



Each year more than 60 Federal Agencies use SEWP. Listed below are some of the reasons we've been told customers prefer the SEWP contracts.



1 Speed - Everything is handled in one business day. Products are added, orders processed, inquiries responded to - all within one business day.

2 New Product Availability - Products are added daily based on user requirements. SEWP is a dynamic catalog where the product availability is based on requests; not requests based on the availability.

3 Customer Service - SEWP was recently branded the Gold Standard for Customer Service in Washington Technology and noted as "King of the Contracts" by Meritalk. A full customer service staff is available to assist users every step of the way. Contact help@sewp.nasa.gov or (301)286-1478 for further details.

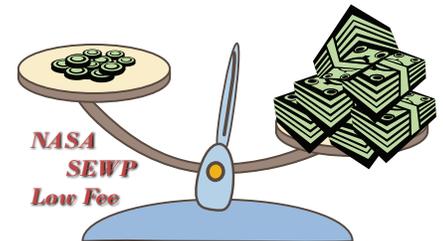
4 Tracking and Communication - SEWP tracks all orders through delivery and provides continuous feedback and reporting to buyers and Contract Holders.

5 Assistance - If there is a problem, SEWP works with Contract Holders and customers to resolve any issues.

6 Low Price - Product prices, in general, tend to be lower on SEWP due to contractual set-up, oversight and intense internal competition.

7 Small Business (21 Contract Holders) and the availability of Service Disabled Veteran Owned Businesses (SDVOSB)

8 Outstanding On-line Tool Set - especially a robust Request for Quotes (RFQ) tool for asking Contract Holders for Quotes as well as addition of new products to the contracts.



9 Outstanding Tools for Contract Holders - While customers do not see this directly, the tools assist in reporting, tracking and communication.

10 Government Oversight of the Entire Process - SEWP has oversight regarding everything that occurs on these contracts.

11 Free On-site Training (plus a free on-line training video) Email events@sewp.nasa.gov for further information

12 (and this is truly at the bottom) - Low fee plus cap (In FY2010, the actual fee percentage charged was 0.39% overall due to the \$10,000 per order cap.)

