Star, Section 508, Trade Act Agreement Compliant, 45 days or less delivery and extended warranty options.

Organized To Win

Theresa Kinney

Deputy Program Manager /Director of Operations and Communications

In doing my job, I have an overview of the entire organization — finance, outreach, logistics, industry and Contract Holder relations and working with other Agencies. I see myself as the "traffic cop" making sure everyone is going in the same direction.

The pandemic has forced all of us to adapt. While the virtual platforms are getting better, outreach is one of our strengths and we miss the interactions. For example, with training, while virtual is nice and participation is unlimited, we always want to do training in person. We hear customer concerns and issues directly (such as working with tools or website). We miss that one-on-one conversation where a customer would say, "it would be great if SEWP did this or that."

But at the same time, our new Industry Team has done a great job educating and working with the Industry Provider community, helping them get their products sold through SEWP without actually being a Contract Holder. This is a way for them to find a "middleman" and build relationships. This is good for our customers because it ensures a pipeline of the latest new products are available.

In the near term, our largest challenge is holding conferences in the virtual world. How are we going to get hundreds of people together not in person but virtually/remotely? That is a big challenge — one I am sure SEWP will solve.

Customer Service Support 24/7/365

Muhammad Rehman

Customer Service Manager

Dedicated to responding immediately to customers, the SEWP Customer Support Team helps customers make sure orders are issued properly with all needed information. We also manage and provide day-to-day phone, Live Chat and Help Ticket support.

Customers appreciate our live support. Often, they are surprised to talk to a live person. And using our Customer Service Support portal, a customer can submit a ticket or send an email inquiring about an existing order or find out about delivery.

Also, if a customer needs assistance using the QRT, we follow up with a phone call and provide walkthrough assistance. We are the frontlines of customer service. We get the orders, enter them into the database and send them to the Contract Holders for processing. The bottom line: We help the customer make sure orders are issued properly with all needed information.

Getting You The Most Quotes Possible

George Nicol

Contract Holder Relationship Manager

The Contract Holder Relationship Management (CHRM) team's role is to help Contract Holders manage their day-to-day operations on the contract; and help them respond to as many

requests as possible — especially if the product is one they normally sell.

One of our goals is to improve the acquisition process and that means understanding the full ecosystem of ICT acquisition. We want to help Agencies better understand how industry is here to support their mission and their goals acquiring ICT.

We are working hard to reduce the no response rate for RFQs from 8% to 5%. That is an issue for customers who may have a unique requirement and have to find someone to fulfill that requirement. To get more people to respond, we are working with customers to get them to provide the best possible information about their requirement for our Contract Holders. We are educating them about authorized resellers, Industry Providers and working with SEWP.

We start with a daily report of all of the RFQs that have closed without receiving a response.

We go through them twice; the first time to make sure customers have not requested something that is out of scope. Once we determine that an RFQ is in scope, we reach out to the customer proactively as opposed to waiting for them to reach out to us.

Once they let us know they would like some assistance, we will delve a second time, a little bit deeper into their RFQ. We have some new internal tools that allow us to look at the requirement and search to find out who is currently authorized to sell or provide the product/service; and we start troubleshooting with those folks to find out ways they can get involved.

We also ask individual Contract Holders what further information they would need to respond to the RFQ. The goal is simple: We want to give the customer the best opportunity to get a quote back.

Ensuring SEWP's New Product Pipeline

Ken Brown
Industry Relations Manager

The Industry Team's innovative program is designed to serve the Industry Provider community — those companies that manufacture and provide hardware, software and services and supply SEWP Contract Holders. The goal is to make their experience better and more responsive.

Our mission is to educate, to help them understand how SEWP works and how they can benefit from a relationship with SEWP Contract Holders. We want to help them leverage SEWP for their sales and marketing efforts to the Federal government, to provide assistance, to give them help where it is appropriate and to provide advice.

Most smaller companies have little or no idea about the Federal government and how to do business with it. We give them advice and best practices on how to handle situations.

We educate companies on procurement and specifically how SEWP works, because SEWP is very different from other contracts with which they are familiar, like GSA. Many are not as familiar with SEWP, so we help them understand how we work and when they are in front of a government buyer they can explain why using SEWP can be a benefit.

If customers want a product, they will ask "what contract vehicles are you on?" They want to know how to reach you because they don't want to go open market for the buy.

We want Industry Providers to be confident when they look at NASA SEWP that this is a vehicle that can help them. SEWP is fast and it is easy: here is the process, here is who we can get you in touch with and — best yet — you can have this "sale" taken care of in a matter of weeks.

Get the FASST Advantage

The SEWP Federal Agency Strategic Support Team (FASST) assists Agency CIOs, ICT decision-makers and procurement chiefs with strategic purchasing.

The FASST meets with heads of Agencies, CIOs, and others in strategic positions. We ask how you are buying; what your challenges are; and how we can help you move forward in a more advantageous way.

Areas where SEWP has provided assistance include acquisitions with **Mobility, Cyber, Emerging Technologies and cloud initiatives**.

The FASST can also provide help establishing an individual Agency Catalog and targeted Agency Reports.

Get FASST Now

The FASST delivers two messages of assistance:

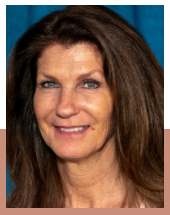
1. We listen first. Our first question is: How can we help your Agency? Then we tell you what we can do for you. Often CIOs and Agencies are wary of using outside contracts because Agencies don't want to give up control. Using SEWP gives CIOs more control.

2. SEWP can be your vested partner. Don't look to SEWP to just "buy an item." SEWP is a tool and a vested partner in your acquisitions of ICT and ICT-related products and services. Come to SEWP for help with your overall requirements.

People Know a Good Thing

Darlene Coen, SEWP Deputy Program Manager/Director of Strategy and Acquisition, describes the benefits of working with the FAAST this way:

"We meet with Agencies that are not only in a planning mode, but also those Agencies that need some advice about their current situation. The goal is to provide government with information on how to purchase in the most efficient way rather than wait until they have problems.



Darlene Coen

Half our work is coming from customer demand where we hear from Agencies who want to pick our brains for policy or contractual guidance on how to be better buyers in the government arena.

Some Agencies come to us and tell us they are going to use SEWP. They describe their scenario, often wanting to consolidate the number of contracts they have.

They are particularly interested in Agency Catalogs and how they work and how they can get started.

The success of SEWP has been amazing. And it's constantly being updated with services and tools such as the Agency Catalog. The bottom line: people know a good thing when they see it."

Want to learn more? Simply give us an idea of what you are attempting to accomplish. Within one business day you will get a FASST call.

Reports Track Spending, Trends CIOs and Decision-makers Use

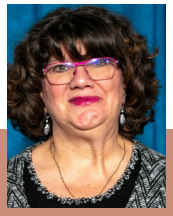
SEWP reports track spending, long-term usage trends, set-aside compliance and to consolidate buying efforts.

SEWP reporting and tracking capabilities give CIOs and ICT decision makers the ability to see what they are spending and buying over the learn term. They can benefit by using SEWP reports to track spending, long term usage trends, set aside compliance and to consolidate buying efforts.

For example, reports can compare monthly versus yearly spending. The goal is to provide whatever data the Agency needs, when they want it, so they can download it and see results in summary or detail formats.

Get Customized Reports When You Want Them

According to Cathy Shry, QA and Reports Manager: "There is a hand-in-hand relationship between good and accurate data and good and accurate reports.



Cathy Shry

To make our reports even more valuable, we are establishing a self-service Report Tool where Agencies can come in and pull their Agency data. So, instead of us sending out standard template reports, customers can come in and pull data however often they want. The tool is web-based with login required.

The goal is to automate multiple types of reports, with the convenience of Agencies being able to pull the data themselves and not wait for us to send out monthly reports.

With this new tool, customers can save data and export to their desktop. It empowers Agencies to choose their own data points and pick and choose the elements they think are most important."

Reports cover:

- **Product Categorization** — products on contract are categorized for tracking and reporting
- **Item-level tracking —** tracking of Agency level purchase history
- **Purchase history —** customers can request data on program purchases, for example:
  - Product classification data
  - Supply Chain data
  - Easy tracking of requirements
  - How purchase match up with their requirements
  - Whether purchase is helping meet requirements.
  - Energy Star compliant
  - Trade Agreement Act (TAA) compliant
  - Adherence to FITARA and other government initiatives.
  - Total $ spent with SEWP
  - Total $ spend and/or quantities by Product Categories
  - Set-Aside Breakdown (Total spend and % of spend by set-aside)
  - Strategic Sourcing Statistics (Total $ of SEWP spend applied to SS options)

To find out what SEWP can do for your Agency, contact help@sewp.nasa.gov.

Virtual Agency Catalogs Individualize Buying

The government doesn't have to fund this mechanism until an Agency actually buys something. Like Amazon, you are not going to pay in advance; it stays in your cart.

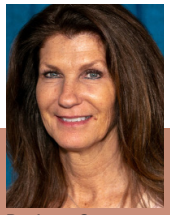
An Agency Catalog is a virtual, dedicated and pre-competed ordering vehicle populated with products and/or services, as defined within an Agency's requirements documentation, and as available for procurement through the SEWP V contracts.

Like Amazon, go to the website, see the products, the price, read all about it and if you decided to purchase it you would just put in into your cart.

The products/services identified in the Agency's requirements are competed among the selected group(s) of SEWP Contract Holders, resulting in two or more Contract Holders selected for ongoing competition and fulfillment of each order through the life of the catalog.

Easy As Possible

Darlene Coen, SEWP Deputy Program Manager/Director of Strategy and Acquisition, explains: "We try to make it as easy as possible to understand. Like Amazon, customers create a virtual catalog specific to their Agency based on pre-competed and negotiated solicitations and responses. And in this virtual space anyone in the Agency can procure as they need things.


Darlene Coen

Your catalog is good for 5 years and is based on actual requirements, solicitations, and responses and everything that goes into normal award, such as the FAR, terms and conditions, everything you would need for a procurement.

The cool thing is that government doesn't have to fund this mechanism until they actually buy something. Like Amazon, you are not going to pay in advance; it stays in your cart.

This is great for Agencies: There is NO requirement to fund this virtual catalog which really helps those Agencies who may have not gotten their budget funding approvals.

Benefits:

1. They only have to do this one time
2. No funding requirement until they buy something
3. No commitment by the government to actually buy anything through this.

