Contract Holder User Manual

NASA SEWP
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General Overview

The SEWP Contract is dynamic contract that enables the federal government to purchase the latest in IT equipment with ease. The Contract Holder User Manual is designed to give SEWP contract holders practical guidance on how to go about using the SEWP contract to meet the needs of the federal government while maintaining the integrity of the contract and following the rules set by the SEWP program office. This manual gives a detailed description of how to use the Contract Holder Only Page (CHOP) and its many tools, which help the contract holder stay informed, report to the SEWP PMO as required by their SEWP contract, and most importantly provide quotes to the government. It is required that all quotes from all contract holders for any RFQs issued by the government through the SEWP RFQ tool pass through the quote interface tool on the CHOP. The CHOP should be the contract holder's primary tool in responding to customer's order changes and RFQs. This manual should be used to enhance the contract holder's experience while using SEWP.

General SEWP Rules

1. Contract Holders (CH) are required to have no less than one representative at every Program Manager's (PM) Meeting.

2. For help questions, Contract Holders (CH) are to e-mail chhelp@sewp.nasa.gov. CH sales reps should contact their PM first prior to using the chhelp email address.

3. CHs are allowed to send one e-mail to a customer, in business-like wording, indicating they are unable to reply to an RFQ because there is not enough time (or to supply other information). It is the customers' decision whether to reopen the RFQ. Do not tell the customer they have to re-open the RFQ to give you more time.

4. Do not in any form coerce, demand, or harass the customer about the date a Request (RFQ) closes.

5. Do not send a quote to a customer via e-mail after the RFQ has closed.

6. Contract holders can begin fulfillment of orders only after they have received the order from the SEWP Bowl.

7. Contract holders are allowed to contact customers, in business-like wording, while the RFQ is open to request more information and ask questions if the requirements in the RFQ are too vague for the contract holder to respond with a proper quote that will meet the requirements.

8. The proper procedure if you receive an order directly from a customer is to email the customer, attach the order and cc sewporders@sewp.nasa.gov. In the email you must inform the customer:

   > "Please note that we are not allowed to accept orders directly sent to us. All SEWP orders must be sent by you, the customer, to sewporders@sewp.nasa.gov. The SEWP Program Office will then forward us the order. For your convenience, in this case, I am forwarding this order to the SEWP program office, but please in the future, send your orders directly to the SEWP Program office in order to expedite the process"

9. Customers may request that an order be signed by the Contract Holder prior to the order being submitted to the SEWP BOWL. Once the order is signed, the contract holder should send the order back to the customer who should then submit the order to the SEWP BOWL. The contract holder shall not, under any circumstances, begin fulfillment of the order until they have received confirmation from the SEWP office that the order has been processed and assigned an OSN. Processing an order without it having first been processed by the SEWP BOWL will result in a Program Performance strike.

Email Addresses

These are the emails to use for any correspondence you are to have with the SEWP Program Management office. Each address listed below has its specific function.

Email Address for Requests and Questions
sow@sewp.nasa.gov – Submission of Statements of Work (SOW) and CLIN backup and bundle data.
orderhelp@sewp.nasa.gov – Any questions regarding SEWP orders.
chhelp@sewp.nasa.gov – All other questions. (Program Managers only)

Email Addresses for SEWP Reports
statupd@sewp.nasa.gov – Submission of Order CLIN Reports and Order Status Reports (This can also be done via the CHOP Order Status Tool)
trtest@sewp.nasa.gov – Submission of Technical Refresh
orders01@sewp.nasa.gov – Order receipt acknowledgement.
sewporders@sewp.nasa.gov – In the event a customer sends the Contract Holder an order without having sent it to the SEWP office first, the contract holders should email the customer and cc this email address with a copy of the order attached.

SOW Process

1. Send in your product bundle or SOW request to sow@sewp.nasa.gov. For product bundles, please include the quantity and unit cost for each product comprising the bundle. For maintenance bundles, please include the list of products covered, quantity and cost for each, maintenance level for each product, and period of performance. For labor requests, submit an SOW adequately describing the work to be performed and the labor breakdown, which consists of the labor categories, associated labor rates, and number of hours for each labor category. Remember that any labor rate over $250 must be substantiated by backup data, such as a GSA price list.

2. WAIT FOR THE SUBMISSION TO BE REVIEWED AND APPROVED BY SEWP. You will get an email response from SEWP to your SOW request that says “Approved”. If more documentation is needed, it will be detailed in the response.

3. After your SOW request has been approved, send in your TR and set the backup data flag to include your ticket number. (Only the numbers after the hyphen are required)

   i.e. 15028 -12345

Failure to follow step 2 above will result in the entire TR being overwritten.

SEWP Quoting Rules

1. Never submit a quote outside of the SEWP system, any attempts to do so will result in an immediate downgrade in the contract adherence category of program performance.

2. If a revised or new quote is required please have your program manager submit it to the SEWP bowl, along with the RFQ number and what exactly has changed (i.e. quantity, date, CLIN added, etc.), all requests that do not include what has changed or RFQ number will be disregarded. SEWP will make sure that the customer is aware of the proper procedures.

3. All quotes must indicate the time they are valid for.

4. Open market items can total no more than $3000, must be in scope and cannot already be on contract.

5. The CLIN checker must be used on all CLINs, including the five “Z” CLINs: TRAVEL-Z, SEWP-Z, CREDIT-Z, DELIVERY-Z, and OPEN-Z.

6. If you quote it, you have to be able to provide it.

7. The SEWP surcharge (SEWP–Z) is to be included on all quotes or included in CLIN pricing, if the Surcharge is included in the CLINs then say it on your quote.

8. Sales people are not to tell customers to re-open RFQs or email quotes directly to them.

Manufacturer Submission Guidelines

1. Do not send in names of companies in all capitals

2. Do send in the name of the company in the full form as the name of the parent company – you can usually find the official parent name at the bottom of the page or in the legal section

3. Do not send in names of products as names of companies – Casecomplete is the software product. That should be entered as a searchable product name; not the company or alias name

4. Do not put http:// in front of URLS. If you look at the screen it lists http:// and then the text box – start with the address after the //’s, for example:

    a. Company name requested: Serlio Software Development Corp. not CASECOMPLETE

    b. Aliases are acceptable but do so in Initial capitals not all caps; e.g. correct alias: Serlio Software ; Incorrect alias: SERLIO SOFTWARE

Authorized Reseller Guidelines

1. If a manufacture wishes, they may send SEWP a full list of all SEWP contract holders who are authorized resellers along with any info as to what their authorized reseller program entails. Reseller letters will only be accept if the email/letter manufacturer has clearly identified all contract holders on SEWP in terms of whether or not they are an authorized reseller.

2. Do check if we already have authorized reseller info on our site for a given manufacturer. You can check the list for a given manufacturer using the Manufacturer lookup tool – under the SEWP tools menu.

3. Do not send us your letter showing you are an authorized reseller (we will ignore such letters).

CHOP Registration

1. PM shall have each new Rep self register (Name, Phone, E-mail, UID/PWD) at https://www.sewp.nasa.gov/cgi-bin/register.pl.

2. Upon completion of Rep self-registration the PM shall send the Rep's info to CHHelp@sewp.nasa.gov indicating which CHOP Tool(s) they shall have access to**,** including level of access (see chart below).

3. SEWP Staff will retrieve the Rep's Registration and assign access to each CHOP Tool as designated by the PM.

4. SEWP Staff will send the PM and Rep a confirmation e-mail upon completion.

The applications are listed below and the possible levels of access are in parentheses.

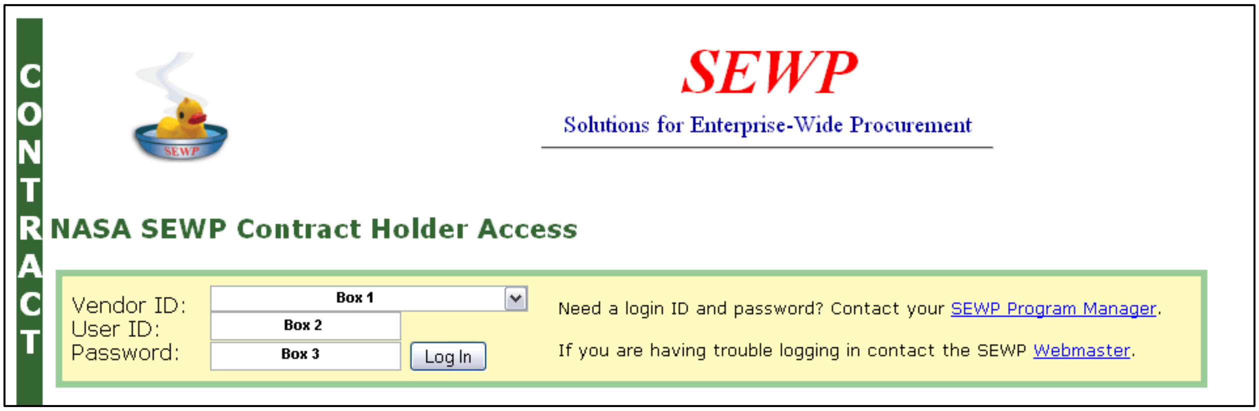
o Quote Interface ..... (N/A, Read, Update)
o MFR Tools .... (N/A, Read, Update, Full)
o Vendor Info Edit ... (N/A, Read, Update, Full)
o Order Review .... (N/A, Read, Update, Full)
o Training look-up .... (N/A, Read)
o CLIN List Download ..... (N/A, Read)

CHOP Access/Login

Each user requires a user name (UID) and password (PWD). If you do not have one please contact your SEWP Program Manager to request access.
The home page will not have a menu until you are logged in.

The URL for access to the SEWP Contract Holder Only Web Site is https://www.sewp.nasa.gov/vendor/

In your web browser type in https://www.sewp.nasa.gov/vendor/

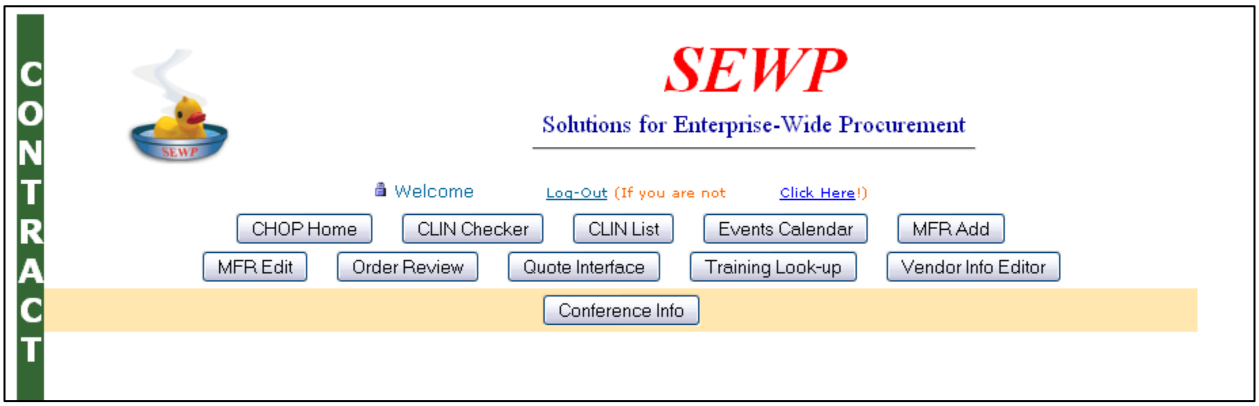


In **Box 1,** select the contract holder (CH name) you are logging in under from the drop down list.
In **Box 2**, enter your user ID.
In **Box 3**, enter your password.
Click Log In.

NOTE:
**Any notices for website maintenance and /or outages etc. will be visible here and throughout the website.*

CHOP Home Page

Once logged in you will now have access to several tools. The various tools can be accessed through the buttons at the top of the page; this will be referred to as the menu.
This page includes a list of documents/notes from recent events and a few links to other important information. The CLIN Checker tool is also listed here prior to logging –in.



