FAIRWINDS
TECHNOLOGIES

SEWP V ORDERING GUIDE

ContractNumber: NNG15SD82B
CAGE Code: 7NJG1
DUNS: 080308420
TIN: 81-2990204
Group C – Women-Owned Small Business

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Contact Information

Government Points of Contact
SEWP Orders via E-mail (pdf or image files): sewporders@sewp.nasa.gov
SEWP Helpline: 301-286-1478, help@sewp.nasa.gov
SEWP Office Hours: Monday – Friday, 0730 – 1800 Eastern Time
Website: www.sewp.nasa.gov

Fairwinds Technologies Points of Contact
Program Manager: Amber Hutchinson | Email: amber.hutchinson@fairwinds-tech.com | Phone: 843-344-6581
Deputy Program Manager: Becky Hagner| Email: rebecca.hagner@fairwinds-tech.com | Phone: 703-599-1201
Sales: sewpv@fairwinds-tech.com

Company Overview

Fairwinds Technologies is a multiskilled Federal Communications Systems Integrator and IT Solutions provider with experience offering integrated, reliable, and affordable solutions for mission critical requirements. Leveraging exclusive technology partnerships, Fairwinds provides offerings that ranges from the physical construction of sites to the deployment of communication and IT network equipment, turnkeyed services and solutions, including design, installation, and maintenance. All aiming to streamline the end user's technology solutions and enabling the customer to complete their mission on time and on budget.

SEWP V General Information

The NASA SEWP (Solutions for Enterprise-Wide Procurement) GWAC (Government-Wide Acquisition Contract) 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.

SEWP Mission
The SEWP Program Office manages a suite of government-wide IT 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.

SEWP V Ordering Process

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

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

The SEWP QRT tool is the recommended method for obtaining a quote.

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

Download the text version of the SEWP Order process flow. PDF

In order for the end-user or contracting officer (CO) to determine the best value through the evaluation of quality, price and seller background and experience, SEWP provides web-enabled tools to easily conduct market research.

1. **Market research.** According to Federal Acquisition Regulations, (FAR) Part 10, appropriate market research based on the size and complexity of the acquisition is required. NASA's Online SEWP tools assist in this market research process.
2. **Submit a Request for Quote** using the Quote Request Tool.
3. **Create a Delivery Order** using the SEWP help@sewp.nasa.gov support for government guidance.

   All Delivery Orders over $5 Million must include the SEWP Fair Opportunity Form or equivalent information with the Deliver Order. Add link to NASA's PDF form and doc form
4. **Send order to NASA SEWP BOWL.** SEWP Delivery Orders must be routed through the SEWP Program Management Office (PMO) via fax or email. They should *not* be sent directly to the Contract Holder. Contract Holders may only accept Delivery Orders through the NASA SEWP Program Office and those orders must have an assigned SEWP tracking number or OSN (Ordering Sequence Number).

FAX orders and completed forms to (301) 286-0317 or
E-mail PDF or Image Files to: sewporders@sewp.nasa.gov

Or, send orders and completed forms to:

SEWP Program Management Office (PM)
10201 Greenbelt Road, Suite 200
Lanham, MD 20706

Phone: (301) 286-1478
Fax: (301) 286-0317

Note: It is preferred that orders be accompanied by the SEWP Fax Cover Sheet.

5. **NASA SEWP PMO verifies order** and forwards valid Orders to the appropriate Contract Holder. Under normal circumstances, the time between the receipt of a Delivery Order at the NASA SEWP Program Management Office (PMO) and submission of the order to the appropriate Contract Holder is less than 1 business day.
6. **SEWP Contract Holder processes the order, delivers equipment, and services, and invoices the Agency or Contractor**.

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

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

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

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

Surcharge
As of November 1, 2019, the SEWP surcharge for all orders is a 0.34% The fee is included in the price of all products and is not separately listed on quotes. It is the Contract Holder’s responsibility to pay the fee from their quoted product prices.

NASA SEWP reserves the right to adjust all surcharge rates as the SEWP Program Management Office (PMO) budget so requires.

Note that the NASA SEWP Program Management Office (PMO) operates on a non-profit, self-contained Full Cost Accounting Budget. The fees are set solely to fund the services and staff provided by the NASA SEWP Program Management Office (PMO). Collection of excess fees will result in either an increase in services, a decrease in the fee structure or a combination of the two.

SEWP V Terms and Conditions

Contract Number: NNG15SD82B
Contract Period: 5/1/2015 - 4/30/2026
FOB Point: Destination
Standard Delivery Time: Shipping within 30 days of ARO. Negotiable at the delivery order level
Item Fees: 0.34%
Payment Terms: Net 30 days

Acceptance Date
Shipments shall be accepted by customer within 48 hrs upon receipt.

Product Returns
Returns must be factory sealed, unopened and, undamaged. Return requests must be made within 20 calendar days. Upon approval an RMA number will be issued, and the customer will have 15 calendar days to ship product back for replacement or refund. Opened products are not returnable. Product damaged in freight should be refused at time of delivery. Software licenses are not returnable. Custom hardware is not refundable. Restocking fees may apply.

Delivery
Lower 48 delivery is FOB Destination. Alaska, Hawaii, Guam, and Puerto Rico will be FOB Origin. OCONUS freight will be an additional charge.

Who Can Use SEWP
The SEWP contracts are for use by NASA, all Federal agencies and approved federal agency support service contractors. Contracting officers considering authorizing support service contractors should review the policy at FAR 51.101, and any agency specific guidance or policy, to make the appropriate determination and written finding which supports issuance of the authorization, as required by FAR 51.102 and FAR 51.107. (For NASA contracting officers, additional guidance is provided in the NASA Far Supplement at Subpart 1851.) Approved support service contractors must comply with the requirements at FAR 51.103.

To authorize a contractor to purchase from the SEWP contracts, the authorizing contracting officer should send a copy of the authorization letter to the SEWP Program Management Office (PMO) containing all the following information:

1. Authorizing Agency Name, Contracting Officer (CO) Name, Mailing Address, Phone/FAX number and the contractor's corporate name, division, and address.
2. Contract number and period of performance

3. A statement that the contractor is authorized to purchase from SEWP contracts in support of the above contract.
4. The CO's/KO's signature and date signed.

The letter should be sent in advance of or with the first order via fax, e-mail, or Ground Mail. sewporders@sewp.nasa.gov

SEWP Program Management Office (PMO)
10210 Greenbelt Road
Suite #200
Lanham, MD 20706
Phone: (301)286-1478
Fax: (301)286-0317

Upon approval of the authorization letter, the contractor's name and contract information will be added at the Approved Support Service Contractors web page.

Authorization Letter Template