When Agencies hear this, they love it. It's simply the 'best offer around.'"

Speed and Flexibility

Catalogs provide Agencies with speed and flexibility, offering 'point and click, on-demand purchasing' (similar to an e-commerce website), with no restrictions on the quantity purchased or frequency of usage.

When an Agency's procurement has some (or all) of the following criteria, an Agency Catalog may be a viable option to consider:

- Known set of specifications/requirement
- Unpredictable procurement ordering cycle
- Unpredictable volume and/or funding of products/solutions
- Standard technology updates
- Multiple ordering locations.

Your catalog sits in a virtual space with everything negotiated and ready to go when customers need it, and there is no commitment to buy. There is a lot flexibility.

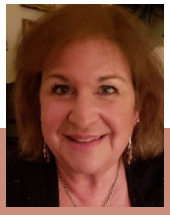
If you have questions about Agency Catalogs or would like to discuss setting one up for your Agency, please email: help@sewp.nasa.gov.

Government-Wide Strategic Solutions (GSS) for Workstations (Desktops, Notebooks, Tablets, Thin/Zero Clients)

OMB policy mandates Federal Agencies use GSS to fulfill the bulk of their end user computing.

To reduce costs and increase value government-wide, a team led by NASA of 25 Agencies identified workstation (desktop and notebook) configurations that meet Federal requirements for approximately 80% of systems purchased, and also incorporated best practices in spend management.

In October 2015, OMB issued M-16-02: Category Management Policy 15-1: Improving the Acquisition and Management of Common Information Technology: Laptops and Desktops (Download PDF). GSS systems are offered through NASA SEWP, the NIH NITACC CIOCS, GSA Schedule 70 (Hardware), and the ARMY CHESS program. It is a collaborative effort to drive down costs and increase value for Federal customers.


Betsy Sirk

Betsy Sirk, GSS Program Director says "GSS provides proven and forward-looking technology — and it is driving the value for Agencies."

Benefits include:

- GSS provides streamlined acquisition, with products vetted and terms and conditions that include 508 and EPEAT conformance.
- Better warranty value; 3 year warranty includes keyboard and battery — that's a big deal. Customer can get extended 4 or 5 year warranties when they buy.
- Terms and conditions mandate products are all new components; and conformance with different regulations are built into using GSS.
- New technology can be infused in to GSS; companies can upgrade offerings when they want.

GSS is refreshed regularly — look for ongoing updates that save customers money.

GSS version 6 systems have been available since July 2020. GSS Version 5 systems will still be offered until they reach end of life or are no longer available from the manufacturer.

GSS Systems Now Available

GSS systems are available for ordering through the SEWP GSS Catalog. The specifications include:

Desktops:
- Small Form Factor (including Mini/Micro)
- Desktop (Mini Towers and Towers)
- Integrated/All-In-One
- Performance

Notebooks:
- Lightweight (including 360 degree foldable and Two-In-One)
- Notebook
- Performance
- Tablets
- Thin/Zero Clients

These robust GSS Version 6 systems offer many options to meet customer needs, including enabled security, upgraded memory/storage, imaging, docking stations, warehousing, asset tagging, and more.

Terms and Conditions Already Negotiated

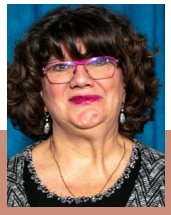
All of the GSS systems also follow terms and conditions agreed upon by the Workstation Category Team, including EPEAT, Energy Star, Section 508, and Trade Act Agreement Compliant, 45 days or less delivery, and extended warranty options.

Take SEWP's FedRAMP to the Cloud

SEWP gives you the tools you need to ensure your cloud solutions are FedRAMP authorized.

The Federal Risk and Authorization Management Program (FedRAMP) is a government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services. Learn more at https://www.fedramp.gov/.

Cathy Shry, QA and Reports Manager says: "As another service to our customers, SEWP developed our FedRAMP webpage to help them buy cloud solutions. We let them know:
1. Which cloud providers and/or products are FedRAMP authorized and on SEWP
2. Which cloud providers and/or products are ready to be authorized and on SEWP or in the process of being authorized
3. The impact level
4. Service models available
5. The details of the Agency Authorizations


Cathy Shry

When the customer logs into the QRT, they can see what Contract Holders provide these products. We do manual updates constantly. It's all part of our dedication to sharing information and easing the procurement process for customers. It's all about getting closer to the customer."

Updated Weekly

SEWP's online FedRAMP tool is updated weekly and lists all FedRAMP authorized products and services, in an easily readable, single page format that is not currently available on the FedRAMP website.

Additionally, the listing is not limited to only products from SEWP providers; it includes all products and services from providers not currently listed on the SEWP contract. There is also the added value of additional product details for registered users of SEWP.

Search by:
- **Product details**
- **Provider details**
- **Service Model** — SaaS, PaaS, IaaS or a combination
- **Impact Level** — Low, Low Impact — SaaS (LI-SaaS), Moderate, High
- **Status** — Authorized, Ready, In process
- **Agency Authorizations** — list of Agency Authorizations that have authorized a product as FedRAMP compliant on the SEWP contract.

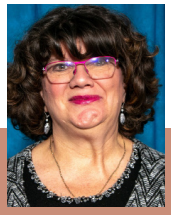
Get EPEAT Ratings for Millions SEWP CLINs

The Electronic Product Environmental Assessment Tool (EPEAT) is a registry of environmental product ratings supplied by manufacturers.

The SEWP Quality Assurance Team makes certain all parts sold through SEWP match the EPEAT database (true part number).

According to Cathy Shry, QA and Reports Manager: "The QA Team maintains the data and monitors the EPEAT registry as they receive updated CLINS. This data is very valuable to customers who want to make sure to have that energy saving product.

While each is different, Agencies often mandate that new ICT products purchased are EPEAT registered and rated. But finding details on vendors and ratings is not that easy. That's why SEWP created our tool.



Cathy Shry
Q&A Reports Manager

As manufacturers put their products into the EPEAT registry, we make sure we match that part number exactly and we have the correct rating — Gold, Silver or Bronze.

Our QA team takes the part numbers and confirms them. If they don't match, we do the research and go back to the Contract Holder to make sure the correct manufacturer part number is in the system and on the EPEAT Registry.

When customers use the QRT, they can put in their product information and find out the EPEAT rating for the particular laptop or desktop.

The GSS catalog also has that information. We work hard to make sure that the information is accurate and available for the customer."

Tying Product Rating To Part Number

The EPEAT registry does not include part number data, but the SEWP Quality Assurance team has bridged the gap and connected EPEAT product ratings to manufacturer part numbers on SEWP.

Currently there are more than 15 Million CLINs in the SEWP database that have been matched and approximately 20,000 CLINs are updated, added or deleted daily.

SEWP continually monitors the EPEAT registry for new additions. For example, phones and servers are now included as part of the updated registry.

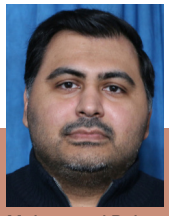
In addition to the initial pairing of the data, SEWP has established several QA processes to provide more accurate data for customers.

SEWP Customer Support Center

As the Gold Standard, SEWP customer service responds to you within 1-day — often faster.

Dedicated to responding immediately to customers, the SEWP Customer Support Team helps customers make sure orders are issued properly with all needed information. It also manages and provides day-to-day phone, Live Chat and Help Ticket support.

According to Muhammad Rehman, Customer Service Manager: "Customers appreciate our live support. Often, when we get a call from customer they are shocked to talk to a live person. They are not used to getting a live person on phone or chat. So when they contact SEWP and get a quick, live one-on-one response, they appreciate that.



Muhammad Rehman

Using our Customer Service Support portal, a customer can submit a ticket or send an email inquiring about an existing order or find out about delivery.

QRT Help

Also, if a customer needs assistance using the QRT, we will follow up with a phone call to them. We provide walkthrough assistance to customers.

We are the frontlines of customer service. We get the orders, enter them into the database and send to the Contract Holders for processing. The bottom line: We help the customer make sure orders are issued properly with all needed information."

The goal is to serve and solve issues. Three dedicated teams (Customer Support, Order Management, and Contract Holder Relationship Management (CHRM)) have the same mission — to serve customers, solve issues and simplify acquisition.

SEWP Support Is Always By Your Side 24/7/365

Live Chat
Customers can communicate with the SEWP Program Office LIVE via instant messaging during business hours 7:30am – 6pm ET.

Frequently Asked Questions (FAQs)
Browse or search SEWP FAQs for a wide variety of solutions as well as a glossary of SEWP definitions.

Create A Case (Submit A Ticket)
If you submit a Help Ticket or send inquiries to the Help Line, the information is used to create service tickets in the Support Center. An automatic e-mail reply automatically acknowledges receipt and provides a tracking number.

You can then track the status of your ticket in My SEWP Support, which tracks communications with customers. You can access ticket history at https://support.sewp.nasa.gov.

Forms and Documents
Browse the SEWP library of forms and documents and download SEWP training videos.

Scope and Statement of Work (SOW) Review
Have concerns about an SOW and/or scope of requirements? Get the answer by submitting information to help@sewp.nasa.gov for review and advice.

Get The Quotes You Need
If the number of quotes you received is less than expected, SEWP can assist in researching the cause and resolution: If quoted price is higher than expected or otherwise questionable.

Free Training; Lots of Options

While in-person training is recommended, SEWP provides a variety of convenient alternatives.

SEWP provides a variety of free training methods — in person, webinars, and online. Choose the one that is most convenient for you. Free training is open to users from both the Federal acquisition and technical communities who are new to SEWP, and those users who may just need a refresher on the new SEWP tools and capabilities.

Each offers CLPs

Free In-person training and city-wide/regional training session are are conducted across the country as stand-alone events or as part of larger events SEWP is participating in. Training videos and online webinars are produced by the SEWP Communications Team and teach you what you need to know to use SEWP.

Some of the topics covered include:

- Program Overview – Everything you need to know to use SEWP
- How to Order
- SEWP Tools (Quote Request Tool, Market Research Tool, Q&A Tool)
- Established Authorized Reseller Program (EARP)
- Program Performance — Delivery Ratings

Mandatory Training For DoD Customers

DoD requires employees to be trained in order to purchase through SEWP. Please contact the SEWP Program Office to review your options for SEWP training. Training only needs to be fulfilled once.

Dates and registration links for webinars and events are located on the SEWP website homepage and events pages or visit http://sewp.nasa.gov/events. You can also download the SEWP training presentations from the website. For more information contact help@sewp.nasa.gov.

