

# Ordering Guide

## SEWP V Groups C and D



The purpose of the NASA SEWP V GWAC is to provide a mechanism for the Federal Government to procure IT commodities and solutions as they relate to general IT initiatives along with health and life sciences IT capabilities. These IT commodities and associated commodity enabling services may include IT procurements aligned to information management, operational, administrative, and health and biomedical research requirements. Federal agencies can use this GWAC for acquiring a wide range of IT commodities and associated commodity enabling services. The GWAC is an IDIQ contract against which federal agencies can issue delivery orders for their specific requirements. The focus of this contract is to provide government agencies with a mechanism for quick ordering of needed IT commodities and associated commodity enabling services at equitable and reasonable prices.

### CONTRACT INFORMATION

**Contract Number:**

NNG15SE01B , NNG15SD60B

**Base Period:**

May 1, 2015 to April 30, 2020

**Option Period:**

May 1, 2020 to September 30, 2026 (Exercised)

**Contract Fee:**

0.360%

**Contract Ceiling:**

20 Billion Dollars

**Contract Offerings:**

Analysts  
Cabinets / enclosures  
Cables / Wiring  
Communication Devices  
Computer Security Technology  
Computer System  
Data Acquisition Technology  
Digital Image Tools  
Documentation  
Input/Output device  
Installation  
Maintenance / Warranty  
Networking Equipment  
Power Related Technology  
Software  
Storage Device  
System Service Fee  
Training  
Video Conferencing Tools

**FAIR OPPORTUNITY**

Clause A.1.21. FAIR OPPORTUNITY AND REQUESTS FOR QUOTES

*“Contractors will be provided fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), including the SEWP RFQ tools. No documentation for the order selection is required to be submitted with the order. All such documentation is to be maintained by the issuing procurement office.”*

## **Ordering Guide**

The SEWP on-line Quote Request Tool (QRT) is the required method for obtaining quotes within the NASA SEWP contract as mandated by the NASA SEWP Program Office.

Please contact the ACC SEWP Program Manager listed below for assistance. A sales representative may also be contacted at [SEWPsales@acc.net](mailto:SEWPsales@acc.net) or by calling 703-276-7800.

Product information can also be obtained through ACC's Online Store at <https://acc.net>.

## **Policy and Procedural Information**

**Installation:** ACC employs engineers with expertise across the IT industry to provide installation and support.

**Basic Warranty:** Basic warranty is provided by each manufacturer. These offerings are specific and vary depending on the product.

**Extended Warranty:** Extended warranty offerings are available from different OEMs. They cover periods of 12, 24, 36, 48 or 60 months. Not all coverage periods are available from all manufacturer's.

ACC provides all the necessary information and assistance to the customer in order to obtain the warranty entitlements.

The main point of contact for each specific order, is the sales representative listed in the contract. Additionally, customer can contact [orders@acc.net](mailto:orders@acc.net).

**Customer Service:** customers can access customer service at [SEWPservice@acc.net](mailto:SEWPservice@acc.net) or by calling 703-276-7800 for any issues regarding an order or for delivery and post-delivery issues.

**Technical Support:** customer can receive technical support by contacting [helpdesk@acc.net](mailto:helpdesk@acc.net) or by calling 800-374-7517 anytime.

## CONTRACT CONTACT INFORMATION

**Program Manager:**

Azher Salikuddin  
[azher@acc.net](mailto:azher@acc.net)  
571.395.4134

**Assistant Program Manager:**

Reza Zarafshar  
[reza@acc.net](mailto:reza@acc.net)  
571.395.4157

**Main Corporate and Sales POC:**

Reza Zarafshar  
[reza@acc.net](mailto:reza@acc.net)  
571.395.4157

**General Sales Inquiries:**

[sales@acc.net](mailto:sales@acc.net)

**Contract Number:**

NNG15SE01B , NNG15SD60B

**Prompt Payment Terms:**

None

### **NASA SEWP Program Contact Information**

NASA SEWP Program Website	<a href="https://www.sewp.nasa.gov/index.shtml">https://www.sewp.nasa.gov/index.shtml</a>
Customer helpline	(301) 286-1478
Customer help email	<a href="mailto:help@sewp.nasa.gov">help@sewp.nasa.gov</a>
SEWP Orders	<a href="mailto:sewporders@sewp.nasa.gov">sewporders@sewp.nasa.gov</a>

