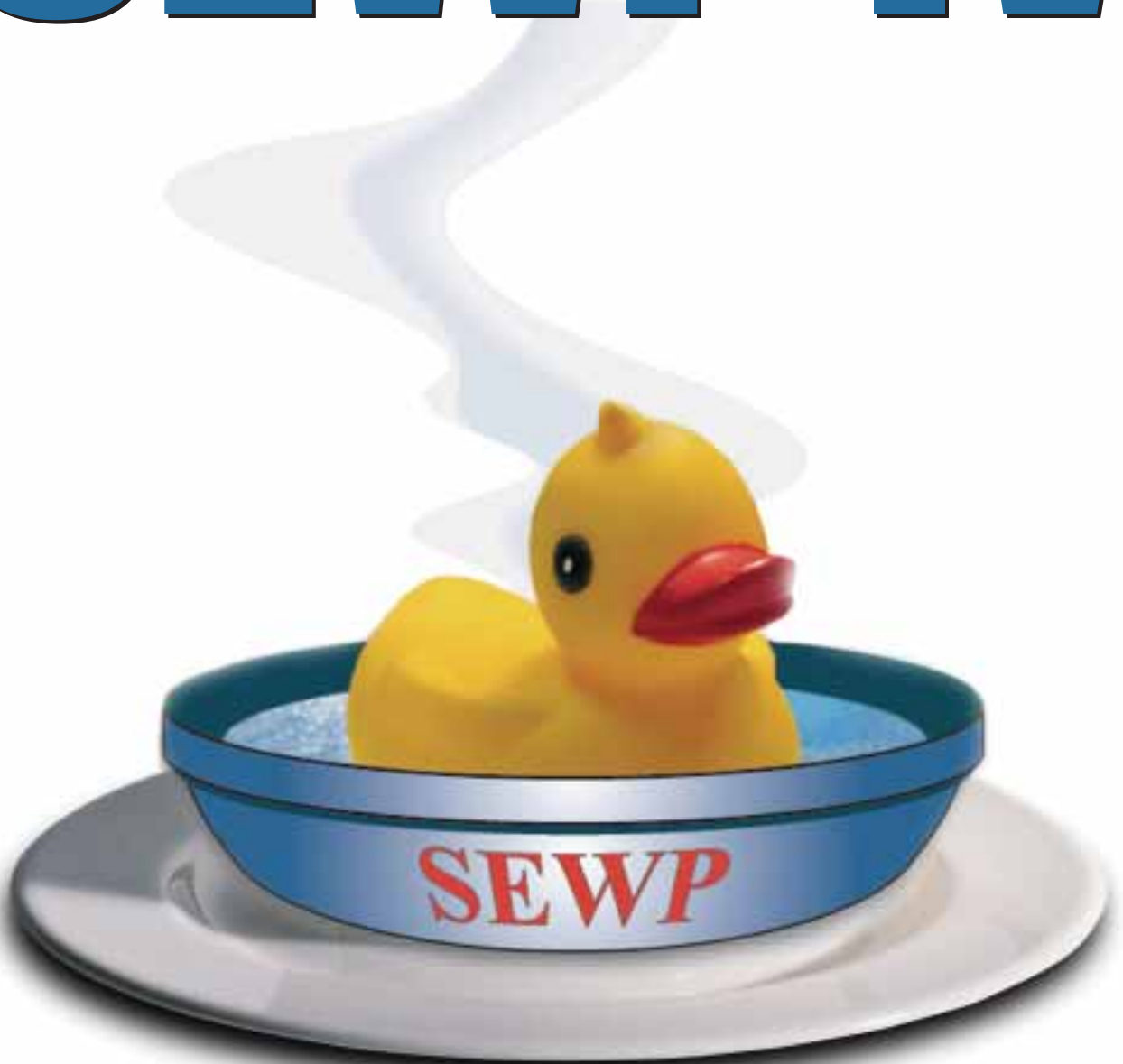


# SEWPP IV



## Inside:

Get Your IT Ducks in a Row • IT's All On SEWPP • The State of SEWPP • SEWPP Questions and Answers • SEWPP Service • Worldwide SEWPP  
Free SEWPP Training • SEWPPing up Performance • German SEWPP • Fair Opportunity • SEWPP Contract Awardees • Industry Insights



# SEWP Gets Your IT Ducks In A Row

NASA's SEWP IV (Solutions for Enterprise-Wide Procurement) GWAC gives you access to nearly 1 million unique IT products from more than 2,000 manufacturers.