CHOP Home – Returns you to the CHOP Home page
CLIN Checker – Allows you to validate CLINs, before you submit your quote, making sure they are on contract and quoted at or below SEWP price.
CLIN List – Allows you to look up CLIN listings on contract for your company, various look-ups available (specific manufacturer, CLIN types, old CLINs all CLINs).
Events Calendar- Allows you to look up SEWP events, trainings and tradeshows.
MFR Add*- Add manufacturers (MFR) to SEWP, all CLINs reference a MFR so they need to exist prior to the TR submission.
MFR Edit* –Add, edit, and make special requests for existing MFRs information.
Order Review*– Search for Processed Orders as well as Hold Orders and submit updates.
Quote Interface*– Review RFQs, download attachments, check status and to submit quotes
Training Look-up*– Search the SEWP database of all trained customers.
Vendor Info Editor*– Edit contract holder information that displays on the SEWP public website and update the E-mail reports list.

**This tool requires elevated permissions as requested by your Program Manager.*

CLIN Checker

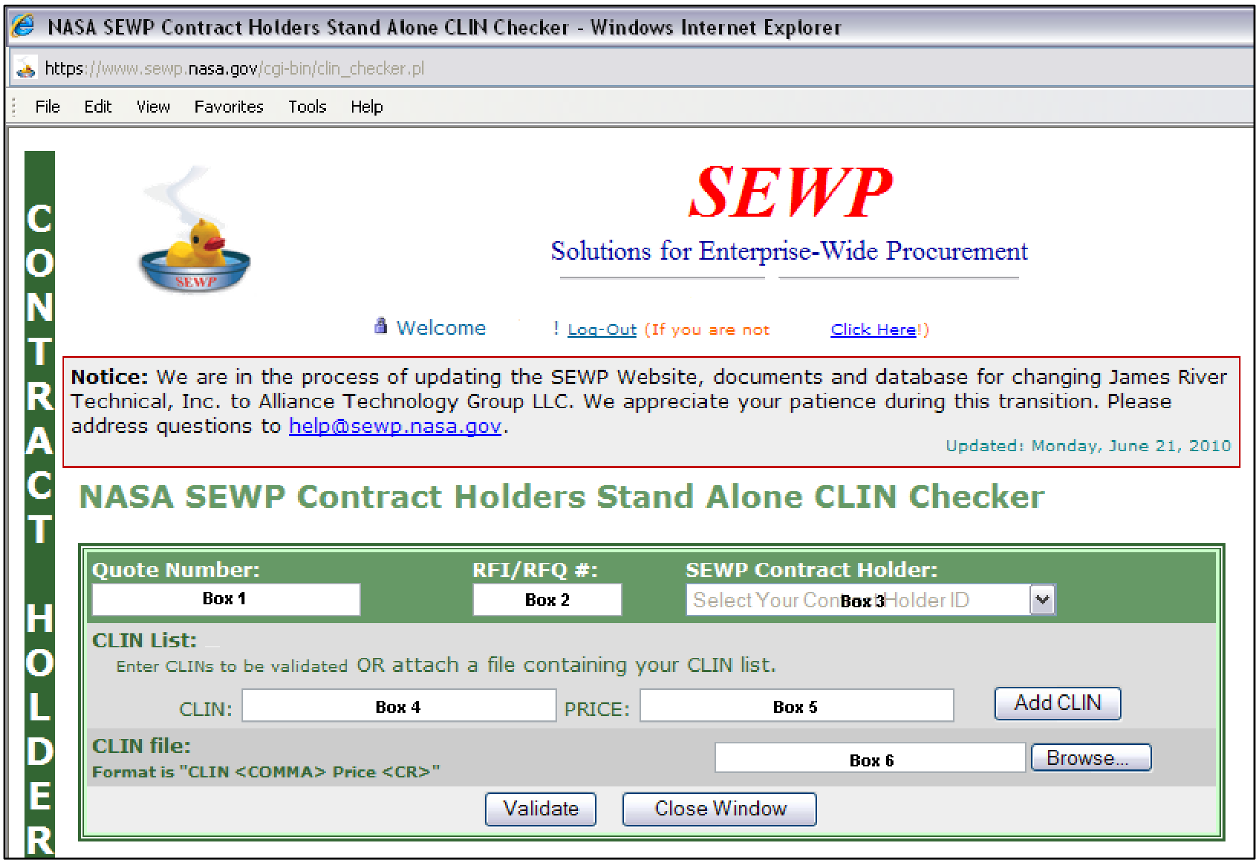
You must have a validated CLIN List before the customer can see your quotes. Use this tool before you submit your Quote to avoid having to submit them over and over.

To access the CLIN Checker, Click the URL [CLIN Checker]() on the CHOP home page (before log-in).

To access the CLIN Checker, Click the CLIN Checker from the CHOP Menu (after log-in).

The CLIN Checker tool will open in a new window as a stand-alone application.

Alternatively you may bookmark the URL: https://www.sewp.nasa.gov/cgi-bin/clin_checker.pl.



Box 1 - Enter your company's internally generated quote number (optional).
Box 2 - Type the RFQ number for which you are submitting the CLIN list (optional).
Box 3 - Select a CH, the validation will check only CLINs from this CH.

There are two methods for submitting your CLINs for validation.

***Method 1* – Submit each CLIN Individually**

1. Enter data, making sure values are accurate.

    Box 4 - CLIN, exactly how it is listed in the SEWP DB.

    Box 5 - Price you have quoted for that CLIN.

2. Then click Add CLIN.
3. You are to do this for every CLIN on your quote including “Z-CLINs”.
4. Once you have added every CLIN click Validate.

***Method 2* – Submit Text File (.txt)**

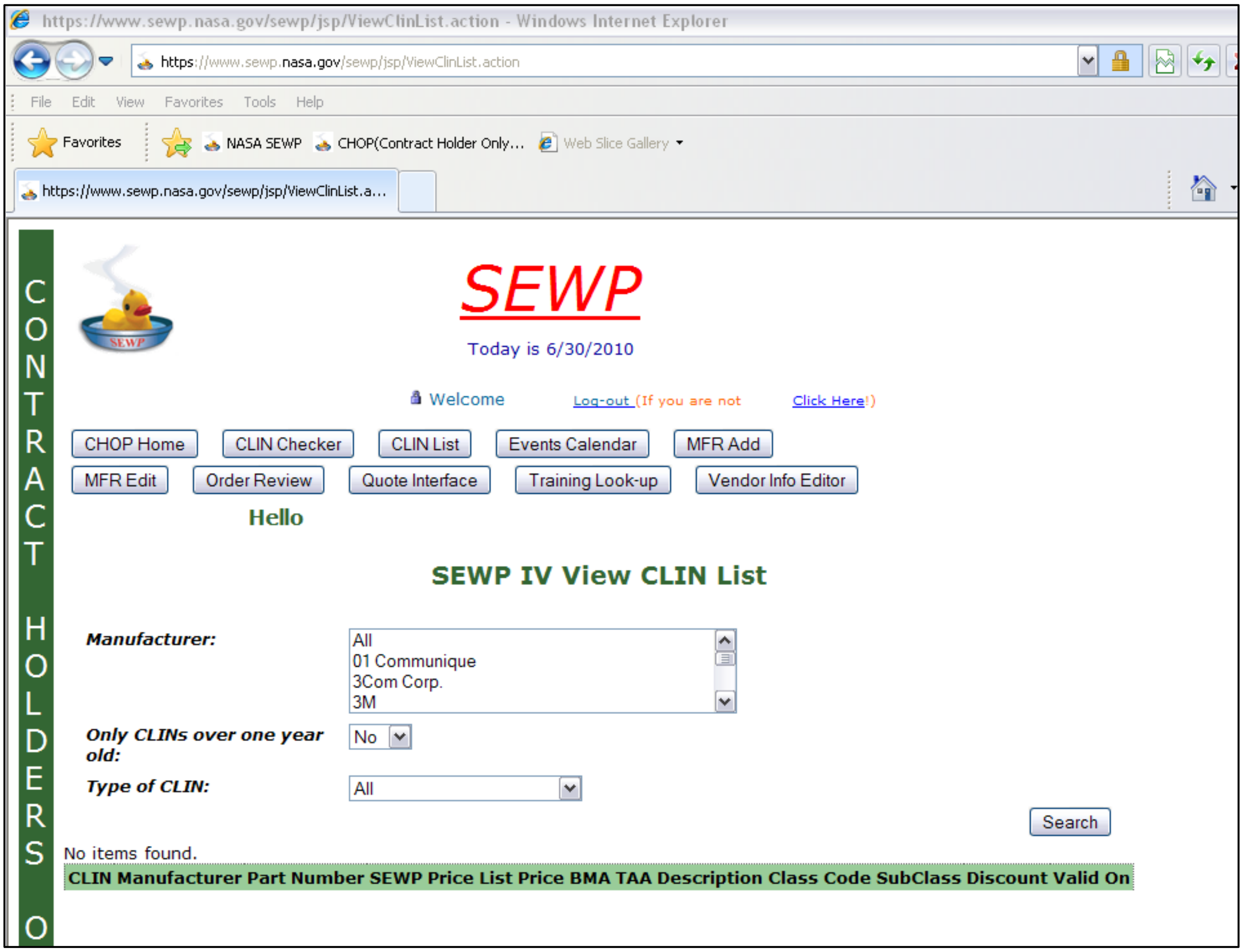
1. Make your text file with one CLIN per line formatted as -- CLIN | Price
2. Click Browse..., locate your CLIN file, select it, click open and your file should appear in **Box 6**.
3. Then click Validate.

Either method will yield the same results, choose the method that best fits you. The validation process will check to see if the CLINs are on contract and check that your quote price is at or below the database price. The results will be displayed showing validation for each line and for the list as a whole you do not want to see Fail. Once you have finished using the CLIN checker, click the Close Window button.

CLIN LIST

Allows you to look up CLIN listings on contract for your company, various look-ups available (specific manufacturer, CLIN types, old CLINs all CLINs).

To access the CLIN LIST page, click the CLIN List from the CHOP Menu.



There are three fields to make selections from.

Manufacturer - Select a specific Manufacturer or all manufactures currently on contract for your company.

CLINS over a year old - There are two options, yes and no.

Type of CLINs - Select one of three options

All – Selects All CLINs currently on contract based on criteria set in the above options.

Base and Mandatory – Selects your base and mandatory CLINS (the CLINS you are required to carry at all times) currently on contract based on criteria set on the above options.

TAA Only – Selects CLINs that are Trade Act Agreement Compliant, meaning they are from a trade act compliant country, based on criteria set in the above options.

Once you have selected all fields, click the Search button.
Returned will be a list of all CLINS that meet the criteria you selected.

Click To Download All CLINs For The Selected Manufacturer In CSV Format or as a Tab Delimited File
61548 items found, displaying 1 to 25. [First/Prev]1 2 3 [Next / Last]

CLIN	Manufacturer	Part Number	SEWP Price	List Price	BMA	TAA	Description	Class Code	SubClass	Discount	Valid On

Clicking the CSV (comma separated value) link or the Tab Delimited link for a text file with all the CLINs you just searched. After clicking the link the system will begin to build your file. When the file is complete you will be sent an e-mail letting you know that the file is ready to be downloaded. The file will remain available for download for 1 week only.