What You Need To Know About...

Ensuring 508 Compliance

Betsy Sirk
NASA Section 508 Program Manager
Co-Chairperson, Federal CIO Council Accessibility of Practice Industry Outreach Program

Section 508 of the Rehabilitation Act requires that Federal Agencies buy and build information and communication technology (ICT) that is accessible to people with disabilities.

"SEWP is the only acquisition solution that facilitates customers obtaining accessibility conformance reports from the Contract Holders/vendors." Betsy Sirk, SEWP 508 Program Manager explained.

Accessibility Conformance Reports are typically based on a template developed by the IT Industry Council (VPAT 2.4) and indicate the products conformance against each applicable Section 508 technical standard (based on the Revised Section 508 Technical Standards of 2017).

Customers simply click a button to tell Contract Holders who respond that Section 508 conformance documentation is needed along with the quote.

"Agency customers need to be aware of their internal acquisition processes and must request the reports accordingly. We hold Contract Holders accountable for providing these reports so agencies may make informed decisions based on ICT accessibility," added Ms. Sirk.

"We not only help customers with this process, we are uniquely positioned to provide guidance to industry (OEMs or resellers) to raise their awareness of the Section 508 law and provide training on developing accessibility conformance reports."

Federal Mobility Products and Services Acquisition

Betsy Sirk
Chairperson, Federal Mobility Group Strategic Sourcing and Acquisition Pillar

The Federal CIO Council chartered a Federal Mobility Group (FMG) to identify common wireless and mobility challenges, develop workable solutions and share best practices.

For example, the Mobile Strategic Sourcing and Acquisitions pillar's focus is defining the Federal Mobility Landscape and identifying acquisition options for mobile solutions across the government. Existing government acquisition vehicle options include those from the NAVY (SPIRAL III), Army CHESS, NASA SEWP, NIH, and GSA.

Betsy Sirk, Mobility Group Chairperson explained that "the Federal government has embraced mobility as a means to improve the effectiveness of its workforce, mission, and responsiveness to the public."

In order to procure enterprise mobility products, services and solutions, an Agency may define their requirements in the following 14 categories:

- Wireless Carrier Services
- Mobile Hardware/Infrastructure
- Mobile Devices
- Enterprise Mobility Management
- Device-as-a-Service
- Telecommunications Expense Management
- Managed Mobility Services
- Mobile Application Vetting
- Mobile Threat Defense
- Mobile Identity Management
- Internet of Things
- Mobile Application Development and Platforms
- Ancillary Equipment
- Mobile Enterprise Consulting

SEWP offers solutions for mobility in all of these categories. Click here to download the FMG Guide.

Industry Relations Team Connects with Providers

Ken Brown
Industry Relations Manager

Ken Brown leads the Industry Team. The Team's innovative program is designed to serve the Industry Provider community — those companies that manufacture and provide hardware, software and services and supply SEWP Contract Holders. The goal is to make their experience better and more responsive.

As Mr. Brown explained:

"We have done an amazing job with our customers and Contract Holders. Now it was the time to do the same for the Industry Provider community. Our mission is to educate, to help them understand how SEWP works, and how they can benefit from a relationship with SEWP Contract Holders.

We want to help them leverage SEWP for their sales and marketing efforts to the Federal government, to provide assistance, to give them help where it is appropriate, and to provide advice.

Most smaller companies have little or no idea about the Federal government and how to do business with it. We give them advice and best practices on how to handle situations.

We educate companies on procurement and specifically how SEWP works, because SEWP is very different from other contracts with which they are familiar, like GSA. Many are not as familiar with SEWP, so we help them understand how we work and when they are in front of a government buyer they can explain why using SEWP can be a benefit.

That's because if customers want a product, they will ask "what contract vehicles are you on? They want to know how to reach you because they don't want to go open market for the buy."

EARP Ensures Supply Chain Integrity

SEWP's Established Authorized Reseller Program (EARP) verifies relationships between Contract Holders and OEMs.

Knowing the supply chain is essential when buying a product such as a network router.

Thus there is a specific reason for purchasing from an OEM "established authorized reseller". Conversely, when buying a network power cord, more of a commodity, perhaps it is not necessary.

Supply chain integrity is essential. To ensure government this relationship exists when buying products and/or services critical to their agencies, EARP tells the customer the relationship of the Contract Holder to the OEM to verify the product's supply chain.

When quotes come into the SEWP system, the default is an automated EARP verification process and functionality built into the QRT. EARP will restrict non established authorized resellers from quoting items to government customers.

Learn more by contacting the Help Desk at help@sewp.nasa.gov.

How To Order Using SEWP

SEWP is a "Catalog By Request," not a "Request By Catalog."

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 ICT products or services you are looking to obtain.

KG Woltz, Technical Operations Manager says: "There is no static catalog to search. SEWP has an online, dynamic, constantly updated catalog.

And if the product is not in the SEWP database you can use the Market Research Tool (MRT) to have it added within 24 hours.

KG Woltz

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 the SEWP Customer Service team who will perform a scope review."

The typical ordering process

The typical process, 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 DOs — these must be issued through the issuing Agency's procurement office. The SEWP 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 visual below outlines the general flow for SEWP orders.

Support Beginning To End

1. Pre-Order Support

- Assistance on SEWP Processes include step-by-step walk through
- Review Requirements upon request

2. Order Processing

- Review, process and forward orders and mods
  - Orders/Mods must be sent to SEWP Program Management Office (PMO) via sewporders@sewp.nasa.gov by Government Agency
  - All orders verified by PMO prior to forwarding to Contract Holder

3. Post-Order Support

- Reconcile and track orders through completion
- Process and post order staus data
- Assist with problem resolution

Use Credit Cards for Under Buys $10,000

Buy direct because Fair Opportunity is not required for orders less than $10,000.

Contact SEWP Contract Holders directly to request a quote for credit card purchases under the micropurchase limit.

The SEWP Credit Card/Micropurchases web page lists all Contract Holders and their contact information for those taking credit cards. Those with a specific company Credit Card Website have their website link included in their listing. (SEWP does not take credit card information; purchases must go through the Contract Holder.)

Theresa Kinney, Deputy Program Manager/ Director of Operations and Communications, explained, “All products are in scope, have been approved and are already on contract. Anybody who has a credit card can go to one of those websites and make a purchase directly from there — without competition. Or you can get 3 quotes, if you want competition, and pick directly from those three.”

After the order is placed, the Contract Holder sends the order to SEWP and our office will check to make sure all items are on contract and information is correct. It’s logged into our database; then sent to the vendor who fulfills the order and the contract holder will reach out to you to get the credit card information.

Even with oversight, the approval process is fast — usually under 1 hour. The point is to expedite and keep things moving. To obtain a quote, send a Request For Quote e-mail to SEWP Contract Holder POCs that you would like a quote from and they should send you a quote directly.

If you decide it is a good quote and meets all your requirements, you can either contract the SEWP contract holder of that quote and complete the process or send the quote to sewporders@sewp.nasa.gov for processing.

Note: if you contract the SEWP contract holder and complete the process, the contract holder will send the order to the SEWP office to obtain a SEWP tracking number (STN) before they can process the order.

Theresa Kinney

You may also use the Quote Request Tool to receive quotes, if desired, but it is not necessary. Visit www.sewp.nasa.gov/micropurchase. For any questions or support, please call SEWP Customer Care at (301) 286-1478.

User-Friendly Web Tools Make Buying Easy

From market research to product delivery, SEWP is by your side every step of the way.

Provider Lookup Tool

No Login Necessary

This tool lists all Providers whose products, equipment or services are available on one or more SEWP contracts. The Provider table indicates how many contracts and how many line items (CLINs) are available for the given Provider. Selecting a Provider will display more details including the SEWP Contracts with that Provider and a link to their website.

Although customers can see line item pricing, the problem is that this price was charged at one time and is not necessarily the current price. Customers would need to use QRT to get best pricing. The tool does show customers what has already been asked for and the companies that are available on contract.

MRT — Market Research Tool

Login Required

The SEWP Market Research Tool (MRT) allows users to simply and quickly perform a search for products and providers available within the SEWP contract. Then take your search results and create a Request for Information (RFI) in minutes, using the SEWP Quote Request Tool to acquire pricing and availability.

KG Woltz

Even if the search returns few or no results, as long as the desired item is in scope, we recommend submission of an RFI. Products and providers are added to the contract, typically in one business day, often within 30 minutes.

According to KG Woltz, Technical Operations Manager: “The Market Research Tool is a much more enhanced version of Provider Lookup that will actually turn your search into criteria that you can forward to the Contract Holders to get a response.

Start with looking up a Provider, for example Dell, and you get feedback which you can forward to the Contract Holder to get more detailed information.”

Order Status Tool

This tool allows customers to access the order status of their SEWP orders and saves time putting together Help Tickets, if needed. With this tool the customer gets a list of all orders by them or that reference them with tracking and order numbers.

You can also request status information, view order history and obtain copies of orders and related documentation such as the original Request for Quotes (RFQ), date awarded, current status, worth of order, delivery date and a question and answer tool for contacting Contract Holders or SEWP only.

View the 3 minute Order Status video clip for an introduction to this tool: www.sewp.nasa.gov/events/multimedia/index.shtml.

Use the Quote Request Tool aka QRT

Login Required

The QRT is used to request pricing and availability information. Use of the SEWP Quote Request Tool method for obtaining quotes automatically incorporates price reasonableness, scope availability determination and Fair Opportunity compliance. Order tracking and support, and display and flagging of issues at the contract, manufacturer and line item level are also incorporated.

Mr. Woltz says, “SEWP web tools are built around customer needs. For example, with the QRT the first thing we ask for is a group of Contract Holders or a subset like a Woman-Owned Small Business (WOSB). So, if you have set aside criteria you can include it at the start.”

Your information in the QRT is saved. You can see what you have opened and closed. You can hide data and notify Contract Holders you are going to make an award.

The Q&A feature to the QRT is used after you put in an RFQ. If the Contract Holders have questions they can ask you using this feature. If you get more than one question, you can answer them in the database and all the Contract Holders you contacted get to see the questions and answer them. The Q&A Tool lets both customers and Contract Holders initiate the conversation.

QRT functionality provides:

Profile Administration — Customers now have increased ability to manage their user profile.

- Information on savings compared to market prices
- All records from previous quotes are available; you can have Contract Holders requote from previous quotes.