**W**hy do IT buyers consistently rely on SEWP IV?

Ask that question to users of the popular GWAC and you are likely to get answers such as these from government IT buyers who attended the 2008 SEWP Conference.

*"It's easy, it's convenient. And all the vendors that I use are there already, so there's more competition."*

–Vanida Thompson, DOJ

*"I believe the main reason that the specialists use SEWP is because it is easy; it is accessible. Many of the products that our customers are looking for can be found on SEWP."*

–Mary Ann Hall, DITCO

*"I can get more quotes, better prices."*

–Billy Sexton, NASA

*"...it's a matter of efficiency. The RFQ Tool is by far the best that I've see. I've used GSA e-Buy. I've used NIH tools as well and ...I find the other two extremely lacking. Overall...SEWP as a whole is so much better. I want someone who's going to be responsive to my needs. I found that SEWP is the one who does that for me."*

–Tom Moseley, Air Force

*"...because it's the easiest procurement vehicle. We [previously] bought a supercomputer and it took us 18 months and then we used SEWP...and it took us a month."*

–Larry Simon, EPA

Products on SEWP were seen as very competitively priced,

and in some cases priced better than on other contracts. Plus, SEWP was seen as a better value because of its lower fees (0.6 percent with a \$10,000 cap).

With all that praise from SEWP users, one might think that the SEWP staff is completely satisfied with its current recipe of customer services.

Wrong!

## Often Happy, Never Satisfied

"I get to use my favorite phrase, 'often happy, but never satisfied,'" explained Joanne Woytek, SEWP program manager, when describing SEWP in an interview with 1105 Custom Media.

Since SEWP's inception, it has always been broad in IT scope both to attract companies to be on the contract and buyers who were looking for all types of IT.

Because SEWP is easy to use and easy to work with, conference attendees relayed example after example of how they are able to get items much quicker than with other contract vehicles; and how products were delivered "expeditiously" from suppliers they know and trust.

Described as accessible and convenient, the SEWP website ([www.sewp.nasa.gov](http://www.sewp.nasa.gov)) contains information such as pricing, product numbers and item descriptions. Attendees cited the RFQ tool for its ease of use, allowing contracting personnel to receive more quotes responsively and accurately.

According to Woytek, the RFQ tool is being constantly improved adding new capabilities. For example, "we have the ability to indicate that an award has been determined, so people can say 'I've done my RFQ and I've made my award,'" explained Woytek. "The tool also provides the ability to verify that items are on the contract so customers can do the award."

"I'm happy with the website, but we have a long list of things we need to do, but over the last year, we've made significant improvements," said Woytek. "Next FY we will have a whole rewrite of the RFQ tool. We have so many new ideas as to how we can make it better."

## IT Solutions Buyers Want

The SEWP acronym stands for **Solutions for Enterprise-**





## The Inside Scoop On SEWP

SEWP IV is an authorized Government-Wide Acquisition Contract (GWAC) authorized by OMB. SEWP IV is an IT IDIQ, firm fixed price contract authorized to run through 2014 with a ceiling of \$5.6 billion.

### Solutions Galore

SEWP IV offers a wide variety of IT products and product solutions, including:

- Desktop Computers and Laptops
- High performance servers and data-base servers
- Mass storage and network devices
- Advanced video and visualization solutions
- Computer support devices
- Security systems and tools
- Audio-Visual systems
- Cost per Copy Multi-Functional Printers
- Warranty and Maintenance
- Implementation and Installation
- Product-based Training

Plus many more solutions are available. Items on SEWP are updated daily and your order is turned around quickly. After it reaches the SEWP BOWL, it is sent to your chosen supplier in one day.

### Low Surcharge

The SEWP surcharge (fee) for all orders is a base of 0.6 percent with limits:

Order Amount	Fee percentage
\$0 - \$1,666,666	0.6 percent
\$1,666,666 on up	\$10,000 cap

The current SEWP surcharge is capped at \$10,000 per transaction. SEWP is the only product GWAC with a fee cap.

### Self-Funding SEWP

The SEWP program budget is self contained. It gets no direct funding from NASA and no SEWP funding is provided to NASA except for overhead costs.

### Go to the SEWP BOWL

Mission control for SEWP is the Business and Operations Workstation Laboratory or SEWP BOWL. The hard-working members of this customer-service center keep your procurements moving forward.

They provide support for the entire procurement lifecycle including processing requests for product additions within 24 hours. Service starts with pre-order support with the online Product Search and RFQ tools and they track your quote requests and vendor replies.