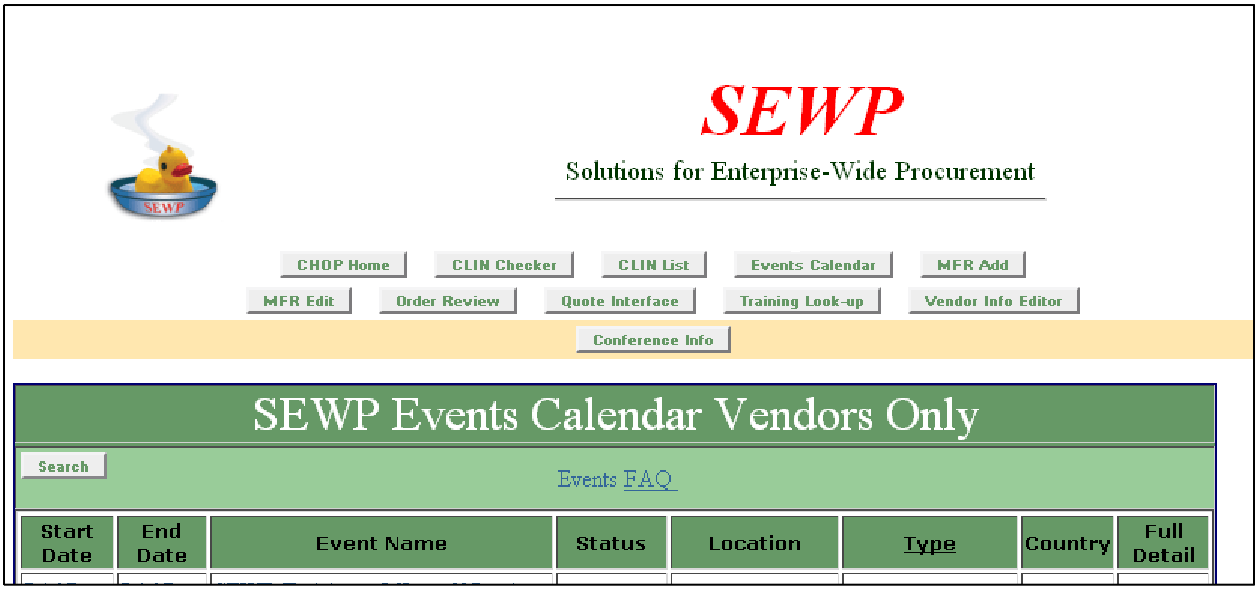
Description of the data you should expect to see in these columns

CLIN: Contract Line Item Number (CLIN) for this product for your contract.
Manufacturer: The manufacture providing the product
Part Number: The manufacturer's Part Number
SEWP Price: The price listed on the SEWP Contract, which shows up on the SEWP public website.
List Price: List Price of the product
BMA: **B** indicates Base CLIN, **M** indicates Mandatory CLIN, **A** indicates Available CLIN
TAA: **Y** indicates this product is from a TAA compliant country; **N** indicates its status is either unknown or it's from a Non-TAA country.
Description: Brief description of the product
Class Code :
Sub Class Code:
Discount: The percentage difference between the list price and the SEWP price.
Valid on: The Date the CLIN became valid for quoting off your SEWP contract.

Events Calendar

A calendar of events, trainings, and tradeshows SEWP has scheduled.

To access the events calendar, click the Events Calendar from the CHOP Menu.



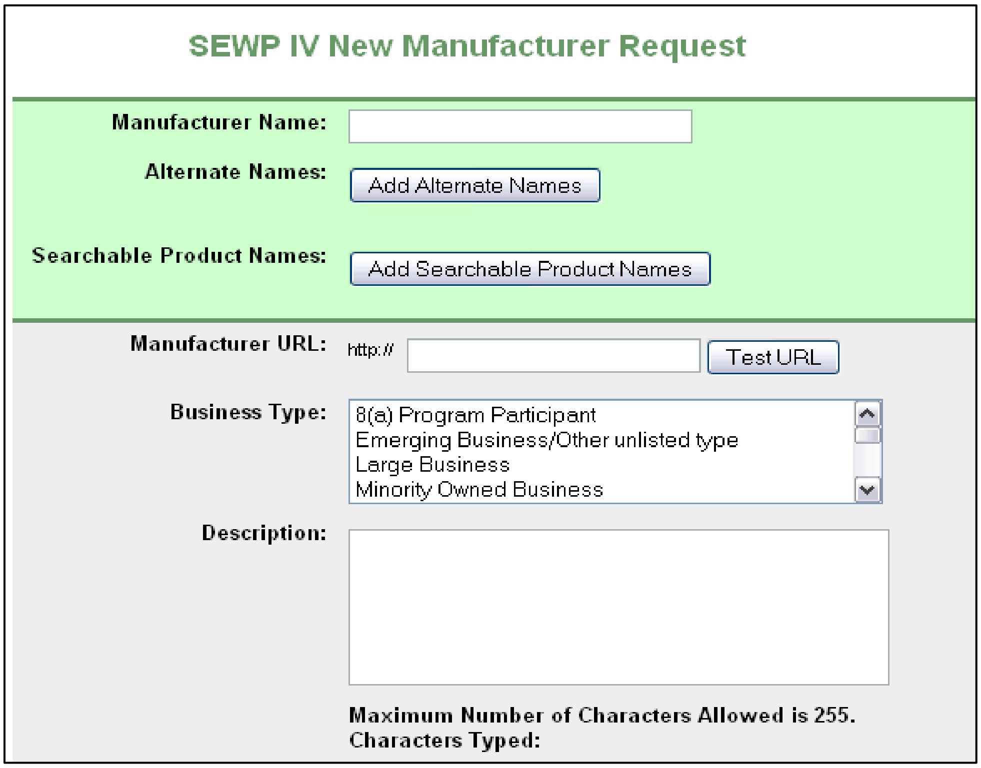
Start Date: Starting Date of event.
End Date: End date of event.
Event Name: Name of event.
Status: **Confirmed** are publicly viewable Events. Events with Status of **Canceled, Postponed, or In Progress** will NOT be displayed on the public Calendar.
Location: City where event will take place.
Type: Indicates whether it is a training, exposition or tradeshow.
Country: Country where event will take place
Full Detail: Click here to view detailed information for this event in a separate window.

MFR Add

Add manufacturers (MFR) to SEWP, all CLINs reference a MFR so they need to exist prior to the TR submission.

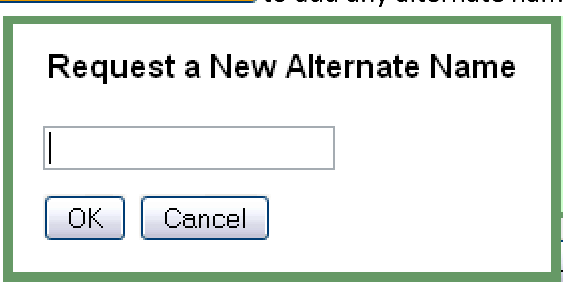
**This tool requires elevated permissions that must be requested by your Program Manager.*

To access the manufacturer add page, Click MFR Add from the CHOP Menu.



Manufacturer Name - Enter the company's entire name including INCs and LLCs.

Click Add Alternate Names to add any alternate names or aliases for the manufacture you are adding.



(I.e. Parent Company: International Business Machines – Alternate Names: IBM, File Net, etc.)

**Alternate names should be added one at a time.*

Once you have added the name click OK to submit, or Cancel to return to the add manufacturer screen.

Click Add Searchable Product Names to add products that are commonly associated with this manufacturer.

(I.e. Hewlett Packard has Product Names – LaserJet, DeskJet, etc.)
**Product names should be added one at a time.*

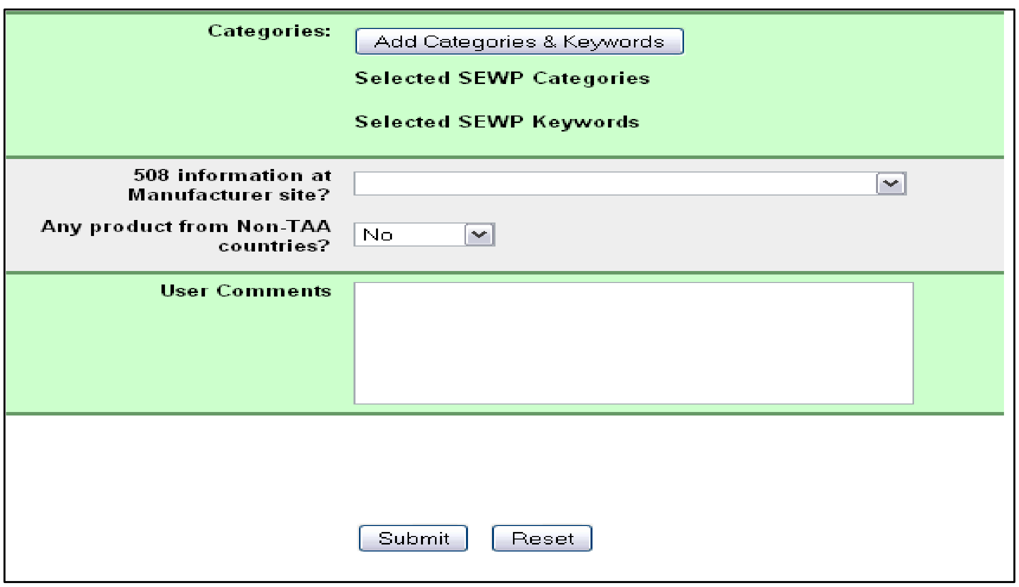
Once you have added the name click OK to submit, or Cancel to return to the add manufacturer screen.

In the **Manufacturer URL** field, enter the full URL to the manufacturer's website. **It is best to copy and paste in this field from a browser to avoid typos.*

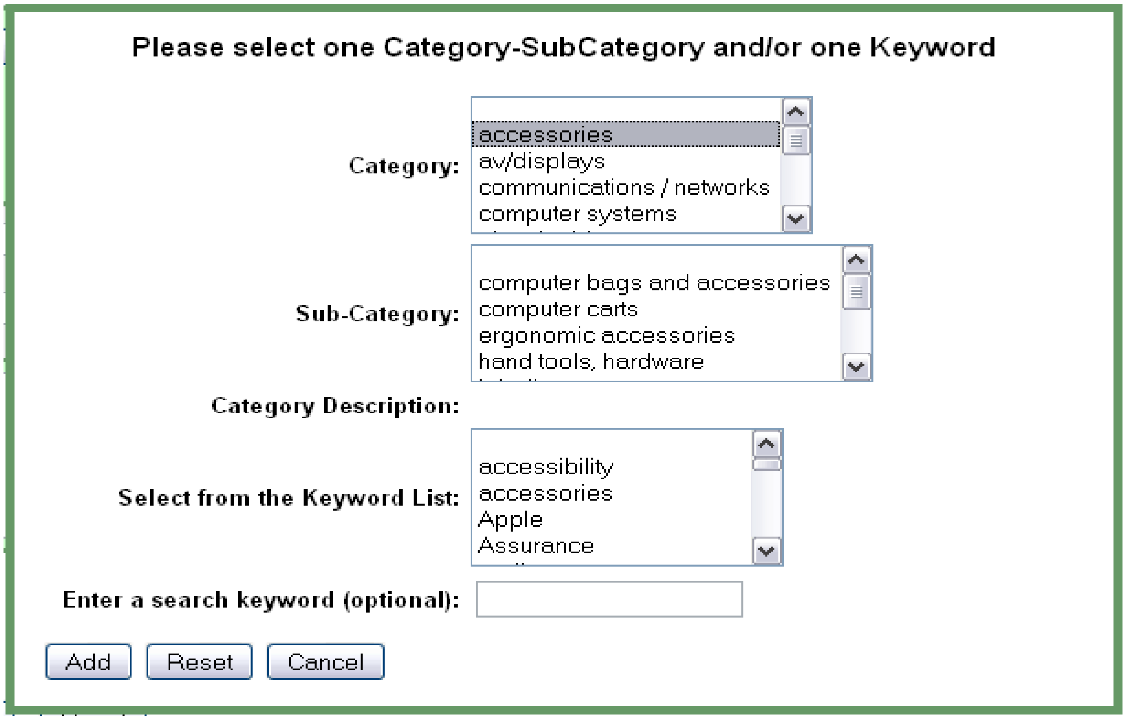
Click Test URL to make sure the URL is correct and that it connects to the manufacturer's current website.

Business Type - Select all business designations that may apply.