Quote Verification Tools — Functionality has been added to the QRT.

- Verification Files will now include:
  - Product Description for each CLIN
  - EPEAT (Electronic Product Environmental Tool) compliance Energy Star compliance
  - TAA (Trade Agreements Act) compliance
  - Supply Chain Data for each provider.

"Would Quote button"

- Customers receive a notice when more information is requested from ContractHolders on an RFQ or a Contract Holder would quote if given more time to respond.

"Plan to Quote" button

- When Contract Holders see an RFQ they can click on the "Plan To Quote" button and tell the customer immediately they plan to quote.

Plus the ability to:

- Do a Request For Information (RFI) through the QRT. Does the exact same thing as MRT; it's not verified and just for information purposes.
- Have multiple contacts within Agency see quotes
- Update, modify quotes
- Notify who is getting award and if desired, give winning bid so the winner can get ready for the order and losers can learn what they need to do to be competitive.

Plus the QRT system is verified throughout the process. So, if it takes more time to get quotes back than expected, you can easily update the request, so you don't have to start all over again.

The Q&A feature

The Q&A feature allows Contract Holders to submit questions to the customer concerning open quote requests. Now Contract Holders and customers will be able to communicate questions and answers within the SEWP QRT with the proper tracking ID and other pertinent information of the open quote request.

Further, when a customer submits an answer all Contract Holders solicited will be able to see that answer. SEWP has been very careful to include security measures and insure that proper care is taken so that Fair Opportunity is maintained and proprietary information is not shared when a solicited Contract Holder's question is sent to the customer.

View the 2 minute video clip for an introduction to the Question and Answer feature: www.sewp.nasa.gov/events/ multimedia/index.shtml.

The QRT, Market Research and Provider Tools are all ways a customer can identify the types of business they want to use e.g. small business or set-aside of some type.

You can come to SEWP and ask for the product you want, rather than having to choose from a set catalog of what's available.

141 Vetted Contract Holders Serve You

The scope of products and services that can be provided is the same for all 5 Contract Holder groups.

SEWP V is composed of 141 prime Contract Holders, both manufacturers and resellers of ICT equipment. The contracts were awarded in 5 contract Groups — 2 full and open and 3 set-aside competitions — based primarily on business size and business model.

Group A has a manufacturer NAICS code of 334111. The other groups have a Value-Added Reseller (VAR) NAICS code of 541519.

Solicitations to Contract Holders in Group A, which has a different NAICS Code, cannot be made in combination with Contract Holders in other Groups.

The method of determining which group or groups to use is dependent on your market research and your Agency requirements. In regards to competition and selection of SEWP Groups, selecting multiple groups provides the best opportunity of acquiring responses and competitive pricing. However, pre-defined selection criteria, such as a HUBZone small business set-aside, is an acceptable practice using the SEWP contracts.

Fair Opportunity to all Contract Holders within one or more SEWP Groups or set-asides is required. There is no requirement to obtain 3 quotes as long as all Contract Holders within a Group were provided opportunity to provide a quote.

Get Your Best Price

Contractual Processes set pricing and:

- Must be less than Contract Holder's GSA Price
- Must be comparable to other contracts
- Consolidation and internal competition maximizes price discounts
- Product prices may be negotiated and/or questioned

The SEWP website provides the only SEWP recommended tools for conducting product and provider searches.

SEWP V Groups

NAICS Code 334111

Group A

- Full and open Competition

NAICS Code 541519

Group B(1)

- HUBZone Set-Aside

Group B(2)

- Service-Disabled Veteran-Owned Small Business Set-Aside

Group C

- Small Business Set-Aside

Group D

- Full and Open Competition

- **All business size designations are represented throughout SEWP V**
- **Scope is the same for all Groups**
- **RFQ's can be submitted separately to Group A (which has a different NAICS code) or any combination of Groups B, C and D.**
- **Alignment of groups ensures proper use of NAICS codes**

Measuring Program Performance

The Contract Holder Relationship Management (CHRM) Team is dedicated to serving the lifeblood of SEWP - its Contract Holders.

The SEWP PMO views the Contract Holders as trusted partners in delivering ICT solutions. But the PMO also relies on this strong relationship to solve any issues that might arise.

At the forefront of that effort is the SEWP's Contract Holder Relationship Management team or CHRM. CHRM helps Contract Holders when they have issues and resolves issues when customers have concerns a Contract Holder.

George Nicol, Contract Holder Relationship Manager explains, "The life of the contract depends on our relationship with the Contract Holders. The CHRM Team is dedicated to Contract Holder relations. We reach out to them and resolve issues a customer may have.

George Nicol

In that role, we provide oversight, holding SEWP Contract Holders to the contract.

At the same time we provide an entire suite of tools for Contract Holders on the CHOP (Contract Holders Only Page). This gives them access to as much information as the Agencies have so that they can better serve them.

The CHRM Team works with Contract Holders on a day-to-day basis resolving any issues with customers or implementing processes and procedures. The CHRM Team is responsible for disseminating information, Contract Holder training and keeping communications going between Contract Holders, Agencies and the program.

The ongoing mission is to improve SEWP's relationship with industry and bridge the gap between industry and the contract.

Contract Holder Program Performance

Current Program Performance ratings are done by the SEWP Program Office based on the criteria described below. This does not constitute the official Past Performance ratings based on FAR Part 42.15. Past Performance reports are completed annually and can be obtained by requesting a copy through your Contracting Officer. Criteria include:

- **Reports** — rating is based on the contract holder ensuring that all required reports are submitted to the SEWP Program Office in a timely manner and accurate.
- **Customer Satisfaction** — rating is based on the quality of products and services, responsiveness, and interaction with customers and problem resolution.
- **Information Distribution** — rating is based the accuracy of the information provided by Contract Holder to Customers through sales agents, associated companies, website, handouts and etc.
- **Contract Adherence** — rating refers to the Contract Holder's ability to adhere to all contractual requirements including, but not limited to, following the correct quoting procedures and SEWP order fulfillment guidelines.
- **Delivery** — rating refers to the Contract Holder's ability to meet the expected delivery date as agreed upon by both the Contract Holder and ordering Agency during the quoting period of a SEWP request.

Ratings for all but Delivery are on a 3 month basis. Delivery is based on 6 months.

Group A

Manufacturer NAICS Code: 334111

ABBA Technologies
NNG15SC00B
505-889-3337
www.abbatech.com
Small Business

ABF Data Systems Inc. dba Direct Systems Support (DSS)
NNG15SD46B
858-547-8300 ext 5542
www.directsys.com/public-sector/federal/
Small Business

Alliance Technology
NNG15SC02B
443-561-0312
www.alliance-it.com/nasa-sewp-5
Small Business, WOSB

Better Direct
NNG15SD45B
480-921-3858 ext 650
www.betterdirect.com
HUBZone, SDVOSB, VOSB, Small Business

Carahsoft Technology
NNG15SC03B
844-850-SEWP
www.carahsoft.com/buy/sewp-contracts/sewp
Other Than Small

CDW-G
NNG15SC04B
703-621-8241
www.cdwg.com
Other Than Small

CounterTrade Products
NNG15SC05B
303-424-9710 ext 236
www.countertradeproducts.com
Small Business, WOSB

Dell
NNG15SC06B
512-651-4492
www.dell.com/federal
Other Than Small

DLT
NNG15SC07B
800.262.4DLT (4358)
www.dlt.com/government-it-contracts/sewp-v
Other Than Small

DRS
NNG15SC08B
321-622-1327
www.drs.com
Other Than Small

Dynamic Systems
NNG15SC09B
310-337-4400 x222
www.dynamicsystemsinc.com/sewp
Small Business, WOSB

Emergent
NNG15SC10B
757-226-7704
www.emergent360.com
Small Business

Force 3
NNG15SC11B
410-774-7238
www.force3.com/sewp-v
Other Than Small

General Dyanamics One Source (GDOS)
NNG15SC12B
703-995-5377
www.gdit.com
Other Than Small

Hewlett Packard Enterprise Company (HPE)
NNG15SC14B
404-648-0227
www.hpe.com
Other Than Small

HPI Federal
NNG15SD47B
505-415-7203
www.hp.com
Other Than Small

IBM
NNG15SC15B
720-395-1463
www.ibm.com/industries/federal/contracts/sewp
Other Than Small

ID Technologies
NNG15SD48B
703-554-1674
www.sewpv.com
Small Business

Affigent, LLC

Michelle Popiel
Program Manager
Phone: 571-521-5041
Email: michelle.popiel@affigent.com
Web: www.affigent.com/contracts/sewp-v

Taking the Complexity Out of IT

Affigent is a turnkey IT solutions provider dedicated to helping agencies modernize their IT infrastructure while simultaneously improving security and delivering mission-serving solutions faster and at a lower cost.

As a wholly owned subsidiary of Akima, an Alaska Native Corporation, Affigent offers customers the flexibility and agility of working with a small business, while also receiving support from a $1.4 billion global enterprise with decades of experience working with the federal government.

Affigent has more than 100 technology partnerships with leading vendors such as Dell Technologies, Hewlett Packard Enterprise, Hewlett Packard Inc, Oracle, Riverbed, and Splunk.

Learn more about Affigent and our SEWP V Contract at affigent.com/contracts/sewp-v. Or call us at 1.866.977.8524.