They take a proactive order processing role, accepting orders through fax or email and ensure all orders comply with regulations and include all required information. They also keep track of orders to make sure none are lost. After the order is made, they process order status reports and post them online.

Finally, they make quality assurance checks on product delivery, product functionality and overall customer satisfaction. And if there is a problem, they will help resolve it.

*Source: SEWP*

**Wide Procurement** said Woytek. “I like it because it talks about solutions. It’s not just products; it’s not just a catalogue. What we provide are Contract Holders who can give the whole solution.”

So, while you can certainly buy any quantity needed, SEWP is geared towards providing “more whole product solutions rather than a single computer,” added Woytek. “You can get the whole suite of solutions – computer, networks and installation – from one company on one contract vehicle.”

“We wanted to emphasize you can use SEWP for more than just a single purchase. Use SEWP to help solve enterprise-wide problems,” said Woytek. In addition to NASA, two agencies who are doing just that are VA and Justice. They are using SEWP as an enterprise-wide solution.

Plus SEWP has an MOA with DOD which, according to [www.sewp.nasa.gov](http://www.sewp.nasa.gov), establishes a framework for the relationship to support the mission of both agencies, to improve efficiencies and leverage resources and capabilities. In particular, the MOA establishes procedures for the use of the SEWP contract by DOD including the DOD IG’s recommendation that DOD users “take maximum advantage of the free on-site training offered by NASA and to routinely use SEWP’s online RFQ tool”.

Woytek knows that in order to stay competitive, you have to provide the solutions and service customers are looking for. That’s something SEWP has been doing since the 1990s.

“Let’s make sure the world knows what we provide and that we are useful to the government. If we aren’t useful to the government then we aren’t worth being around,” exclaimed Woytek.

With six more years on a contract, a fee of just 0.60 percent and a ceiling of \$5.6 billion, SEWP has proven itself to be a premier customer focused vehicle capable of serving up fresh technology for a long time to come. □



# IT's All On SEWP

SEWP's innovative procurement process delivers you the broad spectrum of IT products. With products being added continually you get access to the latest products at the most competitive prices.

For the NASA SEWP team, their vision is clear: "To be the premier customer-focused contract vehicle for Federal Government purchase of IT products."

For you, SEWP IV is an easy to use GWAC you can use to buy from a selection of more than 1,000,000 IT items such as UNIX, Linux, Windows and Mac based computer systems and servers, along with peripherals, network equipment, storage devices and other IT products and solutions.

According to its website, SEWP IV "consists of 38 competed Prime Contract Holders, including 21 Small Businesses and 9 Veteran-Owned Businesses, 6 of which are SDVOSB (Service Disabled Veteran Owned Small Businesses) and 4 non-competed 8(a) Set-Aside Contractors".

These Prime Contractors make available to you more than 2,000 suppliers, who are the nation's leading hardware and software producers and experienced government integrators.

The SEWP IV pre-competed and pre-negotiated contract is available to all federal civilian and defense agencies and their authorized contractors. It offers competitive pricing (generally below GSA Schedule prices), the lowest surcharge (0.6 percent), and has the speediest and easiest ordering process using online Product Search and Advance RFI/RFQ tools.

SEWP online tools help you comply with Fair Opportunity requirements. More than 2,300 federal sites place over 1,500

## SEWP Contacts

### SEWP Customer Service Contacts

Internet: [www.sewp.nasa.gov](http://www.sewp.nasa.gov) – 24x7x365  
E-mail: [Help@sewp.nasa.gov](mailto:Help@sewp.nasa.gov) – get answers within 24 hours  
Call: 301-286-1478 – open Monday-Friday, 7:30 AM-6:00 PM ET  
Fax Orders: 301-286-0317  
E-mail Orders: [sewporders@sewp.nasa.gov](mailto:sewporders@sewp.nasa.gov)  
Mail: Mailstop 720.S, NASA GSFC, Greenbelt, MD 20771

### Contract Holder requests for help with orders:

Order help: [orderhelp@sewp.nasa.gov](mailto:orderhelp@sewp.nasa.gov)  
Non-contract holder requests for help: [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov)  
Request for RFQ help: [rfq@sewp.nasa.gov](mailto:rfq@sewp.nasa.gov)  
Contract holder requests for help (non-order):  
[chhelp@sewp.nasa.gov](mailto:chhelp@sewp.nasa.gov)  
Program Manager:  
Joanne Woytek / 301-614-7128; [joanne.woytek@nasa.gov](mailto:joanne.woytek@nasa.gov)  
Deputy PM:  
Patrick Logan / 301-614-7127; [patrick.d.logan@nasa.gov](mailto:patrick.d.logan@nasa.gov)

*Sources: SEWP website [www.sewp.nasa.gov](http://www.sewp.nasa.gov) as of July 2008;  
SEWP Conference presentations, April, 2008.*



orders every month. The SEWP scope provides for firm fixed price product based services for planning, installation and implementation.