Description Field - Provide a brief description of the scope of products the manufacturer is offering on the SEWP contract. Note that this field is limited to 255 characters.



Click Add Categories & Keywords to select the appropriate product categories for this manufacturer. One selection added for each time you use the "Add Categories & Keywords" button, repeat this step until you have added all appropriate Categories &/or Keywords.



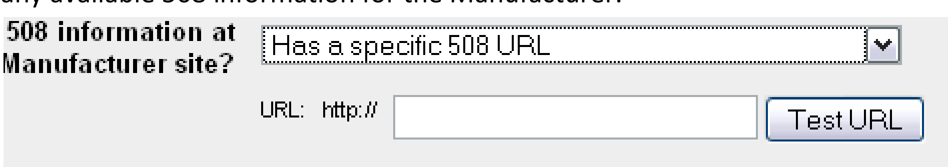
Category: Selects main category, select one.
Sub- Category: More detailed category for the Category selected, select one.
Category Description: Automatically populated by fields selected above.
Select from Keyword list: Selects all possible keywords associated with a product, select one.
Enter a search keyword: Add other keywords not currently listed.
Once the fields have been populated, click

Add To complete addition of categories and keywords.

Reset To clear all fields.

Cancel To cancel and return to MFR Add home screen.

Provide any available 508 information for the Manufacturer.



Enter the 508 URL and click Test URL to make sure link is operable. **It is best to copy and paste this field to avoid typos.*

Indicate TAA compliance.

If the manufacturer carries products from a Non-TAA compliant country, select 'YES.'

If the manufacturer does not offer products from a Non-TAA compliant country, select 'NO.'

If the TAA compliance status is unknown select, 'UNKNOWN'.

Enter any additional comments about the manufacturer in the **User Comments** field.

Once the page has been completed, click Submit.

If you would like to clear all fields, click Reset.

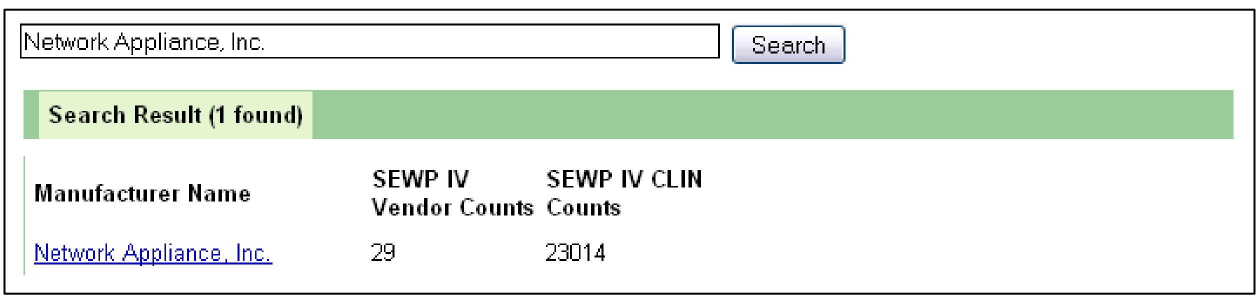
MFR Edit

Edit or delete information about specific manufactures currently listed in the SEWP database. **This tool requires elevated permissions that must be requested by your Program Manager.*

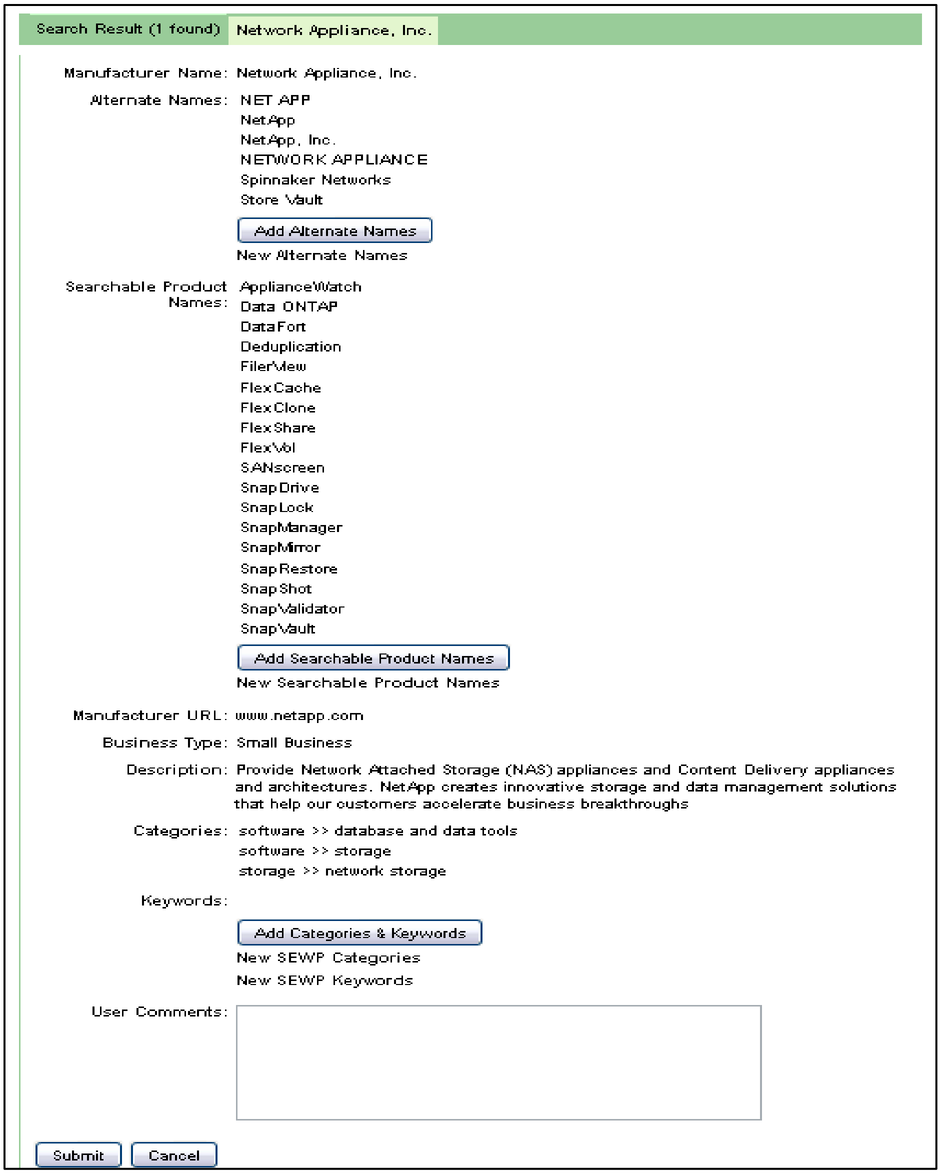
To access the MFR Edit page, click MFR Edit from the CHOP Menu.

Type the manufacturer you would like to edit, as you type a list may appear and you may select from this list and then click Search.

The search may return multiple Manufacturers.



Click the Manufacturer name to View or Edit their information.



Search Result (1 found) Network Appliance, Inc.

Manufacturer Name: Network Appliance, Inc.

Alternate Names: NET APP
NetApp
NetApp, Inc.
NETWORK APPLIANCE
Spinnaker Networks
Store Vault

Add Alternate Names

New Alternate Names

Searchable Product Names: ApplianceWatch
Data ONTAP
DataFort
Deduplication
FilerView
FlexCache
FlexClone
FlexShare
FlexVol
SANscreen
SnapDrive
SnapLock
SnapManager
SnapMirror
SnapRestore
SnapShot
SnapValidator
SnapVault

Add Searchable Product Names

New Searchable Product Names

Manufacturer URL: www.netapp.com

Business Type: Small Business

Description: Provide Network Attached Storage (NAS) appliances and Content Delivery appliances and architectures. NetApp creates innovative storage and data management solutions that help our customers accelerate business breakthroughs

Categories: software >> database and data tools
software >> storage
storage >> network storage

Keywords:

Add Categories & Keywords

New SEWP Categories

New SEWP Keywords

User Comments:

Submit Cancel

Click Add Alternate Names to add alternate names not already associated with this manufacturer.

Click Add Searchable Product Names to add product names not already associated with this manufacturer.

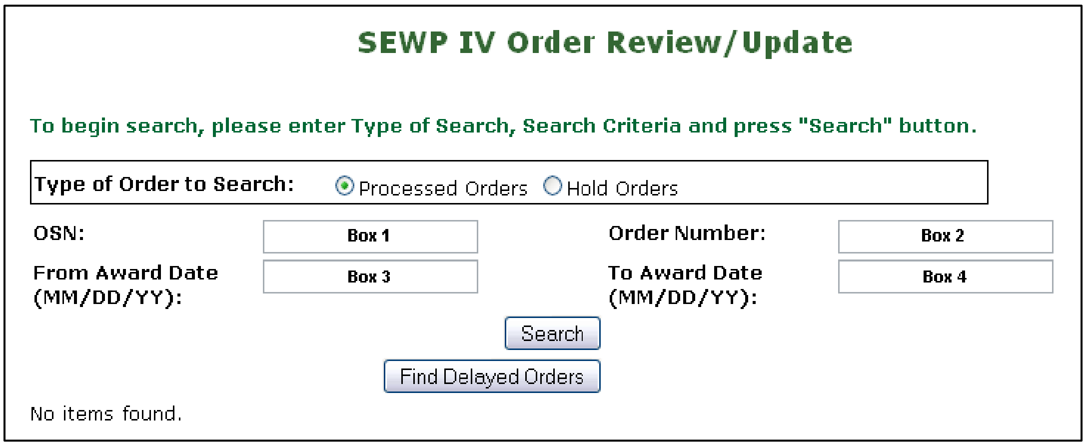
Click Add Categories & Keywords to add product categories not already associated with the manufacturer.

Once you have made all changes click Submit to submit your changes for approval, or click Cancel to cancel your changes.

Order Review

Search awarded orders and update order information. **This tool requires elevated permissions that must be requested by your Program Manager.*

To access the Order Review tool, click [Order Review] from the CHOP Menu.



Order Search

Select the type of orders you want to search - Processed Orders or Orders on Hold.

Search criteria options.

> **Box 1** – Enter a specific SEWP OSN number.
>
> Or
>
> **Box 2** – Enter a specific order number.
>
> Or
>
> Search by time period, both From and To dates are required.
>
> **Box 3** – Enter the beginning date range in the format MM/DD/YY.
>
> **Box 4** – Enter the ending date range in the format MM/DD/YY.

Click the [Search] button.

To find all currently delayed orders, click [Find Delayed Orders].

From Award Date (MM/DD/YY): 1/1/10 To Award Date (MM/DD/YY): 1/31/10

Search

Find Delayed Orders

Click To Download All Orders In CSV Format or as a Tab Delimited File

12 Processed Orders found. To view the details of an order, click on its OSN.

OSN	Order Number	Awarded	Expected	Total Amount	Surcharge	Order Status	Agency	Site Name
86112	HC104710F0049	01/04/10	01/11/10	$52,908.24	$263.23	SHIPPED	EOP	White House Military Office
86756	01MS196	01/11/10	01/22/10	$3,957.19	$19.69	SHIPPED	Treasury	FINANCIAL MANAGEMENT SERVICES (FMS) / COMPTROLLER

Column descriptions: **OSN** - SEWP OSN Number assigned to the order during processing

Order Number - Issuing agency's identification number

Awarded - Date Deliver Order was awarded

Expected - Date Delivery order is expected to be delivered

Total Amount - Total dollar amount of the order

Surcharge - SEWP surcharge amount for the order

Orders Status - Current status of the order

Agency - Issuing Agency

Site Name - Specific agency site name

To download the list of orders, click the **CSV** (comma-separated value) or **Tab Delimited** link at the top of the table and the list will be emailed to you.

Order Edit

To edit information for a specific order, click on the OSN number (link) example 86756.
All of this information is added to the SEWP system during order processing and is taken directly from the delivery order issued by the federal agency.