NNG15SC59B
Group C - Small Business Set-Aside

NNG15SC24B
Group D - Small Business

ImmixGroup/Immixtechnology
NNG15SC16B
703-639-1560 ext 1560
www.immixgroup.com/contractvehicles/federal/sewp-v
Other Than Small

J.C.Technology, Inc. dba Ace Computers
NNG15SCO1B
847-952-6933
www.acecomputers.com/sewpva
Small Business, WOSB

JUNOVenture
NNG15SD49B
410-382-2728
www.junoventure.com
Small Business

KOI Computers
NNG15SD50B
630-627-9638
www.koicomputers.com
EDWOSB, Small Business, WOSB

Merlin International, Inc dba Merlin Technical Solutions
NNG15SC17B
703-915-6898
www.merlin-intl.com
VOSB, Small Business

NCS (NCS Technologies)
NNG15SD51B
540-422-3280
www.ncst.com
Small Business

PCMG
NNG15SC18B
703-594-8122
www.insight.com/pcmgfederalcontracts
Other Than Small

PetroSys Solutions, Inc dba
NNG15SD52B
713-355-2202 ext 19
www.petrosys.com
Small Business, WOSB

PSI Technology
SEWP Solutions
NNG15SC19B
571-620-7405
www.sewpsolutions.com
Other Than Small

SHI International Corporation
NNG15SD53B
708-420-9856
www.shi.com
Other Than Small

Sterling Computers
NNG15SC20B
605-242-4060
www.sterlingcomputers.com
Small Business, WOSB

Transource
NNG15SD55B
800-486-3715 x139
www.transource.com
Small Business, WOSB

Unicom (Unicom Government)
NNG15SD56B
703-502-2753
www.unicomgov.com/sewpv
Small Business

Unisys
NNG15SC21B
703-439-5722
www.unisys.com/federal-contracts/nasa-sewp-v
Other Than Small

World Wide Technology (WWT)
NNG15SC22B
618-797-5765
www.wwt.com/nasa-sewp-5-contract
Other Than Small

Zivaro
NNG15SC13B
720-836-7406
www.zivaro.com
Small Business

Zones
NNG15SD57B
253-205-3653
www.zones.com
Other Than Small

ANACAPA Micro Products

Glenn Anderson
Program Manager
Phone: 805-339-0305 ext. 101
Email: anderson@anacapamicro.com
Web: www.anacapamicro.com

Secure Supply Chain Management

ANACAPA Micro Products Inc., a HUBZone-certified small business founded in 1991 and headquartered in Oxnard CA, integrates and supplies the best in IT Hardware, Software, Cloud computing, A/V & Support for our clients on SEWP.

For IT Service, we provide customers with hyperconverged infrastructure, storage, data management and protection infrastructure for direct purchase (CapEx) or as-a-Service (OpEx) and support the entire solution lifecycle.

Teaming with HP, amongst our other strategic partners, we have the OEM relationships and expertise to help you navigate your way to the best and most cost effective solutions.

ANACAPA's Secure Supply Chain risk management system leverages our best practices, processes, and tools to provide our SEWP V clients the SAFEST and most cost effective IT Hardware, Software and Cloud solutions available.

Our Quality certifications include: ISO 9001:2015; ISO 20243; AS9120 AS9100; AS5553; AS6081. All of these certifications work together to provide your products with the highest degree of security, traceability and on-time delivery.

Find us on Group B HUBZone and Group C small business.

Visit us at www.anacapamicro.com. Or call 805-339-0305 ext. 101.

NNG15SD08B
Group B - HUBZone

NNG15SD64B
Group C - Small Business

Group B

Manufacturer NAICS Code: 541519

Group B — HUBZone

4 Star Technologies
NNG15SD06B
757-965-9034
www.4star-tech.com
HUBZone, SDVOSB, VOSB, Small Business

Akira Technologies
NNG15SD07B
614-226-7937
www.akira-tech.com
HUBZone, Small Business

Anacapa Micro Products
NNG15SD08B
805-339-0305 ext 101
www.anacapamicro.com
HUBZone, Small. Business

BahFed
NNG15SD09B
503-208-8410 ext 108
www.bahfed.com/sewp
HUBZone, VOSB, Small Business

Better Direct
NNG15SD10B
480-921-3858 ext 650
www.betterdirect.com
HUBZone, SDVOSB, Small Business, VOSB

Blue Tech
NNG15SD00B
619-488-9229
www.bluetech.com/contract/sewp-v
WOSB, HUBZone, Small Business

FedBiz IT Solutions
NNG15SD01B
703-343-6123
www.fedbizit.com
WOSB, HUBZone, VOSB, EDWOSB, Small Business

GovSmart
NNG15SD11B
434-326-0565
www.govsmart.com
HUBZone, Small Business

MVS
NNG15SD12B
202-722-7981 ext 153
www.mvsconsulting.com
HUBZone, Small Business

NexTech Solutions
NNG15SD03B
904-458-7658
www.nextechsol.com/nasa-sewp-v
SDVOSB, Small Business, VOSB

OCG Telecom
NNG15SD13B
513-235-6925
www.ocgtelecom.com
HUBZone, Small Business

PCITec (Panamerica Computers, Inc.)
NNG15SD02B
540-635-4402 ext 304
www.pcitech.com/sewp
WOSB, HUBZone, Small Business

WestWind Computer Products, Inc.
NNG15SD04B
866-345-4720
www.westwindomputerproducts.com/contracts/sewp
HUBZone, WOSB, Small Business

Wildflower International
NNG15SD05B
505-466-9111 ext 138
www.wildflowerintl.com/sewp-v
WOSB, HUBZone, Small Business

Group B — SDVOSB

AATD
NNG15SD18B
703-626-1044
www.aatd-llc.com
SDVOSB, Small Business, VOSB

AlphaSix Corporation
NNG15SD28B
703-579-6479
www.alphasixcorp.com/nasa-sewp
SDVOSB, Small Business, VOSB

BahFed Corp

Sharon Vail
Program Manager
Phone: 503-208-8410 ext. 108
Email: sharon.vail@bahfed.com
Web: www.bahfed.com/sewp

Unmatched Customer Service

Founded in 2011 as a minority-owned and Certified Veteran-owned Small Business (VOSB) operating in a HUBZone, **BahFed Corp** provides IT products, services and support solutions – all backed by our unmatched customer service.

As a NASA SEWP V Contract-Holder and recently named participant of the Navy High Performance Computing Catalog, we continue to meet the growing demands of government agencies and organizations with our technical expertise — specializing in the areas of system design, layer 2/3 networking, storage, cybersecurity, high performance computing, machine learning, AI, tactical and airborne communications and SATCOM.

Our staff brings decades of experience within the Federal IT marketplace. We have supported several major deployments for the US military, NATO, Departments of State, Homeland Security, Health and Human Services, as well as NASA. These deployments have ranged from a network outfitting for the consulate in Erbil, Iraq to a block refresh of all hardware for a DOD first responder program — and have always executed with exemplary performance records.

Additionally, BahFed maintains well-established relationships with vendors, suppliers and manufacturers, including NVIDIA, Pure Storage, Forcepoint, Dell, HPE, Microsoft, Cisco, VMWare, Adobe, Symantec and more. These partnerships help us provide effective solutions for our SEWP customers at the best possible value.

Learn more at www.bahfed.com/sewp.

Group B - HUBZone, VOSB, Small Business

Alvarez
NNG15SD19B
303-482-0198
www.alvarezit.com/
SDVOSB, Small Business, VOSB

Architecture Solutions, LLC
NNG15SD42B
412-657-2219
www.architecturellc.com
SDVOSB, Small Business, VOSB

Cynergy Professional Systems
NNG15SD20B
800-776-7978 ext. 232
www.cynergy.pro/sewp
WOSB, HUBZone, SDVOSB, EDWOSB, Small Business

Epoch Concepts
NNG15SD30B
505-363-9399
www.epochconcepts.com
SDVOSB, Small Business, VOSB

FedStore Corporation
NNG15SD21B
571-446-3620
www.fedstore.com/contracts/sewp
SDVOSB, Small Business, VOSB

Four Points Technology
NNG15SD22B
571-353-7229
www.4points.com/contract-vehicles/sewp-v
SDVOSB, Small Business, VOSB

GAI (Government Acquisitions)
NNG15SD23B
513-864-3896
www.gov-acq.com/contracts-3/nasa-sewp-v-contract
SDVOSB, Small Business, VOSB

i3 Federal
NNG15SD31B
703-825-1043
www.i3federal.com
SDVOSB, Small Business, VOSB

Intelligent Waves
NNG15SD32B
703-766-7999 ext 141
www.intelligentwaves.com/sewp-v
Other Than Small

Kpaul Properties LLC
NNG15SD33B
317-243-1750 ext 1007
www.kpaul.com
SDVOSB, Small Business, VOSB

Lancer Information Solutions
NNG15SD29B
703-683-4033
www.lancerinfo.com/
SDVOSB, HUBZone, Small Business, VOSB

METGreen Solutions, Inc.
NNG15SD37B
402-318-5657
www.metgreensolutions.com/sewp-v
SDVOSB, VOSB, Small Business

Minburn Technology Group, LLC
NNG15SD34B
571-699-0705 x103
www.minburntech.com/sewp-5
SDVOSB, Small Business, VOSB

NAMTEK Corporation
NNG15SD36B
603-488-6608
www.namtek.com/
SDVOSB, Small Business, VOSB

RedHawk IT Solutions
NNG15SD38B
703-615-1213
www.redhawkit.com
VOSB, SDVOSB, Small Business

Regan Technologies
NNG15SD39B
703-459-6777¬†
www.regantech.com/sewp-v
VOSB, SDVOSB, Small Business

TechAnax LLC
NNG15SD24B
703-582-3932
www.techanax.com/nasa-sewp-v
VOSB, SDVOSB, Small Business

Three Wire Systems
NNG15SD25B
703-239-3768
www.threewiresys.com
VOSB, SDVOSB, Small Business

Carahsoft Technology Corporation

Colby Bender,
SEWP V Program Manager
Phone: 703-889-9878
Email: Colby.Bender@carahsoft.com
Web: www.Carahsoft.com/SEWP

Choose a Trusted IT Solutions Provider Focused on Government

Finding the right supplier is the key to ensuring that buyers get the products or services they need within budget. When searching for the right technology to support your mission, choose a company that's focused on serving the government, has deep expertise in the solutions it sells, and has dedicated sales, contracts and order management teams to ensure a fast, flawless procurement process.

Buyers should also utilize the portfolio of tools that NASA SEWP V offers, including the assurance of competition and the validation of item pricing for greater peace of mind.

Our team at **Carahsoft** is dedicated to gathering a portfolio of thousands of proven, leading-edge solutions to support agencies' evolving mission needs and technology goals. The mission areas supported include (but are not limited to) FedRAMP, cybersecurity, AI, MultiCloud, open source, DevSecOps, citizen experience, mobility and telework.

In addition to our community of technology manufacturers, Carahsoft is proud to work with our ecosystem of reseller partners and systems integrators to provide customized solutions to meet specific requirements. Count on Carahsoft® and our partners for your NASA SEWP V procurement needs.

Learn more at www.Carahsoft.com/SEWP.