SEWP IV places no limit on the services needed for planning, installation and implementation of a solution. There is a cap (10 percent of order amount) on how much can be spent on consulting services in support of purchased products.

SEWP is a NASA contract with oversight and control over all contract activities. Since it is a NASA contract it must meet NASA IT procurement needs. And since it is an OMB GWAC it must be adaptable and open to all federal agency needs.

And once an order is placed in the "SEWP BOWL", within 24 hours it is sent to your chosen supplier for fulfillment. □



# The State of SEWP

Joanne Woytek, SEWP Program Manager gives her “state of SEWP” analysis in this interview with 1105 Custom Media.

## Q. 1105 Custom Media

SEWP IV is now in its second year. Can you summarize what’s happened in the past year?

A. *Joanne Woytek*

We have been growing in terms of usage and staff. Part of that growth is because VA now utilizes us as their primary contract for IT. Interestingly, while SEWP has always been one of NASA’s primary contracts, in the past year that fact has been made clearer. So NASA usage has increased over past year and we have solidified our DOD relationship through our MOA with DOD, where we are offering free training so that everyone is solidly online.

And we went from 15 to 38 prime Contract Holders on SEWP IV. So staffing, more formalized training and outreach has been key. We have added new space to meet our growing staff needs.

We are the only GWAC with an SDVOSB (Service Disabled Veteran Owned Small Business) and 8(a) Small Business set aside.

For SDVOSB we are the only one and we have six companies on that. If an agency is looking for these companies in the IT product solutions arena, we are the place to go, because we are the only contract where you can go to do an RFQ and not worry about going other places. VA and Justice are interested.

We also will have an 8(a) set aside group of contractors which we announced in June 2008. This is a non-competed set aside group that is aimed to help small businesses learn about SEWP and get involved in government contracting.

## Q. Can you describe who the “CHRM is?”

A. We added a new role – the Contract Holder Relationship Manager – also known as The CH(a)RM. His job is to be the advocate for the Contract Holder when they are doing the right things and if they are doing something wrong, to make sure they know how to do the rules correctly.

If done right, his job is to make sure all the performances are great and exceptional. So if a Contract Holder needs help, they have one person to go to. It’s a customer service manager for contractors. Also our customers like that because they have a single point of contact.

## Q. As with all contracts, there is a need to monitor quality assurance and have good governance processes. What is SEWP doing?

A. We are continually building up the quality assurance area in

terms of order processing. We’ve added more oversight in terms of compliance issues, because we are now allowing more services on SEWP IV related to the planning, installation and implementation of products.

We’ve added a layer of “bureaucracy” – dare I say that word – to make sure those items

are in scope and correctly priced. We are providing more oversight for Fair Opportunity and we have a new form to verify Fair Opportunity.



## Q. What’s the business outlook for SEWP IV?

A. Last year we reduced our fee from 0.65 to 0.60 percent. Business increased 30 percent from FY06 to FY07. So far in FY08 we are 25 percent ahead in terms of dollar amounts. Contract use is ahead of last year, so we know we are doing something right. It’s a combination of things from the VA, DOD, Justice and NASA. And other agencies are using us more. We are non-profit. All of our money is invested back in SEWP and we get no funds from NASA. We are completely self-sufficient.

## Q. How are you able to charge such a low fee?

A. If you charge little or no fee what do you get for your money? We budget to get the best service for that money. Some understand they are paying for service, some don’t; we have to educate them that everything costs.

We have free training, but the cost of that training is covered by the fee, which is the lowest it will be for a while. My priority right now is to beef up some of our services. We do an excellent job but the fact is we have to run on a “strict diet” or budget, so we need to increase our capability to deliver orders faster and invest more in customer service.

We have provided training at 45 sites with over 500 attendees. All of our Contract Holders are trained and we have new outreach to those 2,000 companies that work with our 38 prime contractors. And over 1,800 have viewed our training video, which is now bigger and better than ever with our new “version 2”.