Order Seq#:	86756		
Order Number:	01MS196		
Q3N:	106771	**Vendor:**	Contract # and Contract Holder Name
Mod Level:	0	**Mod Date:**	01/11/10
Award Date:	01/11/10	**Entered Date:**	01/11/10
Total Amount:	3957.19		
Surcharge:	19.69		
Order Status:	ENTERED		
Image Status:	VNDRCV		
Expected Delivery Date:	01/22/10		
Issued By:	Department of the Treasury FINANCIAL MANAGEMENT SERVICES (FMS) / COMPTROLLER LANDOVER COMPTROLLER OF THE CURRENCY / FMS: MD	**Customer Name:**	Name E-mail Address Phone #
Agency Spec #:		**CLINs Counted:**	Y

Order Seq#: SEWP assigned OSN
Order Number:* Agency's order number
Q3N: SEWP Quarantine Number, used by SEWP Order Processing
Mod Level: Number of modifications made to the order
Award Date: Date agency issued award
Total Amount:* Total Dollar Amount of order (including surcharge)
Surcharge:* Dollar amount of SEWP Surcharge
Order Status*: Current status of the order
Image status:* Contract holder status of order receipt
Expected Delivery Date:* Delivery date agreed upon by the contract holder and customer
Shipped Date*: Actual Ship date of order, if order has been shipped
Issued by: Issuing federal agency and details
Agency Specific #: Agency specific identification number (example ITARS for VA)
Vendor: Contract holder name and SEWP Contract Number
Mod Date: Date of most recent modification
Entered Date: Date Order entered into SEWP System
Customer Name: Contact information for customer
CLINs Counted: Indicates if CLINs on delivery order have been verified (Y or N)

*Indicates information that can be edited by contract holder.

Edit Guidelines:

Order Number: If an error is made during processing, the order number can be changed any time after the contract holder receives it.

Total Dollar Amount: If an error is made at the time of award or during order processing, the change can be made any time after the order is received by the contract holder.

Surcharge: If there is a discrepancy with the surcharge, the contract holder can make any changes after they have received the order.

Order Status: There are five options for the current status of the order.

1. **DELAYED**: The Contract Holder delays fulfillment of the order for a specific reason.
   Acceptable Reasons:
   Awaiting Mod - Awaiting an order modification.
   Awaiting Funds - Awaiting availability of funds.
   RFQ Tool Not Used - Award Date update needed: Customer did not use the SEWP RFQ tool
   Credit Card Info - Contract Holder needs Credit Card Information

Unsolicited Order - Award Date update needed: Customer sent in an unsolicited order.
Unacceptable Conditions - Customer included terms or conditions that are unacceptable to the contract holder.
Expired Quote - Customer placed order based on expired quote.
Order Quote Mismatch - Order did not match the quote, including surcharge.
Order From RFI - Award Date update needed: RFI, not a Final RFQ.

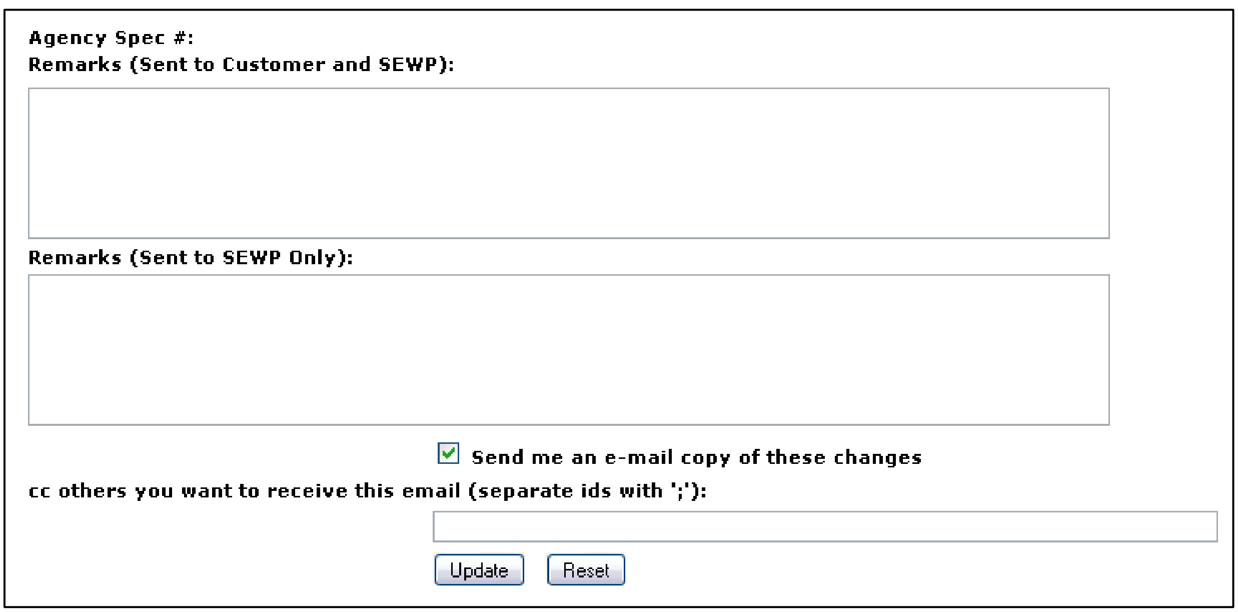
2. **ENTERED***:* This status indicates the order has been entered by the SEWP order processing team.
3. **PARTIAL***:* The order has been partially shipped. (This can only be done if the customer agrees. Otherwise, partial shipments are not allowed.)
4. **POPONLY***:* The order is entirely a “Period Of Performance only” order.
5. **SHIPPED***:* The order has been shipped in full.

Image Status: Once the order has been received by the contract holder, they use this to indicate they have accepted the order. (This can also be done via email by hitting reply and send once the order has been received via email.)

Expected Delivery: If at any time there is a Delay in delivery the contract holder should update this immediately and send explanation to the customer and the SEWP program office explaining the reason for the change in date.

Shipped Date: Once the order has been delivered the contract holder enters the date which the delivery order was shipped.

Notification fields


Agency Spec #:
Remarks (Sent to Customer and SEWP):
Remarks (Sent to SEWP Only):
Send me an e-mail copy of these changes
cc others you want to receive this email (separate ids with ';'):
Update
Reset

Remarks (Sent To Customer and SEWP): Use this field to alert the customer of changes you have made or any other notes you deem necessary. This text will be included in the e-mail sent to the Customer when Update is processed.

Remarks (Sent to SEWP only): Use this field to enter any information you need to make SEWP aware of or if you need SEWP’s direct assistance with without notifying the customer. This text will be included in the e-mail sent to SEWP only when Update is processed.

Check the “Send me an e-mail copy of these changes” if you would like to receive an email version of the changes you have just made.
In the cc others… field, you can add any email addresses you would like copied on the changes you have just made. These must be separated by semi-colon ‘;’.

Once you are finished updating the order, click Update.

To return all edited fields to their previous values click Reset.

Order History			
Entered By	Entered Date	Status	Notes
	01/22/10	SHIPPED	Status set by Contract Holder
	01/12/10	VNDRCV	Order receipt confirmed
	01/12/10	VNDRCV	Order receipt confirmed
	01/11/10	VNDNOTIFY	By SEWP CS address Contract Holder E-mail Addresses
	01/11/10	ENTERED	INSERT to order by
SEWP CS	01/11/10	Screened	ok to process
SEWP CS	01/11/10	Received	reced 1/11/2010 @2:40pm

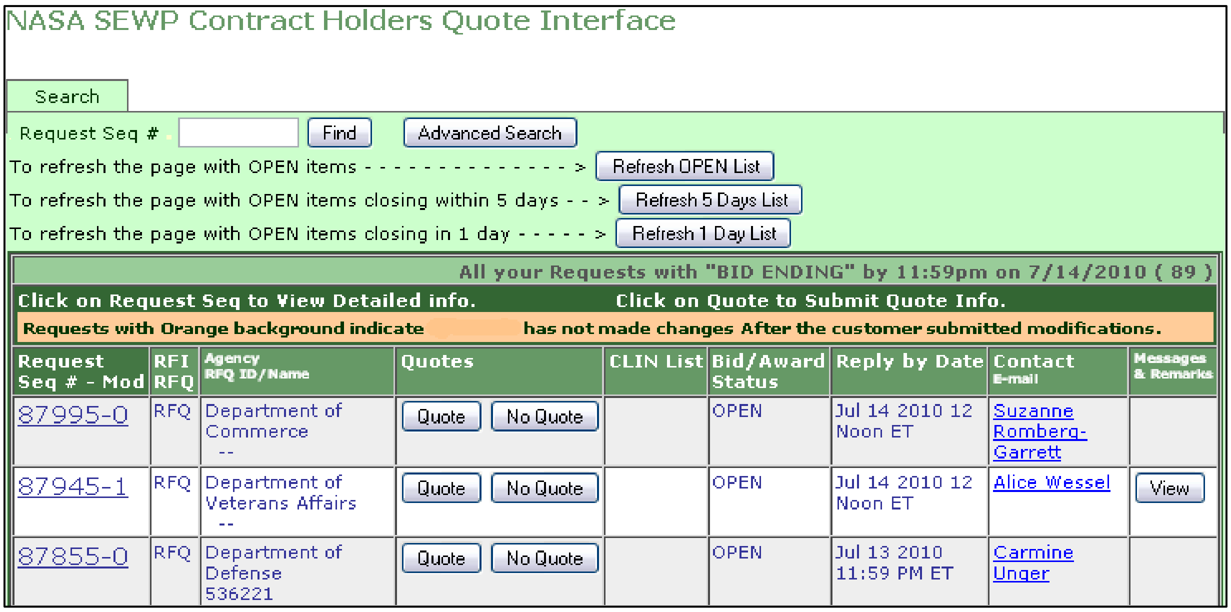
At all times, the Order history for this specific OSN will appear in a box at the bottom of the order review page. Actions taken will be listed in descending order with the most recent status shown at the top of the list.
If you need to view a copy of the delivery order, the attachment is located at the bottom of the page. Click the link to download it.

Image File Name	Action
OSN86756_0-1.tif	open file

Quote Interface

Submit quotes to open RFQs. **This tool requires elevated permissions that must be requested by your Program Manager.*

To access the Quote Interface tool, click the Quote Interface from the CHOP Menu.



Request Seq# - RFQ number (the 5 digits before the hyphen) and Modification number (digit after the hyphen).

RFI/RFQ – Lists whether the request is a Market Research Request (RFI) or a Request A Quote (RFQ)

Agency RFQ ID/Name - Agency provided number or text for their internal use

Quote and No Quote Buttons - Use the appropriate button for providing your quote or no quote

CLIN List - If a valid CLIN list has been uploaded with this quote, a 'PASS' button appears. If this is an RFQ and the Pass button is missing or Reads Fail the customer will not be able to see the quote.

Bid/Award Status - Current Bid Status of RFQ or Award status

Reply By date - Date and Time the RFQ closes

Contact E-mail - Link to customer's email address.

Message & Remarks - If there are additional remarks from the customer, a 'VIEW' button appears.

RFQ Search

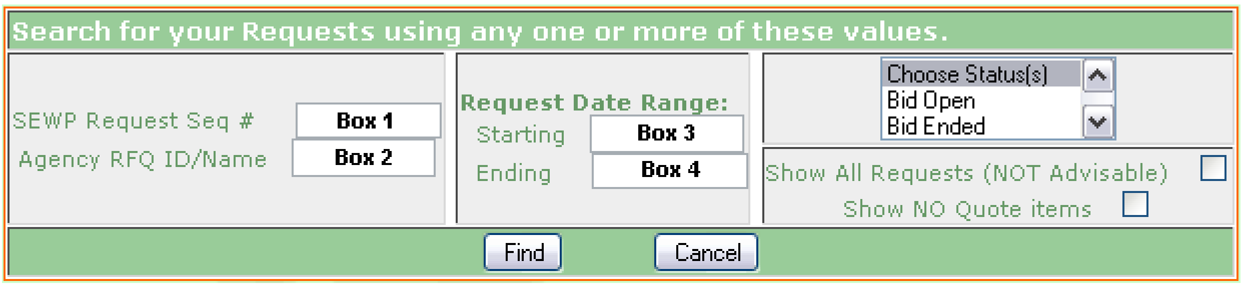
To search for a specific RFQ, enter the RFQ number in the **Request Seq #** field, and then click Find.