NNG15SC27B
Group D - Other Than Small

ThunderCat Technology
NNG15SD26B
703-674-0221
www.thundercattech.com/contract-vehicles/sewp
VOSB, SDVOSB, Small Business

V3Gate LLC
NNG15SD27B
719-282-5313¬†
www.v3gate.com
VOSB, SDVOSB, Small Business

VetInfoTech
NNG15SD41B
270-735-7896
www.vetinfotech.com
VOSB, SDVOSB, Small Business

Veteran Technology Partners, LLC
NNG15SD43B
800-460-7935
www.thevtp.com/nasa-sewp-v-contract
VOSB, SDVOSB, Small Business

Group C

Manufacturer NAICS Code: 541519

AT Networks (A&T Marketing, Inc.)
NNG15SD58B
410-312-9900 ext 301
www.atnetworks.com
WOSB, EDWOSB, Small Business

ABBA Technologies
NNG15SD59B
505-889-3337
www.abbatech.com
Small Business

ABM Federal Sales
NNG15SC56B
636-229-8132
www.abmfederal.com/contracts/#nasa-sewp-v
Small Business

Accelera Solutions
NNG15SC57B
703-637-7428
www.accelerasolutions.com/contracts/nasa-sewp-v
Small Business

ACE Technology Partners
NNG15SC58B
847-952-6917
www.acetechpartners.com/nasa-sewp-v-ace-technology-partners
WOSB

Advanced Computer Concepts (ACC)
NNG15SD60B
571-395-4174
www.acc.net/contracts/sewp
WOSB, Small Business

Affigent, LLC
NNG15SC59B
571-521-5041
www.affigent.com/contracts/sewp-v
Small Business

Akira Technologies, Inc.
NNG15SD61B
614-226-7937
www.akira-tech.com
HUBZone, Small Business

Alliance Technology Group, LLC
NNG15SD62B
443-561-0513
www.alliance-it.com/nasa-sewp-v
WOSB, Small Business

AlphaSix Corporation
NNG15SD63B
703-579-6479
www.alphasixcorp.com/nasa-sewp
SDVOSB, VOSB, Small Business

GovConnection, DBA Connection Public Sector Solutions

Ray McIlwain
Program Manager
Email: Raymond.McIlwain@connection.com
Phone #1: 1.301.610.0760
Phone #2: 1.800.800.0019 x78276
Web: www.connection.com/sewp

Providing for the Entire IT Lifecycle

Connection® Public Sector Solutions is a global solutions provider for the entire IT lifecycle dedicated to fulfilling the specialized needs of the federal government.

With more than 35 years of connecting Federal Agencies to IT products and services, Connection® Public Sector Solutions can help you build complete solutions on time and on budget. Our team of Account Managers boasts one of the longest average tenures in the industry, and our relationships with over 1,600 vendor partners allow us to offer best-in-class products and services.

By using Connection® Public Sector Solutions to order through SEWP V, you work with a strategic partner to access a wide range of advanced technology, including digital displays, desktops, and servers; IT peripherals; network equipment; storage systems; security tools; software products; cloud-based services; video conferencing systems; and more.

Plus, you can easily purchase related services, such as installation, training, and maintenance. With more than 300,000 products, a nationwide network of service partners, and teams of certified technical experts, we'll design, build, and support your end-to-end IT systems.

Learn more at www.connection.com/sewp.

NNG15SC36B
Group D - Other Than Small

Alvarez LLC
NNG15SC60B
303-482-0198
www.alvarezit.com/
SDVOSB, VOSB, Small Business

American Wordata, Inc. (AWData)
NNG15SC62B
602-938-5363 ext 110
www.awdata.com/nasa-sewp-v
WOSB, EDWOSB, Small Business

Anacapa Micro Products, Inc.
NNG15SD64B
805-339-0305 ext 101
www.anacapamicro.com
HUBZone, Small Business

Architechture Solutions, LLC
NNG15SD94B
412-657-2219
www.architechturellc.com
SDVOSB, VOSB, Small Business

August Schell Enterprises, Inc.
NNG15SD80B
301-838-9470 extv128
http://www.augustschell.com/nasa-sewp-contract
Small Business

Aurora Systems Consulting, Inc.
NNG15SD79B
424-203-7306
www.aurorait.com/nasa-sewp
Small Business

Avertium Tennessee Inc.
NNG15SD90B
865-244-3523
www.avertium.com
Small Business

Better Direct, LLC
NNG15SD65B
480-921-3858 ext 650
www.betterdirect.com
HUBZone, VOSB, SDVOSB, Small Business

Blue Tech, Inc.
NNG15SC63B
619-488-9229
www.bluetech.com/contract/sewp-v
WOSB, HUBZone, Small Business

Carolina Advanced Digital, Inc. (CAD)
NNG15SD67B
919-460-1313 ext 308
www.cadinc.com/contracts/federal-nasa-sewp-v
HUBZone, VOSB, SDVOSB, Small Business

Cartridge Technologies Inc. (CTI)
NNG15SD68B
301-417-7202 ext 32
www.ctimd.com/
WOSB, Small Business

CMA Technology, Inc. (CMA)
NNG15SD71B
703-917-7726
www.cmai.com
Small Business

Coast to Coast Computer Products, Inc.
NNG15SD70B
805-244-9500 ext 378
www.coastcoast.com/government
Other Than Small

Colossal Contracting LLC (Colossal)
NNG15SD72B
703-659-7335
www.colossal-llc.com/contracts/sewp-v-c-small-business
SDVOSB, VOSB, Small Business

Copper River Information Technology, LLC
NNG15SC64B
703-234-3093
www.copperriverit.com/sewp-v
Small Business

CounterTrade Products, Inc.
NNG15SC65B
303-424-9710 ext 236
www.countertradeproducts.com
WOSB, Small Business

CSP Enterprises, LLC
NNG15SC66B
540-660-2131
www.cspenterprises.com
EDWOSB, WOSB, Small Business

Cynergy Professional Systems, LLC
NNG15SC67B
800-776-7978 ext 232
www.cynergy.pro/sewp
WOSB, HUBZone, SDVOSB, EDWOSB, VOSB, Small Business

Cynergy Professional Systems, LLC

Charlotte Borg
Program Manager
Phone: (800) 776-7978 Ext. 232
Email: charlotte.borg@cynergy.pro
Web: www.cynergy.pro

Specializing in Seamless IT Integration

Cynergy Professional Systems, LLC (Cynergy) is a Value-Added Reseller offering a full range of communication and information technology products and services spanning all elements of the information technology and communications landscape.

This includes the design, engineering, planning, project management, system integration, and quality assurance for information technology and communications systems.

We build and deploy systems within both the Continental United States (CONUS) and internationally Outside the Continental United States (OCONUS). In the communications sector, we specialize in seamlessly integrating mission-critical voice, wireless, microwave, land mobile radio systems, fiber, and next-generation Long Term Evolution (LTE) technologies. Our Federal I.T. practice focuses on core technologies in Communication, Storage, Advanced Computing, Virtualization, Systems Modernization, Managed Print Services, Medical I.T. Solutions, Security, and Networking products.

Cynergy is an SBA Certified 8(a) Small Disadvantaged Business, HUBZone, Economically Disadvantaged Woman Owned Small Business (EDWOSB), and Service Disabled Veteran Owned Small Business (SDVOSB).

Founded in 2009, the California based company has built its business reputation on providing excellent customer service and proven post-sale implementation practices. Cynergy holds specific Ordering Agreements with government agencies, as well as NASA SEWP V contracts in Group B & C.

Learn more at www.cynergy.pro or email charlotte.borg@cynergy.pro.

Groups B & C - 8(a) Small Disadvantaged Business, HUBZone, EDWOSB, SDVOSB

DH Technologies, LLC
NNG15SC70B
571-257-0865
www.dhtech.com/nasa-sewp-v-gwac
HUBZone, Small Business

DISYS Solutions, Inc. (DSI)
NNG15SD73B
571-831-3349
www.dsitech.com/contracts/federal/nasa-sewpv
Small Business

Dynamic Systems, Inc.
NNG15SC69B
310-337-4400 ext 222
www.dynamicsystemsinc.com/sewp
WOSB, Small Business

Enterprise Technology Solutions, Inc. (ETSI)
NNG15SD76B
510-459-7911
www.enterprisesol.com/sewp
EDWOSB, WOSB, Small Business

FCN Technology Solutions (FCN)
NNG15SC71B
803-366-4033
www.fcnit.com/contract-nasa-sewp-v
WOSB, Small Business

Federal Resources Corporation
NNG15SC61B
814-636-8019
www.fedresources.com/sewpv
HubZone, Small Business

Federal Tech Solutions, Inc. (FTSI)
NNG15SD77B
951-808-9660 ext 100
federalsales.com/
Small Business

FedStore Corporation
NNG15SC72B
571-446-3620
www.fedstore.com/contracts/sewp
VOSB, SDVOSB, Small Business

Four, LLC
NNG15SC73B
757-343-4795
www.fourinc.com/contract-vehicles/sewp
WOSB, Small Busines

Four Points Technology, LLC
NNG15SC74B
571-353-7229
www.4points.com/contract-vehicles/sewp-v
SDVOSB, VOSB, Small Business

G.C. Micro Corporation (GC Micro)
NNG15SC75B
707-789-0600
www.gcmicro.com/government
WOSB, Small Business

GMC Tek, LLC
NNG15SC76B
703-856-3310
www.gmctek.com/sewp
HUBZone, WOSB, Small Business

Government Acquisitions, Inc. (GAI)
NNG15SC78B
513-864-3896
www.gov-acq.com/contracts-3/nasa-sewp-v-contract
VOSB, SDVOSB, Small Business

GovPlace, Inc.
NNG15SC77B
571-409-1363
www.govplace.com/sewp-v
Small Business

HMS Technologies, Inc.
NNG15SD78B
304-378-2230
www.hmstech.com/
SDVOSB, VOSB, Small Business

iGov Technologies, Inc.
NNG15SD81B
703-749-0881
www.igov.com
Small Business

Immersion CyKor, LLC (CyKor)
NNG15SD66B
443-867-8555
http://www.cykor.com/sewp5contract
SDVOSB, VOSB, Small Business

Lyme Computer Systems, Inc.

Dave Caffry
Program Manager
Phone: 603-676-3604
Email: dave@lyme.com
Web: www.lyme.com

On Time and On Budget

Lyme Computer Systems is an ISO 9001:2015 certified, employee-owned IT solutions provider serving federal government customers and prime contractors since 1983.

We are a principles-based organization that believes in treating our customers, vendors, and employees with the utmost integrity and respect. Lyme has established strong, long-term customer relationships as the trusted source for IT.