## Q. Can you describe any computer upgrades?

*continued on page s24*



# You Have Questions, SEWP Has Answers

SEWP has published a comprehensive list of FAQs. Here are 10 of the most common. Visit [www.sewp.nasa.gov](http://www.sewp.nasa.gov) for everything you need to know about using SEWP.

## 1. What is the difference between SEWP Groups and Classes?

SEWP III had classes. There are NO classes in SEWP IV. SEWP is a Fixed Price with Economic Price Adjustment, IDIQ and has 38 Prime Contract Holders.

SEWP is divided into five Groups of contracts. Groups A, B, C and D were awarded through a Competitive process with the Group B competition set-aside for SDVOSB (Service Disabled Veteran Owned Small Businesses) and Group C competition set-aside for Small Business. Group E consists of non-Competed 8(a) set-aside contracts.

Each competed group has the same scope which provides overlap among all Contracts and Groups according to SEWP officials. The groups are:

- Group A (OEMs and Value Added Resellers(VARs))
- Group B: SDVOSB Set-asides (VARs)
- Group C: Small Business Set-asides (VARs)
- Group D: Non-Set-aside (VARs)
- Group E: Non-Competed 8(a) set-aside contracts (recently awarded)

Group selection can be based on market research, suggested sources, pre-existing quotes, use of the SEWP Manufacturer tool, etc. or you may go to multiple groups.

## 2. Who Can Use SEWP? Can DOD? What about State and Local Governments and Contractors?

SEWP is a GWAC open to all federal civilian and DOD agencies.

SEWP officials are quick to point out that as a GWAC, DOD – including all service branches – may utilize the SEWP contracts.

Visit the SEWP website and you'll see that NASA has a signed Memorandum of Agreement (MOA) with DOD about using SEWP, acknowledging that they are federal partners and “the mutual agreement of the involved parties to work together as Federal partners and to demonstrate their commitment to achieve compliance with acquisition.”

Along with a framework outlining the relationship, the MOA establishes procedures for the use of the SEWP contract by DOD.

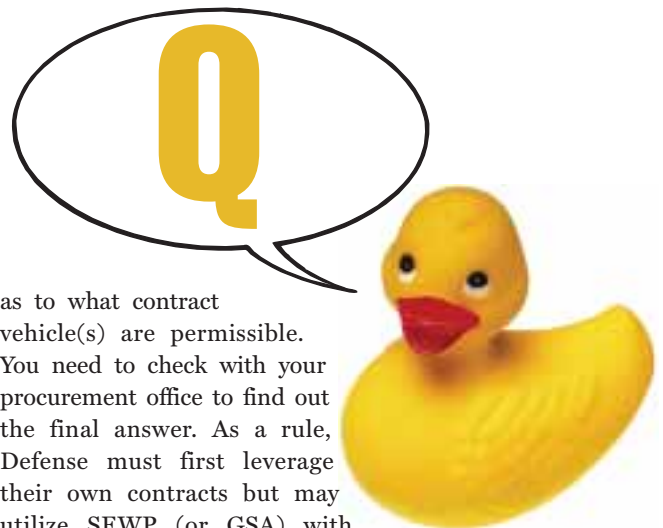
Based on a DOD IG audit, a training requirement is required of any contracting officer or credit card customer using the SEWP contracts. Initial training can be obtained through the on-line training video with full certification through attendance at a free on-site training.

While DOD can use SEWP, state and local governments cannot. Only GSA has been authorized by Congress for use by state and local entities.

SEWP IV can be used by “authorized support service federal agency contractors” according to SEWP officials. The contractor CO needs to send a copy of an authorization letter to the SEWP Program Office. The details of the FAR requirements and what the letter needs to contain are listed on the SEWP website under ‘Order Info’.

## 3. Can I use SEWP if my agency contract office allows us to use only other contracts?

By law, SEWP is a GWAC authorized by OMB for use by all federal agencies. Individual agencies may have their own rules



as to what contract vehicle(s) are permissible. You need to check with your procurement office to find out the final answer. As a rule, Defense must first leverage their own contracts but may utilize SEWP (or GSA) with the right justification (such as price, or availability), say SEWP officials.

## 4. Do I need a small business contracting plan if I am



**awarding a delivery order over \$500,000 to a large business?**

Under the FAR, SEWP orders are orders under existing contracts (FAR. 16.5) and not a stand-alone procurement. All the basics are covered in FAR requirements for Part 12 commercial contracts. According to the SEWP website, “all SEWP large businesses have either a commercial subcontract plan or a SEWP contract specific subcontract plan as part of the basic contract.”

