



SEWP V ordering guide

Contractor information

Contractor name:	SHI International Corporation
SHI SEWP V website:	www.SHI.com/customerservices/shimarketing.aspx?contentid=91145
DUNS:	611429481
TIN:	223009648
CAGE:	1HTF0

SEWP V Group A (OEMs and value-added resellers [VARs])

Contract number:	NNG15SD53B
NAICS:	334111
Business designation:	Other than small

SEWP V Group D (Non-set-aside VARs)

Contract number:	NNG15SE11B
NAICS:	541519
Business designation:	Other than small

Period of performance

Base ordering period:	May 1, 2015 – April 30, 2020
Option period:	May 1, 2020 – April 30, 2025
SEWP V website:	https://www.sewp.nasa.gov/



1. About SEWP

The NASA SEWP (Solutions for Enterprise-Wide Procurement) GWAC (Government-Wide Acquisition Contract) provides the latest in Information Technology (IT) 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.

2. About SHI

Solve what's next with SHI.

Think of SHI as your personal technology concierge. We connect your team with the IT solutions and services you need to support your organizational growth and employee experience.

Whether you're building a modern hybrid workplace, defending against an evolving threat landscape, making the cloud work harder for you, or searching for ways to optimize your software portfolio, our friendly 6,000-person team is ready to solve what's next for your organization.

Our in-house data center integration, device configuration, and deployment and license advisory services, plus our top-tier status with vendors and flexible financing make life simpler for IT decision makers.

Execute your IT vision with stress-free, scalable solutions you – and your people – will love.

SHI is proud to be the largest Minority/Woman Owned Business Enterprise (MWBE) in the United States.

3. How to obtain a quote

Fair Opportunity – FAR 16.505(b) applies

The only method provided, and therefore recommended, by the NASA SEWP Program Office for obtaining SEWP Quotes is the utilization of the [SEWP Quote Request Tool](#) available at the SEWP Website. Use of this tool assists in providing and documenting Fair Opportunity and verifying and assuring items quoted are on contract and properly priced. Quotes may also be obtained by other methods; however, it is then your responsibility to assess the reasonableness of any additional fees, level of competition, compliance with Fair Opportunity, terms and conditions, price and availability verification, scope, etc.

Quotes, along with other contractual, technical or customer services questions may also be obtained by reaching out to the following SHI points of contact or directly to your sales account executive.

SHI points of contact

Position	Name	Email address	Phone number
Program Manager	YaAdam Nzima	YaAdam_Nzima@SHI.com	609-480-9856
Deputy Program Manager	Ryan Galdamez	Ryan_Galdamez@SHI.com	732-652-4750
Quotes and orders	Sales team	SEWPQuotes@SHI.com	888-744-4084



4. How to order

When utilizing NASA SEWP contracts, there are two types of orders:

- » Credit card orders
- » Delivery/task orders

Credit card orders

For orders under the micro-purchase limit, the Government customer can either utilize the [Credit Card/Micropurchases page](#) from the Fast Access menu or the [SEWP Quote Request Tool \(QRT\)](#).

The QRT can be used to send a request to one or more Contract Holders; obtain quotes through the SEWP system, and then either contact the selected Contract Holder directly to place an order, or attach the selected quote with the Request for Quote (RFQ) number in an email to the SEWP Program Office at sewporders@sewp.nasa.gov.

For credit card orders above the micro-purchase limit, use the QRT to obtain quotes. Once you have the selected quotes, RFQ numbers, and Agency-specific paperwork, forward the information to sewporders@sewp.nasa.gov.

You may place a credit card order directly with SHI if it is a micro-purchase order, typically under \$10,000. You may contact SEWP@SHI.com or call 888-744-4084 to place your order. There are no SEWP imposed limits to purchase card usage beyond the limits of an individual's usage authority.

Delivery/task orders

Internal ordering processes vary across agencies for documenting and awarding delivery/task ordering (DO/TO) under existing contracts. The process and accompanying forms for purchase requests (PRs) and DO/TOs that are issued against a SEWP contract are defined by each issuing agency. There are no official or required SEWP forms.

The typical process is:

1. For an end user to determine a requirement, then
2. Generate a PR through their agency purchasing system.
3. The PR, along with any necessary funding information, is sent to that agency's procurement office (or an assisted acquisition service such as the Defense Information Systems Agency (DISA)).
4. Depending on the agency's processes, use either a Market Research Request (MRR) and/or an RFQ to obtain quotes and make a best-value selection.
5. Once a selection is made, the issuing procurement office creates the DO/TO. The agency should use the process, forms, and order number required for their agency.



It is the issuing agency's contracting officer's (CO's/KO's) responsibility to be aware of any agency-specific policies regarding issuing orders via existing contract vehicles such as GWACs.

SEWP orders should be routed to the NASA SEWP Program Office via email at sewporders@sewp.nasa.gov. The Contract Holder may be included in the email to the SEWP Program Office. However, the Contract Holder cannot begin the fulfillment of an order until the SEWP Program Office assigns a SEWP Tracking Number (STN). Processing time is less than one business day from receipt and data entry of an order at the NASA SEWP Program Office, to delivery of the order to the appropriate Contract Holder. If an order cannot be processed due to incomplete or incorrect information, both the issuing Procurement Official and the Contract Holder will be contacted by a member of the NASA SEWP Customer Service staff within one business day. When an order is submitted to the Contract Holder for fulfillment, an email confirmation is sent to the Government POCs who were designated when the order was submitted.

SEWP surcharge (handling fee)

Effective October 1, 2020, 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.

5. Installation, warranty, and support

OEM provided warranty, extended warranty, customized warranty, and maintenance plans which include software updates and security patches, are available upon request. Installation of software and/or hardware is typically not included in price of products sold but may be available upon request.

Further information about any of the information listed in this ordering guide or questions regarding quotes or orders can be directed to SHI by using any of the contact methods below.

Position	Name	Email address	Phone number
Program Manager	YaAdam Nzima	YaAdam_Nzima@SHI.com	609-480-7584
Deputy Program Manager	Ryan Galdamez	Ryan_Galdamez@SHI.com	732-652-4750
Quotes and orders	Sales team	SEWPQuotes@SHI.com	888-744-4084

You can contact NASA SEWP through any of the following methods.

Helpline:	301-286-1478
Help email:	help@sewp.nasa.gov
Order email:	sewporders@sewp.nasa.gov
Order fax:	301-286-0317
Online FAQ:	https://sewpprod.servicenowservices.com/support/?id=kb_view2
Online chat:	https://www.sewp.nasa.gov/index.shtml