To refresh the page with open RFQs, click the Refresh OPEN List button.

To refresh page with OPEN RFQs that are closing within five days, click the Refresh 5 Days List button.

To refresh page with OPEN RFQs that are closing in one day, click the Refresh 1 Day List button.

To conduct advanced searches click the Advanced Search button.



Box 1 - Enter a SEWP RFQ #

Box 2 - Enter an Agency ID Name (Agency provided number or text for their internal use)

Box 3 - Starting date of the range of RFQs you are searching.

Box 4 - Ending date of the range of RFQs you are searching.

You may also choose status of the RFQ

- Bid Open
- Bid Ended
- Cancelled
- All

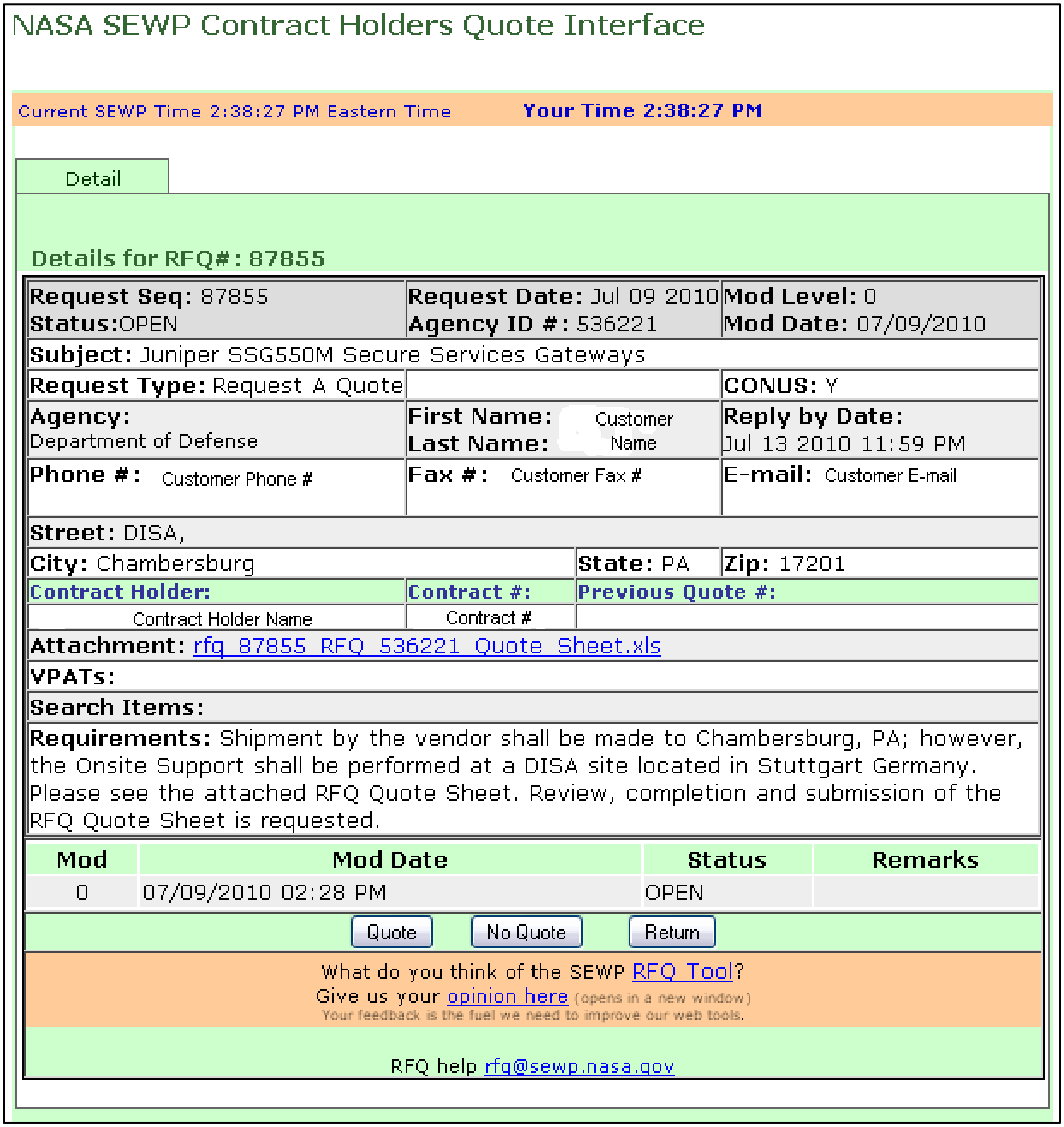
You can click the box to show all Requests and/or No Quote Items (RFQs your company has decided not to provide a quote for)

When you have filled out your search criteria, click Find.

If you know longer wish to conduct an advanced search, click Cancel.

Details

To see the details for an open RFQ click the RFQ number at the left of the screen. 87995-0



NASA SEWP Contract Holders Quote Interface

Current SEWP Time 2:38:27 PM Eastern Time **Your Time 2:38:27 PM**

Detail

Details for RFQ#: 87855

Request Seq: 87855 **Status:**OPEN	**Request Date:** Jul 09 2010 **Agency ID #:** 536221	**Mod Level:** 0 **Mod Date:** 07/09/2010
Subject: Juniper SSG550M Secure Services Gateways		
Request Type: Request A Quote		**CONUS:** Y
Agency: Department of Defense	**First Name:** Customer **Last Name:** Name	**Reply by Date:** Jul 13 2010 11:59 PM
Phone #: Customer Phone #	**Fax #:** Customer Fax #	**E-mail:** Customer E-mail
Street: DISA,		
City: Chambersburg	**State:** PA	**Zip:** 17201
Contract Holder:	**Contract #:**	**Previous Quote #:**
Contract Holder Name	Contract #	
Attachment: rfq_87855_RFQ_536221_Quote_Sheet.xls		
VPATs:		
Search Items:		
Requirements: Shipment by the vendor shall be made to Chambersburg, PA; however, the Onsite Support shall be performed at a DISA site located in Stuttgart Germany. Please see the attached RFQ Quote Sheet. Review, completion and submission of the RFQ Quote Sheet is requested.		

Mod	Mod Date	Status	Remarks
0	07/09/2010 02:28 PM	OPEN	

Quote No Quote Return

What do you think of the SEWP RFQ Tool?
Give us your opinion here (opens in a new window)
Your feedback is the fuel we need to improve our web tools.

RFQ help rfq@sewp.nasa.gov

Request Seq - RFQ number

Status - Current status of RFQ

Request date - Date RFQ was issued

Agency ID # - Agency Specific order number.

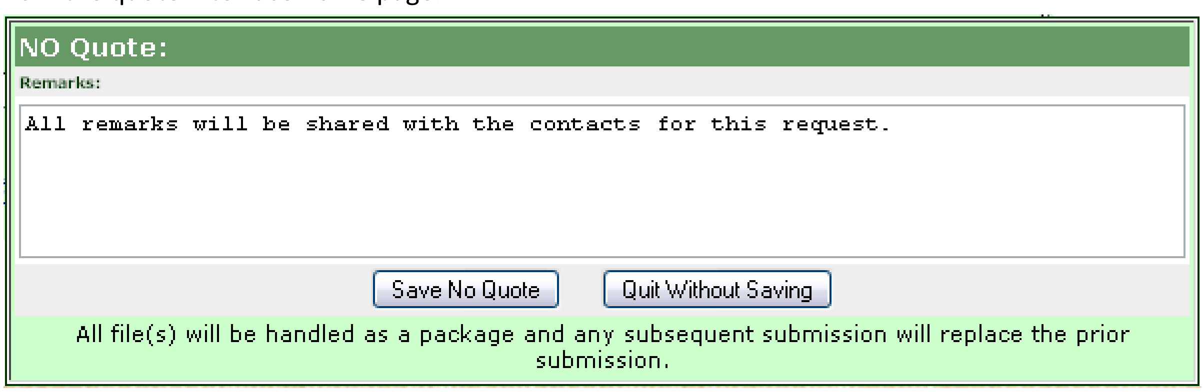
Mod Level - Number of Modifications made to order.

Mod Date - Date of last modification (if mod level is 0 then date is the same as Request date)

Subject: Subject of RFQ
Request type - Request a Quote or Market Research
**To respond to a Request A Quote CLINS must be on contract.*
CONUS: - Y -Indicates the order ships within in the Continental United States.
- N- Indicates the order ships outside the Continental United States.
Agency - Issuing agency of RFQ.
First & Last Name - Customer's Name.
Reply by Date: Date and time RFQ closes.
Phone # - Customer's phone number.
Fax # - Customer's fax number.
E-mail - Customer's e-mail address.
Street - Street address of issuing agency site.
City - City of issuing agency site.
State - State of issuing agency site.
Zip - Zip code of issuing agency site.
Contract Holder - Contract Holder to whom RFQ was issued.
Contract # - Contract number which, if awarded to, the order will be placed against.
Previous Quote# - If the customer has a previous quote from contract holder it will appear here.
Attachment - Link to all attached documents for the RFQ.
VPATS - If 508 documentation is required the template will be found here.
Search Items -
Requirements - Additional requirements from the customer.

<u>Submitting a No Quote</u>

To submit a 'no quote' from this page Click the No Quote button from either the RFQ details page or from the quote interface home page.



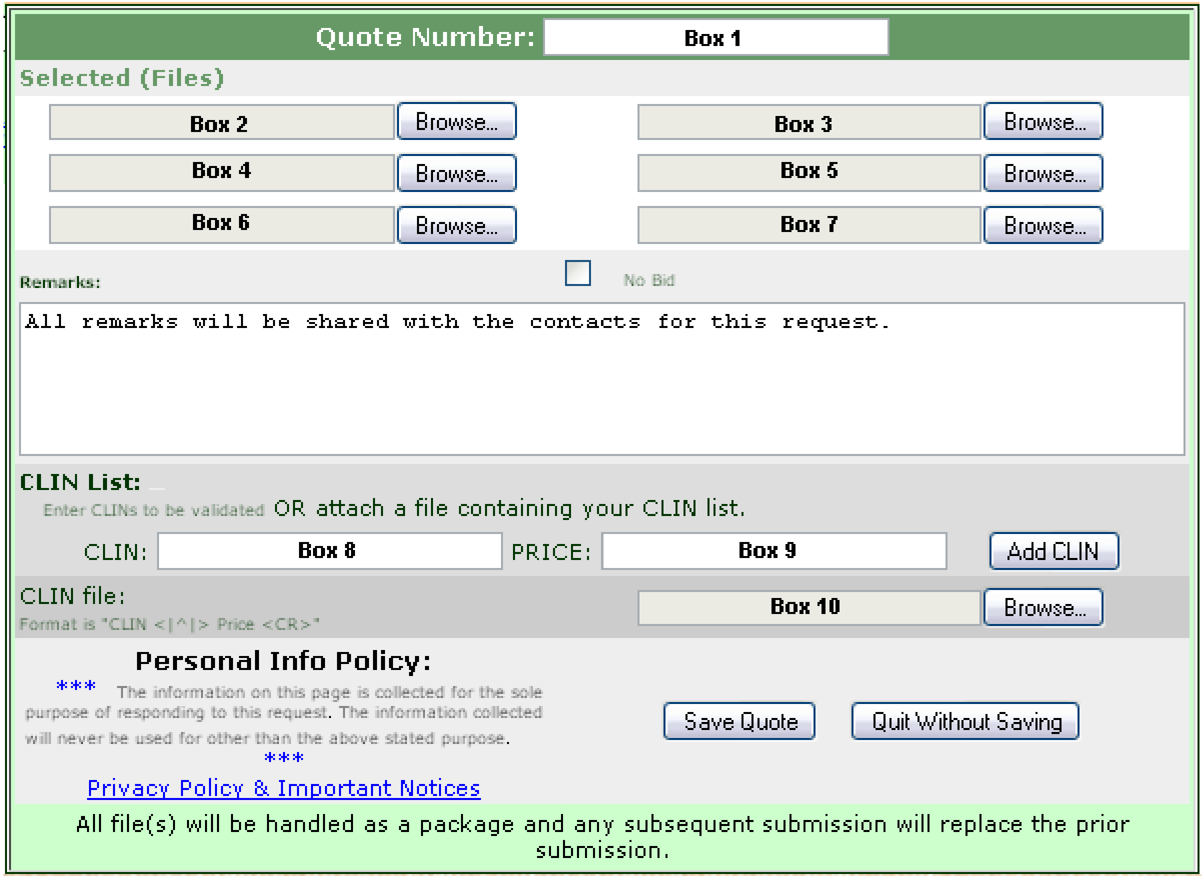
Type all remarks and or reasons for not providing quote.