**5. What about leasing? Is it allowed?**

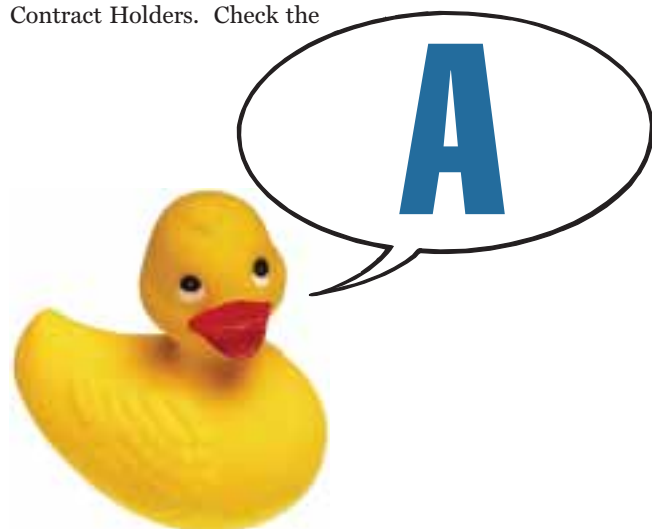
On this point the SEWP officials are clear. As long as the terms and conditions are not in conflict with the basic SEWP contracts, additional terms and conditions can be negotiated at the delivery order level, including leasing. SEWP does not provide a lease template for customers and COs must put together their own adhering to the FAR and their own internal policies.

**6. Can I have a BPA on SEWP?**

SEWP can be used for an activity similar to a GSA Blanket Purchase Agreement (BPA). According to SEWP officials, “a name was assigned – CUPA – to distinguish a SEWP BPA-like order structure from GSA BPAs – but the name has no real meaning.” Check with the SEWP Program Office for details on how you can develop you CUPA based on FAR Part 13.303-1.

**7. Can I go directly to a single SEWP Contract Holder for all my needs?**

SEWP contracts are pre-competed and therefore formal competition (including synopsis, formal RFPs, etc.) is not required according to SEWP officials. They also say however that “as with all multi-award contracts (including GSA), Fair Opportunity must be provided to all associated multi-award Contract Holders. Check the



**Don't hesitate to contact the SEWP Help line at 301-286-1478 or email [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) to get the answers to all your questions. Plus coming soon, this FAQ site will be structured and interactive.**

SEWP website for all the information on Fair Opportunity. The good news is the SEWP RFI/RFQ tool has automatic prompts providing with the set of Contract Holders for which Fair Opportunity should be provided.

**8. Can I get a better price than the SEWP price posted on the web?**

According to SEWP officials, “the published SEWP prices are the maximum prices the Contract Holders can charge the Government.” You can get better prices either on a per order basis, or for limited-time basis (e.g. close-out sale). This allows you the flexibility to negotiate. Already many agencies are using this flexibility and combining it with and continuous SEWP competition among Contract Holders to negotiate large savings, particularly for large purchases.

**9. Can I purchase Open Market items on my SEWP order?**

Yes; as long as the items are under the micro-purchase threshold of \$3,000 per order; within scope of SEWP contract but not available as a separately orderable item, according to the SEWP website.

**10. Do I need to obtain 3 quotes and can I can I limit my RFQ to 3 suggested sources?**

In short, NO on both counts! For 3 quotes Fair Opportunity, not the “3 quote” rule applies to the SEWP contracts according to SEWP officials.

Fair Opportunity must be provided to all Contract Holders within at least one of the Contract Groups. SEWP officials say, “If after providing the Fair Opportunity (preferably using the SEWP on-line RFI/RFQ tool), only one company provides a quote you may proceed with the award and order.”

Please note this is not a sole source since you provided opportunity to the other Contract Holders. However they recommend that “if only one Contract Group is queried and only one quote is obtained, the RFQ should be re-issued, including all Contract Groups in order to maximize competition.”

On using only 3 suggested sources, all Contract Holders within the Group must be provided a Fair Opportunity. □

*Source: SEWP*



# The SEWP Recipe Puts Its Stock In Service

Personalized customer service is what customers get every time they use SEWP.

When assessing her SEWP bowl full of priorities, SEWP PM Joanne Woytek knows which priority rises to the top – services!

“So as long as we do the job well, I can invest to make SEWP better,” explained Woytek.

## Services On SEWP

With SEWP IV, the definition of what services would be permitted was clarified. Woytek said there had been some restrictions on installation and integration of the products for SEWP III.