Lyme partners with industry-leading providers to present our customers with the most efficient and cost-effective technology solutions available including:

- Hardware: Client/server/storage products and a wide range of peripherals from the industry's top technology manufacturers.
- Software Solutions: Enterprise software licensing and support, software asset management, and application development and migration.
- Support and Deployment Services: Support and extended warranty services, enterprise installation, and configuration services.
- Infrastructure, Cloud, and Security Services: Infrastructure and security managed services, cloud computing, infrastructure consulting, and security consulting and threat intelligence.

Lyme has put in place a dedicated SEWP V account team to support our customers in all phases of the IT procurement process. From initial solution engineering to final delivery, the Lyme team is available to ensure fast and accurate responses to Federal Agency requirements, allowing our customers to complete their missions on time and on budget.

Learn more at www.lyme.com.

NNG15SC80B
Group C – Small Business

Integration Technologies Group, Inc (ITG)
NNG15SC79B
703-485-0764
https://sewpvcontract.com
Small Business

Lyme Computer Systems, Inc.
NNG15SC80B
603-676-3604
www.lyme.com/custom-page-1/contracts/nasa-sewp
HUBZone, Small Business

M2 Technology, Inc.
NNG15SC81B
210-566-3773
www.m2ti.com/sewp
VOSB, Small Business

Marshall Communications, Corp.
NNG15SD82B
843-344-6581
www.marshallcomm.com/sewp
Small Business

MCP Computer Products Inc. dba Millennium Computer Products
NNG15SD83B
800-255-8607
www.mcpgov.com
WOSB, EDWOSB, Small Business

Mercom, Inc.
NNG15SD84B
843-685-0276
www.mercomcorp.com/contracts/sewp-v
WOSB, EDWOSB, HUBZone, Small Business

METGreen Solutions Inc (METGreen)
NNG15SD37B
402-640-7245
http://www.metgreensolutions.com/sewp-v
SDVOSB, VOSB, Small Business

NCS Technologies, Inc. (NCS)
NNG15SD85B
540-422-3280
www.ncst.com/contracts/solutions-enterprise-wide-procurement-sewp-v
Small Business

New Tech Solutions, Inc.
NNG15SC82B
510-353-4070 ext 307
www.ntsca.com
Small Business

Norseman Defense Technologies (Norseman)
NNG15SC83B
410-579-8600 ext 310
www.norseman.com/sewpv
Small Business

Optivor Technologies, LLC
NNG15SC84B
215-498-8621
www.optivor.com/contracts/sewp-v
WOSB, Small Business

Paragon Micro, Inc.
NNG15SD91B
703-268-2661
www.paragonmicro.com/sewp
Small Business

PetroSys Solutions Inc. dba PSI Technology
NNG15SD86B
713-355-2202 ext 19
www.petrosys.com
WOSB, Small Business

Red River Technology, LLC (Red River)
NNG15SC85B
603-442-5546
www.redriver.com/contracts/nasa-sewp-v
Other Than Small

RedHawk IT Solutions, LLC (RedHawk IT)
NNG15SD88B
703-615-1213
www.redhawkit.com
VOSB, SDVOSB, Small Business

Seeds of Genius Corporation
NNG15SC86B
410-370-9285
www.seedsofgenius.com/
WOSB, Small Business

Software Information Resource Corp. (SIRC)
NNG15SD74B
202-536-2800 ext 112
www.sirc.net/sewp
HUBZone, WOSB, Small Business

Sterling Computers Corporation
NNG15SC89B
877-242-4074
www.sterlingcomputers.com
Other Than Small

Presdio Federal

Lee Tanner
VP Sales
Betsy Johnson
Program Director
Phone: 301-623-1884
Email: bjohnson@presidiofederal.com
Web: www.presidiofederal.com

Your Complete IT Solutions and Services Partner

Presidio Federal is a leading IT solutions provider assisting clients in harnessing technology innovation and simplifying IT complexity. We combine technical and federal procurement expertise to enable our clients to capture economic value from the digital transformation of their businesses by developing, implementing and managing world class, cloud ready, secure and agile IT Infrastructure solutions.

Presidio Federal is a market leading integrator that has been providing advanced technology solutions on NASA SEWP for over ten years. Our broad portfolio of leading OEMs paired with our extensive service offerings will enable your organizations to accelerate technology adoption, reduce operational costs, focus on strategic priorities and increase productivity and service quality.

Presidio Federal has an extensive portfolio of IT solutions that have proven instrumental in achieving the business needs of the federal government. For example, our secure mobility solutions directly enable the government workforce to collaborate securely in order to educate, protect, and serve — from any location.

Presidio Federal partners with industry leaders to develop and support the answers to our clients' IT challenges. We've earned the highest certifications from all of our strategic partners in the areas of data center, collaboration, cloud, security, and core networks.

For more information call 301-623- 1884 or visit www.presidiofederal.com.

NNG15SC45B
Group D — Other Than Small

Storsoft Technology Corp.
NNG15SD89B
601-869-0896
www.storsoftcorp.com/nasa-sewp-v
HUBZone, Small Business

Strategic Communications, LLC
NNG15SC90B
502-813-8019
www.yourstrategic.com/nasa-sewp-v
WOSB, Small Business

Swish Data Corporation
NNG15SC91B
201-657-2725
www.swishdata.com/
HUBZone, SDVOSB, VOSB, Small Business

Sysorex Government Services, Inc (Sysorex)
NNG15SD91B
703-955-4634 ext 3023
www.sysorexinc.com/nasa-sewp-v
Small Business

Technology Solutions Provider, Inc (TSPi)
NNG15SD92B
703-884-3304
http://tspi.net/
Small Business

ThunderCat Technology, LLC
NNG15SC92B
703-674-0221
www.thundercattech.com/contract-vehicles/sewp
SDVOSB, VOSB, Small Business

Transource Computers
NNG15SD93B
800-486-3715 ext 39
www.transource.com/sewp_info/sewp
WOSB, Small Business

Tribalco, LLC
NNG15SC93B
703-851-8843¬†
www.tribalco.com/sewp
Small Business

Unistar-Sparco Computers, Inc.
NNG15SC87B
800-840-8400 ext 833
www.sparco.com/federal-government-it-solutions/nasa-sewp-v
Small Business

VAE, Inc.
NNG15SC94B
703-942-6727
www.vaeit.com
WOSB, Small Business

Veteran Technology Partners, LLC (Veteran Technology)
NNG15SD69B
800-460-7935
www.thevtp.com/nasa-sewp-v-contract
SDVOSB, VOSB, Small Business

Victory Global Solutions, Inc. (Victory Global)
NNG15SC95B
410-884-9310
www.victorygs.com/company
WOSB, EDWOSB, Small Business

Walker and Associates, Inc.
NNG15SC96B
336-731-5263
www,walkerfirst.com
Other Than Small

Wildflower International, Ltd.
NNG15SC97B
505-466-9111 ext 138
www.wildflowerintl.com/sewp-v
WOSB, HUBZone, Small Business

Red River Technology

Jo Purdy
Program Manager
Phone: 603-442-5546
Email: jo.purdy@redriver.com
Web: www.redriver.com/contracts/sewp

Technical Expertise, Proven Approach

Red River's seasoned SEWP management team helps maximizes value for customers with more than one million innovative solutions and best-in-class services to meet technology needs.

With an emphasis on customer services, Red River is ISO 9001 certified and our technology experts hold the highest technical certifications, credentials and partnership levels with key OEMs, including Cisco Systems, Dell EMC, HP, NetApp and more.

"Red River's proven past performance, superior Program Management and Sales personnel distinguishes us as a premiere partner for SEWP V users," said Alan Dumas, Red River CEO. "With our industry-leading technical expertise, strategic partnerships and exceptional customer service, we empower SEWP agencies to maximize the value of their technology investments."

Red River brings together the ideal combination of talent, partners and products to disrupt the status quo in technology and drive success for business and government in ways previously unattainable. Red River serves organizations well beyond traditional technology integration, bringing 25 years of experience and mission-critical expertise in analytics, cloud, collaboration, mobility, networking and security solutions.

Learn more at: www.redriver.com/contracts/nasa-sewp-v.

NNG15SC85B
Group C – Small Business

NNG15SC46B
Group D – Small Business

Group D

Manufacturer NAICS Code: 541519

AccessAgility, LLC
NNG15SC23B
703-870-3949 ext 140
accessagility.com/sewp
Small Business

Advanced Computer Concepts (ACC)
NNG15SE01B
571-395-4174
www.acc.net/contracts/sewp
WOSB, Small Business

Affigent, LLC
NNG15SC24B
571-521-5041
www.affigent.com/contracts/sewp-v
Small Business

All Points Logistics, LLC
NNG15SC25B
202-525-0450
www.allpointsllc.com/vehicles/0/sewpv
Small Business

AT&T Corporation
NNG15SE02B
571-354-4025
www.corp.att.com/gov/
Other Than Small

Blue Tech, Inc.
NNG15SE16B
619-488-9229
www.bluetech.com/contract/sewp-v
WOSB, HUBZone, Small Business

Carahsoft Technology Corporation
NNG15SC27B
703-889-9878
www.carahsoft.com/buy/sewp-contracts/sewp
Other Than Small

CDW-G (CDW Government, LLC)
NNG15SC28B
703-621-8226
www.cdwg.com
Other Than Small

Copper River Information Technology, LLC
NNG15SC29B
703-234-3093
www.copperriverit.com/sewp-v
Small Business

CounterTrade Products, Inc.
NNG15SC30B
303-424-9710 ext 236
www.countertradeproducts.com
WOSB, Small Business

DISYS Solutions, Inc. (DSI)
NNG15SE04B
571-831-3349
www.dsitech.com/contracts/federal/nasa-sewpv
Small Business

DLT Solutions, LLC
NNG15SC98B
412-605-7247
www.dlt.com/government-it-contracts/sewp-v
Other Than Small

DRS Network & Imaging Systems, LLC (DRS)
NNG15SE05B
321-622-1327
www.leonardsodrs.com/about-us/contract-vehicles/gwac-idiq/sewp-v
Other Than Small

Emergent, LLC
NNG15SC33B
757-226-7704 ext 4114
www.emergent360.com
Other Than Small

Force 3, LLC
NNG15SC34B
410-774-7238
www.force3.com/sewp-v
Other Than Small

GDOS (General Dynamics One Source, LLC)
NNG15SC35B
703-995-5377
www.gdit.com/about-gdit/contract-vehicles/govrernmentwide-contracts/sewp-v
Other Than Small

Regan Technologies

Payal Anand
Program Manager
Phone: 202-869-0120,
703-459-6777
Email: payal.anand@regantech.com
Web: www.regantech.com

Experience & Expertise

Customers of **Regan Technologies** Corporation can count on our 25-year track record delivering excellence.