To submit to customer, click the button Save No Quote.

To cancel no quote, click the button Quit Without Saving.

Submitting a Quote

To submit a quote, click Quote either from the RFQ details page or from the Quote interface home page.



Box 1 - Type in your company's internal quote number.

Boxes 2- 7 - Click Browse... to attach up to six files, one of which must be the quote.

Quotes are to be submitted in readable format.

Quotes are to be submitted in readable format.

Acceptable file types are: .pdf, .doc, .docx, .xls, .xlsx, .txt, .zip, .html (customers may request specific file types)

The following are guidelines to avoid Web attachment problems:

1. Files on a network drive may be restricted by security policy (drive names higher than D or path names starting \\ are usually network drives).
   - We recommend you copy files from networked drives to your local PC before attaching in a web page.
2. Remove white space and special characters (!@#$%^&*~{}|'"<>?) from your file names
3. After selecting your files do not edit the path or file name that is in the text field.
4. Use the browse feature to select your files rather than typing the file name into the file selection field.

5. Keep your file size small, due to mail server limits, files over 10MB may not be deliverable to Customer E-mail systems.

Type any additional remarks in the Remarks field.
CLIN list must be verified in order for quote to be submitted.
To submit CLIN list there are 2 options

Option 1 – Submit each CLIN Individually

Box 8 - type in the CLIN
Box 9 - type in the price you have quoted.
Check to make sure both fields are accurate.
Then Click Add CLIN.
You are to do this for every CLIN on your quote including “Z-CLINs”.

***Option 2* – Submit Text File (.txt)**

CLICK Browse.
Select file, click open, and file should appear in **Box 10**.

Once you have completed adding the CLIN list to the quote, click the Save Quote button to submit your quote.

If you would not like to submit your quote, click the Quit Without Saving button.
If your CLINS are validated, they will show up as ‘PASS’ making your quote valid on the Quote Interface home page. If not, they will show up as fail, rendering your quote invalid and you will have to work with you program manager to add those CLINs to the contract.

Click Pass to see the CLIN list for the quote.

CLIN List **Download**

CLIN	CLIN Status	Price	Price Status
9923-16045	Valid CLIN	5193.36	At or Below the SEWP Max Price
9923-13906	Valid CLIN	287.38	At or Below the SEWP Max Price
SEWPZ	Valid CLIN	1268.06	Variable Price CLIN

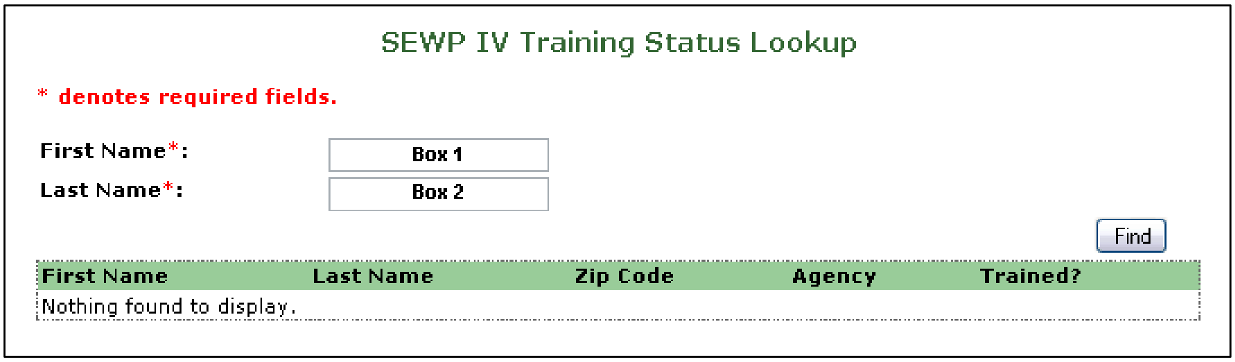
Close

**To download CLIN list, click download.*
CLIN - CLIN number
CLIN Status - Validity of CLIN
Price - Price of CLIN on quote
Status - If price meets SEWP specifications of being at or below SEWP list price.

Training Look-Up

Search the SEWP database to see if a customer has been trained.

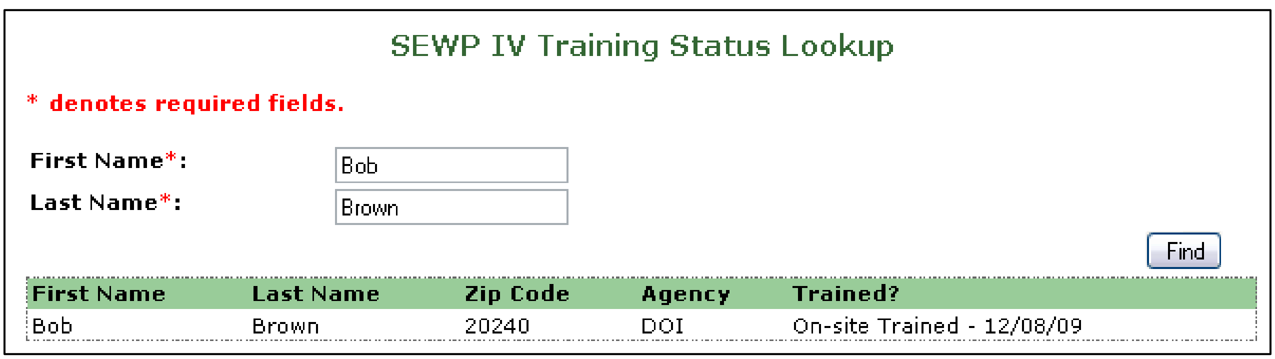
To access the Training look up tool, click Training Look-up from the CHOP Menu.



Box 1 - type in the customer's first name

Box 2 - type in the customer's last name

Click Find to search for the customer.



First Name - Customer's first name

Last Name - Customer's last name

Agency - Customer's agency

Trained? - The date the customer was trained

Vendor Info Editor

Edit your company information that appears on the SEWP public website. **This tool requires elevated permissions that must be requested by your Program Manager.*

To access the Vendor Info Editor, click the [Vendor Info Editor] from the CHOP Menu.

NASA SEWP Contract Holder Update

General Info | Addresses | E-mail List | Contacts

These links will skip you to the appropriate text below.

[SAVE]

To update your company's general information, click the General Info link.

The information entered here appears on the SEWP public website.

General Info

SEWP_Contract_Number:	
Vendor_ID:	
Class:	
Company_Name (80):	Box 1
Corp_URL (255):	Box 2
Ord_URL (255):	Box 3
Default_Delivery_Time (4):	Box 4
DUNS (20):	Box 5
TIN (20):	Box 6
CAGE (20):	Box 7
Vendor_Why (unlimited):	Box 8
Vendor_Note (unlimited):	Box 9
Proc_Pref:	
URL for Live SEWP Vendor Info:	Click to open Live content in new window

[SAVE] Return To Top

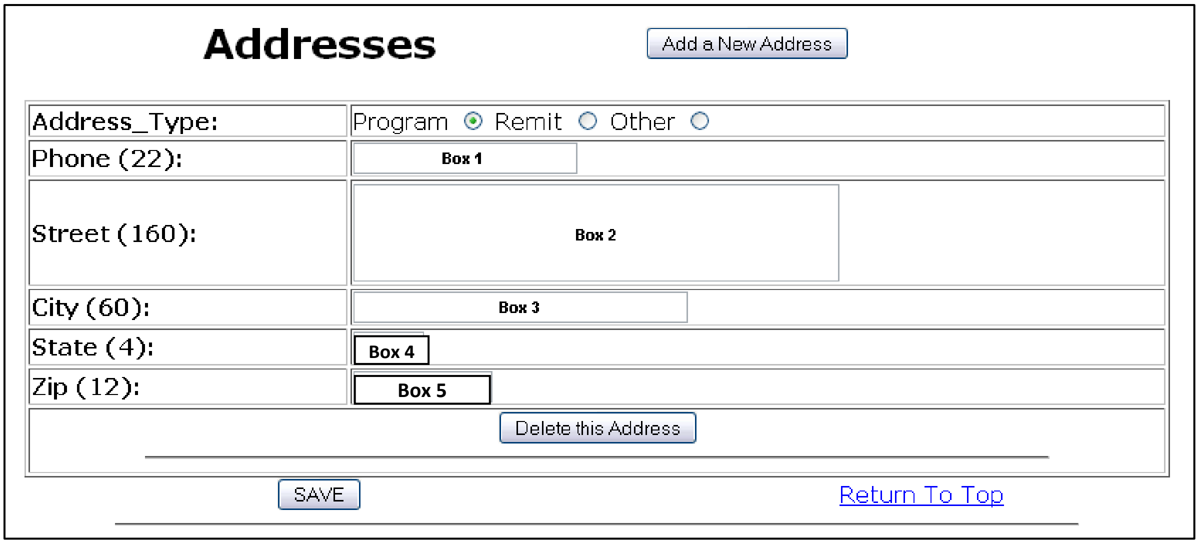
SEWP_Contract_Number - Number assigned to contract on SEWP award date.
Vendor _ID - Vendor Identification agreed upon by SEWP PMO and Contract Holder at start of SEWP IV.
Class - Class designation determined during SEWP selection process.
Company Name - Contract Holder's full name, including LLC and INC (80 character limit)
Corp_URL - Contract Holder's full web address (255 character limit) **Copy and paste is recommended to avoid any errors*
Ord_URL - the web address to the Contract Holder SEWP ordering guide **Copy and paste is recommended to avoid any errors*
DUNS - Contract Holder's unique **D**ata **U**niversal **N**umbering **S**ystem number
TIN - Contract Holder's **T**ax **I**dentification **N**umber
CAGE - Contract Holder unique **C**ommercial **A**nd **G**overnment **E**ntity code
Vendor_Why - Marketing statement from Contract Holder, including an explanation why a customer should use your contract
Vendor_Note - Additional information about your company or contract
Proc_Pref - Procurement Preference i.e, SDVOSB, 8(a), small business **Can only be edited by SEWP PMO*

To save the information you have just edited, click the SAVE button.

URL for Live SEWP Vendor Info - Once you have entered your company information and clicked 'SAVE', click this link to view your changes. The SEWP public website will open in a new window. If you need to make additional edits, go back to the CHOP window, make your edits and click 'SAVE'. Then go back to the public window and refresh the page.
**Indicates information can be edited by Contract Holder.*

To return to the top of the Vendor info editor page, click the Return To Top link.

To update or change your company's addresses click the Addresses link.
The information entered here appears on the SEWP public website.



To update your address(es), edit the information in the form above.
To add a new address, click Add a New Address

Address Type - Select the type of address

Program: your company's SEWP Contract administrative office address
Remit: Remittance address for payment.
Other: Additional address for the customer to be aware of.