“We realized that was limiting the people who wanted to put together a large solution. So you can now get a full solution with all the products and the product training all in a package with SEWP.”

At the same time, SEWP further defined maintenance support services. “We always have hired a consultant now and then, so we allow for a little bit, but in theory we pretty much try to de-emphasize anything that sounds like support services. There are a lot of other contracts that do that better.”

The bottom line is there is no dollar limit on the services needed for planning, installation and implementation of your enterprise-wide solution, but if there are support and maintenance services needed after that, customers are going to need to use another procurement vehicle.

## Known As The CH(a)RM

“People are amazed that we do what the contract says we’ll do and we do respond in a day,” noted Woytek. “We do have a very strict turn around requirements so that everybody does things quickly.”

Customers appreciated that there was always a trained SEWP representative who answered calls and that questions were usually answered within 24 hours.

“Anytime I’ve called, I’ve gotten good help. Anytime we’ve written emails, the response has been less than 24 hours, sometimes in just a couple of hours,” said EPA’s Larry Simon.

Some were impressed that even Joanne Woytek would respond to calls when needed. The fact is everyone does what is needed to get the job done. In fact, during the busy September timeframe, don’t be surprised if Woytek answers the phone to help with your order.

SEWP users are also very complimentary on the friendly

manner by which calls were received. “What I find interesting and appealing to me is the receptiveness of the SEWP program people to listen and to put these changes into motion,” said Air Force’s Tom Moseley.

.....  
**“We’re beefing up our services; we are increasing our capability to deliver orders faster and adding more to customer service.”**

**Joanne Woytek, SEWP Program Manager**

.....  
Customer service is what customers get every time they use SEWP.

“We have added a new role – the Contract Holder Relationship Manager,” said Woytek. Also, known as the “CH(a)RM”, his job is to be the advocate for the Contract Holder when they are doing the right things.”

“If they are doing things incorrectly, the CHRM makes sure they know how to do the rules correctly. His job is to make sure all the performances are great and exceptional. If they need help they have one person to go to, sort of a customer service manager for contractors. Also customers like that because they have a single point of contact.”

## Tracking, Checking, Reporting

SEWP provides a lot of automated reporting. For example agencies can ask SEWP to track certain items and report to the agency whether they’ve been purchased or not.

The SEWP team also does a lot of supply checking.

“Everything is checked so that we have tight control of this contract. Every item that goes on the contract is checked, every order is checked and then we do a lot of reporting,” said Woytek.

“We can tell their customers if those items are available and daily reports go out to our customers, to our Contract Holders, to ourselves checking every item,” added Woytek.

The key to SEWP’s outstanding customer service is knowing what is available in real time. The SEWP team knows what is on the contracts and what people are buying. No matter whatever a customer needs, the SEWP team is on top of it. □



# Worldwide SEWP

Anywhere in the world you can go to [www.sewp.nasa.gov](http://www.sewp.nasa.gov) to find the products you need from the suppliers you trust at a price you can afford.

One of the great things about the Worldwide Web is it literally can take you around the world in the blink of an eye.

One of the many great things about the worldwide SEWP website is you can do product research, present your RFQ, make your award from anywhere in the world – and read the “SEWPism of the Month”.

“Often happy, but never satisfied” is the SEWPism for June 2008 and it also happens to be one of SEWP PM Joanne Woytek’s favorite phrases.

“I’m happy with the website, but we have a long list of things we need to do,” said Woytek. “But over the last year, we’ve significantly improved the site.”

To do that takes a lot, because the SEWP website was already a hit with buyers.

“The fact that I could have those product numbers and just load them in there and find out that they are on the SEWP contract, that’s a big help to me, said,” said Air Force’s Tom Moseley during the 2008 SEWP Conference.

“I don’t have to pick up the phone and call somebody. Everything is there,” added Justice’s Vanida Thompson.

## Enhancing Your Experience

Look for an enhanced Manufacturer Lookup Tool that makes it easy to find the company, the item and if they are authorized resellers. “With a couple of clicks on the website, get a whole lot of information on companies on the contracts” explained Woytek. “When you have 2000 suppliers you have to do that easily. And when you have 1 million line items, how do you help customers know what’s available? All of that has been improved.”

“We’ve also improved the Fair Opportunity interface to make it even better than before,” added Woytek. And improvements

to the RFQ tool will continue. “Next FY we will have a whole rewrite of RFQ tool; we have so many new ideas we want to make it better.”

