

IBM SEWP ORDERING GUIDE

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

Version 1.2
IBM Sales & Distribution - Public Sector
6710 Rockledge Drive
Bethesda, MD 20817

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INTRODUCTION

What you need to know about SEWP

Most of the information you need is on the NASA SEWP website, <http://www.sewp.nasa.gov>. The NASA Solutions for Enterprise-Wide Procurement (SEWP) contract is a Government-wide purchasing vehicle for Information Technology products and services. It is an indefinite delivery, indefinite quantity (IDIQ) contract, meaning there is no guaranteed minimum purchase. There are multiple prime contractors on SEWP. The maximum purchase limit per contract is \$5.6 Billion. There is ***no per-agency limit***.

Several original equipment manufacturers (OEMs) hold SEWP contracts. These include IBM, HP, SGI and Dell. Other SEWP contract holders include GTSI, CDW-G, Unisys, Best Buy and WWT. There are also many small businesses that are SEWP contract holders.

Note to Agency procurement offices: IBM was awarded a SEWP IV vehicle as a single award contract owner within Group A for Computer System OEMs and VARs. While this contract was competitively awarded, a contracting entity must still ensure that Fair Opportunity be granted to other contract holders within IBM's Group before a delivery order can be awarded. Please consult the NASA SEWP website for more information on Fair Opportunity.

Who Can Use the SEWP Contract?

The contract is open to ***all federal agencies***. In addition to direct agency use, ***Government contractors*** buying on behalf of agencies may also procure equipment or services using SEWP. This right is established via a letter agreement with the contractor by the agency contracting officer. See the NASA SEWP website for additional information on how a contractor becomes approved by NASA.

IBM's SEWP Contract

IBM's SEWP contract is listed under Computer System OEMs and VARs within Group A where other companies like HP, Dell and SGI reside. The IBM SEWP IV contract carries the following:

- **IBM System p, System x, and System z** hardware;
- **IBM System Storage** hardware **and Hierarchical Management** software;
- Software Development software including **Rational**;
- Transaction, Application, and Integration software including **Websphere** and **MQSeries**;
- Information Management and Relational Database software including **IBM DB2**;
- Collaboration and Human Interaction software including **Lotus**;
- Intelligent Management, Network Management and Security products including **Tivoli**;
- **Services** for integration, assistance, installation, customization, and training.

Why Should the Government Use SEWP?

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

The NASA SEWP BOWL

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

Points of Contact for NASA and IBM:

ROLE	PERSON	PHONE	Web/e-mail
NASA SEWP Web Page		301-286-1478	www.sewp.nasa.gov
IBM SEWP Web Page			www.ibm.com/easyaccess/sewp
Where customers send SEWP orders		Fax order to:	OR email to:
		301-286-0317	sewporders@sewp.nasa.gov
NASA SEWP BOWL	Al Marshall	301-614-7141	Alexander.Marshall-1@nasa.gov
	Joanne Woytek	301-614-7128	joanne.r.woytek@nasa.gov
	Darlene Coen	301-614-7127	darlene.e.coen@nasa.gov
	George Nicol	301-614-7133	george.s.nicol@nasa.gov
IBM SEWP Program Office	Project Executive	Steve Irish	irishs@us.ibm.com
	Program Manager	Philip Waclawik	waclawik@us.ibm.com
	Program Office Ops	Alex Turman	aturman@us.ibm.com
	Quotes / Technical	Pete Chaplin	chaplin@us.ibm.com
	Contracts	Linda Geier	geier@us.ibm.com
	Subcontract Admin.	Wen Jiang	wjiang@us.ibm.com
IBM Sales	Business Dev. Mgr.	Eric Rice	erice2@us.ibm.com
	Bid Capture Manager	Michael Ann Wells	wellsm@us.ibm.com
IBM Quote Support	Main Call-in		800-IBM-CALL Ask for Phil Waclawik
	Series X Sales, HPC	Chris Brossman	800-656-0833, x35332 cbrossma@us.ibm.com
	Series X Sales	Laurence Valdez	800-656-0833, x35318 valdez@us.ibm.com
	Series X Sales	Ron Newlin	480-241-3048 mewlin@us.ibm.com
	Series X Sales	Jeff White	800-656-0833, x35320 jewwhite@us.ibm.com
	Maintenance		888-426-4343 (Rotary answer line)
IBM Maintenance Dispatch		800-IBM-SERV	

HOW TO PLACE AN ORDER USING SEWP

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

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

1. When you are ready to discuss product configurations, please call the IBM sales and quotation support numbers indicated in the contact list for the products you are investigating.
2. The IBM SEWP Program Office will supply a quote sheet after an RFQ for the desired configuration is created via the NASA SEWP on-line RFQ tool. The response to your RFQ is your assurance of pricing and availability.
3. After receipt of an RFQ response via the NASA SEWP on-line RFQ tool, filling out a SEWP order is no different than filling out a GSA schedule order. Only the contract number is different. Place all CLINs, credits, and the quote sheet in your order.
4. Other important information you may need:
 - IBM DUNS Number: 835130485
 - Cage Code: 3BXY7
 - IBM SEWP IV Contract Number: NNG07DA12B
 - IBM Taxpayer ID Number: 13-087-1985
 - IBM address:
 - IBM SEWP IV Contract
 - 6710 Rockledge Drive
 - Bethesda, MD 20817
5. NASA requires a surcharge for SEWP orders. It will be bid to you on your quote sheet. The amount is based on the order subtotal (before surcharge):
 - \$0 to \$2,222,222 - 0.45%, or
 - \$2,222,223 and above - \$10,000 maximum surcharge
6. **FAX or e-mail your order to the NASA SEWP BOWL.** FAX to 301-286-0317 or e-mail to sewporders@sewp.nasa.gov. This lets NASA record it and assign a tracking number to it. You may also FAX a courtesy copy to IBM at (845) 491-5233.
7. **If you want to order by credit card**, you may do so. Call the IBM SEWP Program Office to place the order.

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

Other Contract Information

Ordering Installation, Maintenance, and Technical Support Services

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

Product Warranties

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

Annual Purchase CLINs

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

Special Quote CLINs

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

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

CLINs AND PRICES

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

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