We have streamlined the quote-to-order process and have demonstrated the capability to handle projects of any size. We have also simplified the entire enterprise agreement management process with a suite of tools that help various agencies streamline their acquisition of licenses using a variety of cost optimization models.

Regan Technologies also has partnerships with leading global government cloud providers. We manage some of the government's largest cloud contracts.

We have attained an ISO/IEC 20243-1:2018 (O-TTPS) certification. It is a set of guidelines, requirements, and recommendations for supply chains that address specific threats to the integrity of hardware and software COTS ICT products throughout the product life cycle. The certification gives our customers the confidence that what we provide is free of maliciously tainted and counterfeit products.

Regan Technologies Corporation's goal is to create a long term partnership with our Federal clients and partners to combine our experience and expertise and use that combined knowledge to prioritize investments into the most efficient and strategic initiatives. We lever our expertise in the areas of:

- Datacenter optimization
- Consolidation
- EaaS (Everything as a Service)
- Cloud Computing
- Enterprise Agreement & Licensing
- High performance computing
- Scalable storage environments
- Professional services.

Learn more at:
www.regantech.com

NNG15SD39B - VOSB, SDVOSB,
Group B – Small Business

GovConnection Public Sector Solutions (GovConnection, Inc.)
NNG15SC36B
301-610-0760
www.govconnection.com/sewpcontract
Other Than Small

GovPlace, Inc.
NNG15SC37B
571-409-1363
www.govplace.com/sewp-v
Small Business

Hyperion, Inc.
NNG15SE07B
703-848-8850 ext 3033
www.hyperioninc.com/sewp-v-d

ID Technologies, LLC
NNG15SE08B
703-554-1674
www.sewpv.com
Other Than Small

Immixtechnology, Inc. (ImmixGroup)
NNG15SC39B
703-677-9782
www.immixgroup.com/contract-vehicles/federal/sewp-v
Other Than Small

Insight Public Sector, Inc. (Insight)
NNG15SC40B
703-594-8122
www.ips.insight.com/sewp
Other Than Small

Iron Bow Technologies, LLC
NNG15SC41B
703-674-5283
www.ironbow.com
Other Than Small

JUNOVenture, LLC
NNG15SE09B
410-382-2728
www.junoventure.com
Other Than Small

MicroTech (MicroTechnologies, LLC)
NNG15SC42B
603-727-4724¬†
www.microtech.net
SDVOSB, VOSB, Small Business

NAMTEK Corp.
NNG15SE10B
603-488-6608
www.namtek.com/
SDVOSB, VOSB, Small Business

NTG (Northern Technologies Group, Inc.)
NNG15SC43B
813-387-4432
www.ntgit.com/
WOSB, EDWOSB, Small Business

TIG – PC Specialists, Inc dba Technology Integration Group (TIG)
NNG15SE13B
562-279-0950 ext 4925
www.tig.com/markets/federalgovernment/nasasewpv
Other Than Small

PCMG, Inc.
NNG15SC44B
703-594-8175
www.insight.com/pcmgfederalcontracts
Other Than Small

Presidio (Presdio Networked Solutions LLC)
NNG15SC45B
301-623-1884
www.presidio.com
Other Than Small

Red River Managed Services LLC (Red River Managed Service)
NNG15SC31B
571-353-7468
www.cwps.com
Other Than Small

Red River Technology LLC (Red River)
NNG15SC46B
603-442-5546
www.redriver.com/contracts/nasa-sewp-v
Other Than Small

Westwind Computer Products, Inc.

Christina Lewis
Program Manager
Phone: 240-425-7959

Lupé Montoya
Deputy Program Manager
Phone: 505-366-9450
Email: sewp-sales@wwcpinc.com
Web: https://www.westwindcomputerproducts.com

Mission Driven. Customer Centered. Solution Focused.

For more than 20 years, we have answered the Federal Government's call regarding their IT needs.

Westwind helps you meet your small business requirements. Our certifications include:

- Minority-Owned
- Woman-Owned
- HUBZone

Additional Qualifications:

- Q-level clearance for work within the DOE
- FOCI cleared
- ISO 20243 and ISO 9001:2015 certified

Contact Westwind to help with your secure supply chain management, integration, deployment and maintenance, datacenter, audiovisual, cloud computing and communications needs.

Some of our SEWP V partners: HPE, HPI, Cisco, LG. We also have strategic relationships with many other vendors.

With our consultative approach, we'll help you solve mission critical challenges, cut costs, and increase productivity.

What IT challenge can Westwind help you solve?

Call us at (240) 425-7959 or email christina@wwcpinc.com.

Group B - MOSB, WOSB, HUBZone

SHI International Corporation
NNG15SE11B
708-420-9856
www.shi.com/customerservices/shimarketing
Other Than Small

SMS Data Products Group, Inc. (SMS)
NNG15SC47B
703-288-8132
www.sms.com/contract2/nasa-sewp-v
Other Than Small

Sterling Computers Corporation
NNG15SC49B
605-242-4060
www.sterlingcomputers.com
WOSB, EDWOSB, Small Business

Strategic Communications, LLC
NNG15SC50B
502-813-8019
www.yourstrategic.com/nasa-sewp-v
WOSB, Small Business

Technica Corporation
NNG15SE12B
703-662-2045
www.technicacorp.com/contract-vehicles/nasa-sewp-v-gwac
Other Than Small

Trace Systems, Inc.
NNG15SC48B
703-414-3500 ext 9724
http://www.tracesystems.com/
Other Than Small

Tribalco, LLC
NNG15SC51B
703-851-8843
www.tribalco.com/sewp
Small Business

Unicom Government Inc. (Unicom)
NNG15SE14B
703-502-2753
www.unicomgov.com/sewpv
Other Than Small

Unisys Corporation
NNG15SC52B
703-439-5722
www.unisys.com/federal-contracts/nasa-sewp-v
Other Than Small

VT Milcom, Inc.
NNG15SC53B
571-376-4089
www.vtgdefense.com
Other Than Small

Walker and Associates, Inc.
NNG15SC54B
336-731-5263
www.walkerfirst.com
Other Than Small

World Wide Technology, LLC (WWT)
NNG15SC55B
618-797-5765
www.wwt.com/nasa-sewp-v-contract
Other Than Small

Zivaro, Inc.
NNG15SC38B
720-836-7406
www.zivaro.com
Other Than Small

Wildflower International, Ltd.

Laura Whitlock
Program Manager
Phone: 206-790-4135
Email: sewpsales@wildflowerintl.com
Web: www.wildflowerintl.com/

Committed To Cutting Edge Technology

Founded in 1991, **Wildflower** has decades of experience and past performance supporting the U.S. Federal Government and its National Laboratories. We've spent these 30 years staying ahead of technology advancement, supporting our customers in science, security, and the military to help them keep apace.

On SEWP V, Wildflower provides solutions from Dell, Canon, Juniper, HPE, and other top-tier manufacturers. Our partnerships create successful outcomes for our government customers in the datacenter, the cloud, and even in the sky with unmanned aerial data collection and analysis.

Wildflower's program and supply chain methodologies are a commitment to delivering the highest quality products, service, and support for customers in government environments. The company is a small, minority, woman-owned, HUBZone business, with ISO 9001:2015 certification.

Wildflower is FOCI cleared, with many years of experience working in secure and classified Agencies. Wildflower currently maintains a Q-level clearance for work within the Department of Energy.

To learn more call 505-365-2475 or email sewpsales@wildflowerintl.com.

NNG15SD05B
Group B - WOSB, HUBZone, Small Business

NNG15SC97B
Group C - WOSB, HUBZone, Small Business

SEWP – A Government Success Story

The SEWP focus on the customer, investing in innovations and putting money back into the program are at the heart of its success.

For more than 25 years SEWP has been the "Gold Standard" for government-wide ICT contracts. During that time, innovation and a willingness to try new approaches have led to sustained growth in both products and services offered, SEWP staff and contract revenue.

Today, the more than 100 dedicated staffers have the same mission as always – to provide government ICT customers with the best products, services and customer service possible.

Ken Brown, Industry Relations Manager, has been with SEWP since 2015. In 2014, the last full year before SEWP V, revenue was $2.5 billion, Mr. Brown noted.

"With the advent of SEWP V in 2015, SEWP expanded its offerings, with a lot more emphasis on services, new acquisition tools such as tailored reports for CIOs and Agency Catalogs that are now SOP for SEWP. But in 2015, these were new and innovative ways of buying and helping the customer fulfill their ICT requirements.

Ken Brown

We raised our presence in higher circles of the organization through our FASST program. The goal was to talk to CIOs, CTOs and CFOs to educate them how SEWP was not just a hardware/software products contract, but a solutions contract for hardware, software and services (product related). And you could do things with SEWP V services that you could not have done under SEWP IV.

This effort got traction and as SEWP delivered on its promises, the ease of the systems was apparent, the follow through was obvious, the customer support was exemplary; and what happened was the government began to use us more and more as they became more comfortable and confident.

The result: Contract Officers would tell their colleagues: 'you got a problem, go to SEWP.'"

Promises Made, Promises Kept

And revenue went from $2.5 billion in 2014 to more than $9 billion in 2020 — with the largest growth occurring during the pandemic.

So, in the most difficult times, why would SEWP grow?

Mr. Brown explained: "Contract Officers over the past several years learned that we did what we said we could do; and did it on time and under budget, so they have a comfort level with us.

Furthermore, SEWP has made this huge investment in acquisition tools that make the acquisition process very fast and very easy; and if you have Contract Officers all over the country working out of their homes, having the access to those tools made their jobs much easier.

Then we put in a whole bunch of collaboration tools that made it very easy for the executives at the various Agencies to make decisions very quickly and they could go in and the see the status of every individual acquisition. For example, how many quotes, what is the status and where is it in the delivery cycle.

All of these tools were made available at their fingertips and CIOs started getting real time dashboards which showed them what they were doing. So we have a program that has done what it said it could do; provided customer service and speed. These capabilities, during the pandemic, made SEWP the go to contract for the Federal government.

SEWP is an amazing success story of a government agency doing it the right way, focusing on the customer and investing in innovations and putting money back into the program to make it even better."