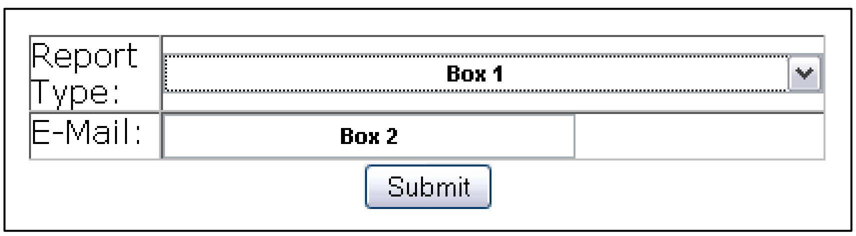
Phone - Contract Holder phone number
Street - street address of contract holder including suite
City - city where contract holder office is located
State - state where contract holder office is located
Zip - zip code where contract holder office is located

To Delete an address, click the Delete this Address button.
To save any changes, click the SAVE button.
To return to the top of the Vendor info editor page, click the Return To Top link.

To update your company's list of e-mail addresses, click the E-mail List link.

The list displays SEWP generated reports and the email recipients of each report.

To add a new email address, click the Add a New E-mail button.



Report Type - Type of report produced by SEWP

E-Mail - E-mail address to receive this report.

Box 1 - In the dropdown box, select the type of report to be emailed.

Box 2 - Enter the email address to recieve this report

Click the Submit button.

*****E-mail addresses can only be added one at a time.*****

*****Recipients of multiple reports must be added one report at a time.*****

To return to the top of the Vendor info editor page, click the Return To Top link.

To update your company's contact list, click the Contacts link.

The information entered here appears on the SEWP public website.

Contacts

Add a New Contact

PM_Flag:	Program Manager ○ Other ○
First_Name (40):	First
Last_Name (40):	Last
Position_Desc (255): (Field will be truncated to 255 chars)	Position Title
E_Mail or URL (80):	user@contractholder.com
Phone (22):	phone #
Alt_Phone (22):	Alternate phone #
Alt_Phone2 (22):	Alternate phone #
Mobile:	Mobil/Cell phone #
FAX (22):	Fax #
Delete this Contact	

To update a contact's information, edit the information in the form above.

To add a new contact, click the Add a New Contact button.

PM_Flag - Indicates if this contact is a program manager
First_Name - First Name of this contact person
Last_Name - Last name of this contact person.
Posistion_Desc - Enter the position title and a short description of this contact person.
E_Mail or URL - E-mail address for this contact person
Phone - Phone number for this contact person
Alt_Phone - First alternate phone number for this contact person
Alt_Phone2 - Second alternate phone number for this contact person
Mobile - Cell phone number for this contact person
Fax - Fax number for this contact person

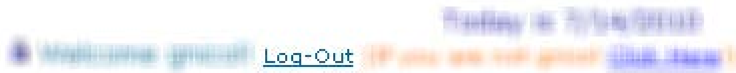
To submit this information, click the Submit button.

To delete contact information, click the Delete this Contact button.

To return to the top of the Vendor info editor page, click the Return To Top link.

Logging Out

To log out, click logout at the top of the page.



Make sure to close your browser once you have successfully logged out.

Technical Refresh (TRs)

All Technical Refreshes(TRs) should be submitted in a text file(.txt) to trtest@sewp.nasa.gov for approval.

Format as of August 2, 2011.

SEWP IV TR Message Format			
Field Name	**Required**	**Edits/Values**	**Description**
Header Data			
REPORTTYPE	Y	TR	SEWP report type
TRNUMBER	Y	14 characters	TR Number
CONTRACTNO	Y		Contract Holder Contract Number
TRDESC	Y		Description of TR. Multiple lines allowed
CONTACTNAME	Y	80 characters	Contract holder administrator's Name
CONTACTPHONE	Y	22 characters	Contract holder administrator's Phone Number
CONTACTEMAIL	Y	80 characters	Contract holder administrator's Email Address
FORWARDNOERROR	N	N,Y	Forward test TR if it contains no errors, default N
CLIN Data			
LIN	Y		Line Item Number
CLIN	Y	30 characters	Contract line item number (CLIN)
MANUFACTURER	Y	Validated	Manufacturer Name
PARTNUMBER	Y	30 characters	Manufacturer's Part Number
CLASSCODE	Y	Validated	Product Category Classification Code
SUBCLASS	Y	Validated	Product Category Subclass Description
BMAFLAG	Y	B, M, A	Base, mandatory, or available CLIN
LISTPRICE	Y		List or unit price of the product
SEWPPRICE	Y		SEWP Price for the product
PSMFLAG	N	P,S,M	Is CLIN a (P)roduct, (S)ervice, or (M)aintenance. Default P.
EPEATFLAG	N	A,B,G,N,S,Y	A = Applicable but no EPEAT compliant product available, B = EPEAT certified Bronze, G = EPEAT certified Gold, N = Not Applicable or non-compliant, S = EPEAT certified Silver, Y = EPEAT compliant and registered, non-certified. Default N.
ENERGYSTARFLAG	N	C, NA, NC, Q	Energy star compliant. C = Compliant, NA = Not Applicable, NC = Not Compliant, Q = See Quote. Default NC.
VISIBLEFLAG	N	N, Y	Should CLIN be displayed on description search. Default Y.
CUSTOMFLAG	N	N, Y	Is this a custom CLIN. Default N.
BACKUPDATAFLAG	N	N, SOW number	Has backup data been sent to SEWP Office. Default N. Submit the numbers after the dash in the SOW ticket number if backup data has been provided.
ITEMDESC	Y		Long description of product. Multiple lines allowed

SHORTDESC	N	80 characters	Short description of product
REBATE	N		Rebate amount
DISCOUNTPCT	N		Discount percent, must exceed that of product category
REPLACEMENTCLIN	M	30 characters	Replacement CLIN if EOL'ing base or mandatory CLIN
BMREASONCODE	M	30 characters	Reason for EOL'ing base or mandatory CLIN
ISEDITABLE	N	N, Y	Can CLIN's Price be changed, default N
TAAFLAG	N	C, NA, NC, Q	C = Compliant, NA = Not Applicble, NC = Not Compliant, Q = See Quote. Default Q.
ADAFLAG	N	E, N, S, V, X,Y	ADA compliancy of CLIN E=Exempt, N=Not Compliant, S=Supported, V=Contact Vendor (Default), X=Not Applicable, Y=Compliant
URL	N		URL containing data about product and/or manufacturer
EOLDATE	N	YYYYMMDD	End of Life Date
SOVDATE	N	YYYYMMDD	Start of Visibility Date
EOVDATE	N	YYYYMMDD	End of Visibility Date
DELIVERYTIME	N	Days	Maximum number of days to deliver this product. Default is contract maximum (30).
AVGDELIVERYTIME	N	Days	Average number of days to deliver this product
GSAPRICE	N		GSA Price of the product
SEARCHCODES	N		Search codes. May be used for UNSPSC codes
EQUIVALENTCLIN	N	30 characters	CLIN this CLIN is equivalent to
Trailer Data			
TOTALCLINS	Y		Total Number of CLINs contained in the TR
ENDREPORT	Y		No data necessary. This signifies the end of the report

*In the event a CLIN is denied please forward the denial email along with all pertinent information i.e.(backup data/pricing) to explain why CLIN should be added to sow@sewp.nasa.gov.

Sample TR:

REPORTTYPE [TR
TRNUMBER[20070401001
CONTRACTNO [NAS5-12345
TRDESC[Add new products
CONTACTNAME [John Contact
CONTACTPHONE [301-555-1885
CONTACTEMAIL [jcontact@anycompany.com
FORWARDNOERROR[Y
LIN[1
CLIN[CLIN1
MANUFACTURER[HP
PARTNUMBER[LP-1
CLASSCODE[Hardcopy Output Device
SUBCLASS[Hardcopy Output Device Other
BMAFLAG[A
LISTPRICE[2500
SEWPPRICE[2000
PSMFLAG[P
EPEATFLAG[N
ENERGYSTARFLAG[NC
VISIBLEFLAG[Y
CUSTOMFLAG[N
BACKUPDATAFLAG[N
ITEMDESC[HP LaserJet 4345x MFP - Multifunction (B/W)
SHORTDESC[HP LaserJet 4345x MFP - Multifunction (B/W)
REBATE[
DISCOUNTPCT[0
REPLACEMENTCLIN[
BMREASONCODE[
ISEDITABEL[Y
TAAFLAG[NC
ADAFLAG[V
URL[
EOLDATE[
SOVDATE[
EOVDATE[
DELIVERYTIME[
GSAPRICE[
SEARCHCODES[
EQUIVALENTCLIN[
TOTALCLINS[1
ENDREPORT[

Order CLIN Reports

Order CLIN Reports should be submitted in a text file(.txt) to statupd@sewp.nasa.gov.

Format as of March 17, 2007.

SEWP Order CLIN Report Message Format			
Field Name	**Required**	**Edits/Values**	**Description**
Header Data			
REPORTTYPE	Y	ORDERREPORT	Report type. Must be set to ORDERREPORT
CONTRACTNO	Y		Vendor Contract Number
CONTACTNAME	Y	80 characters	Vendor Administrator's Name
CONTACTPHONE	Y	22 characters	Vendor Administrator's Phone Number
CONTACTEMAIL	Y	80 characters	Vendor Administrator's Email Address
Order Data			
ORDERNO	Y		Initiating agency order number
ORDERSEQ	N		SEWP Order Sequence Number
ORDERDATE	Y	YYYYMMDD	Order Date
INITIATINGAGENCY	N		Agency that initiates the order
ORDERINGAGENCY	N		Agency that places the order
SHIPTO	N		Address order shipped to. Multiple lines accepted
SHIPTOCITY	N		City order shipped to
SHIPTOSTATE	N		State order shipped to
SHIPTOZIP	N		Zip code order shipped to
SHIPDATE	N	YYYYMMDD	Date order shipped
EXPDELDATE	N	YYYYMMDD	Expected delivery date
POPFLAG	N	N, Y, Default N	Enter Y if order consists solely of period of performance clins
EXCEPTIONFLAG	N	N, Y, Default N	Enter Y if an exceptional condition is causing a delay in the delivery of the order
EXCEPTIONREMARKS	N	Max 255 characters	Reason for exception
STATUS	N		Order Status
STATUSDATE	N	YYYYMMDD	Status Date
VENDORNUMBER	N		Vendor Tracking Number
REMARKS	N		Optional order remarks
CLIN	Y		CLIN, unit price and quantity. One clin per line, with the price and quantity separated by the [delimiter. Format would be CLIN[CLINNO[PRICE[QTY
SURCHARGE	Y	Numeric	Surcharge amount
ORDERTOTAL	Y	Numeric	Total dollar amount of order
Multiple orders can be submitted at the same time. The first line for each order must be the ORDERNO line, and the last line for each order must be the ORDERTOTAL line.			

Trailer Data			
ENDREPORT	Y		No data necessary. This signifies the end of the report

*In the event there is an uncorrectable error, please send email to chhelp@sewp.nasa.gov explaining the reason for the error.

Sample Report:

REPORTTYPE [ORDERREPORT
CONTRACTNO [NAS5-12345
CONTACTNAME [John Contact
CONTACTPHONE [301-555-1885
CONTACTEMAIL [jcontact@anycompany.com
ORDERNO [Order-1
S3N [99999
ORDERDATE [20021001
STATUS [SHIPPED
STATUSDATE [20021007
SHIPDATE [20021007
EXPDELDATE [20021016
VENDORNUMBER [Vend-1
REMARKS [Test Order
INITIATINGAGENCY [Executive Office
SHIPTO [President of U.S.
SHIPTO [1600 Pennsylvania Avenue
SHIPTO [Washington, DC 22222
CLIN [CLIN-1 [100 [49
CLIN [CLIN-2 [1000 [5
CLIN [OPEN-Z [100 [1
SURCHARGE [600
ORDERTOTAL [10600.00
ENDREPORT[