The website also houses a very informative Glossary that gives users a practical explanation of all the different terms associated with SEWP.

No wonder Moseley said, “What I find interesting and appealing to me is the receptiveness of the SEWP program people to listen and to put these changes into motion.”



## The Always Improving RFQ Tool

The RFQ tool is being continually improved according to Woytek. “We are finding new things to do with it. For example, we have the ability to indicate that an award has been determined so people can say ‘I’ve done my RFQ and I’ve made my award’ and the ability to verify that items are on the contract so customers can do the award.”

SEWP works hard to provide tools the customer can make work for them. So the RFQ tool is nice, because it’s not “you have to do it this way” explained Woytek.

“It gives you options. It gives you the option of ‘what do you want back?’ Do you want to just ask questions for market research? Or do you want a full formal quote? And you can use the same tool for both. Do you

want the response sent to you by email, or do you want to track everything on line. We give you nice options throughout the process.”

That includes giving you the new option of putting in a secondary contact so you can have somebody else know what is going on.

“Either way it works. It’s all in one nice tool,” noted Woytek.



### Multi-Purpose

“The same tool provides market research capability as well as the ability to do a final quote,” said Pat Logan, SEWP deputy program manager.

“So the user can just go in there and put in general questions and get feedback; then come back the next month and actually put a final quote through. So they are using the same system. It serves as market research and it also for the final quoting.”

Whether customers are looking for product information or product purchasing, they can rest assure the SEWP database is current. What makes SEWP work is that from the beginning there has been a high technical standard and a high contract standard because of the NASA involvement. There are a lot of technical capabilities built into the system; it’s highly database and electronic process oriented according to Logan.

And the SEWP team has made sure that staff can be anywhere in the world and interact with that data.

According to Logan, one of the things that set SEWP apart from other GWACs is the SEWP database.

“We have a very dynamic database. It’s real time. So if you are searching, it’s real time. You don’t have to worry, if this the most current database of information, because it is,” said Logan.

.....  
**The SEWP Web Site is an information rich resource, which includes VA and DOD web pages for agency specific policies and information.**  
.....

“It’s accurate to that moment and we have the ability to update it almost immediately. So I think another reason why people come to SEWP is that they know we have the most recent technology,” noted Logan.

“We want to make sure that as the technology industry changes daily, we want to be right in line with that. Everything really spins from the database record and we spend a lot of time on it to make sure that it is current and up-to-date.”

### Electronic Addition

The reason SEWP can add products so quickly is based in the fact of what the SEWP RFQ tool asks of the customer and its electronic processes.

“We are not a catalogue,” explained Woytek. “We don’t give you the information, you have to go and query it.” Plus when Contract Holders add items, it’s done electronically. Contractors can send SEWP a file without any human interaction.

## Save Time Using SEWP’s Personalized Online Tools

Find what you need quickly with SEWP’s easy-to-use online tools:

- Search for product, manufacturer and pricing information
- Product offering updated within hours
- Conduct market research RFI’s and submit RFQs
- Track orders online
- Retrieve order history – including previous quotes

Woytek explained that emails are sent back to them that summarize the information in a way that indicates: what the product is; what the prices are; how they compare to other people’s prices; if there’s an increase or a decrease in the price; what the description is; and if other people had that product on contract.

“It makes it very easy to go through and look for discrepancies, things that pop out, such as this is 5 times the price of anybody else’s,” said Woytek. “We can quickly glance through and in fact we are going to make it quicker in the future, because there will be more artificial intelligence.”

“The only other question is ‘it is in scope’? As a matter of fact you can only add products from manufacturers that we have already identified as being in scope,” added Woytek.

“So we’ve already identified products as being in scope, thus we’ve built in a gateway to make sure that what manufacturers are sending is already in scope.”

### The Right Combination

“You can go in to the tool and you can go to one vendor or all of them and say ‘I have a customer who is interested in this type of solution, can you give me that type of information?’” noted Woytek.

“We just use that to start an information flow between the contractor holders and customers. It doesn’t have to go right from, ‘I need something, get me a quote.’ Often times it goes: ‘I need something, let me get an email, let me get some information and then I’ll come back later and do a quote.’ And our system is geared to allow for that multi-step process.”

Logan agreed. “It’s the combination of electronic processing and a contract outline built based on a discount structure on top of list price, and then continuing to have communication and competition throughout the process.” □



# Get Your SEWP Training Absolutely FREE

Free training – plus the continuing education credits offered – has made SEWP a hit at DOD and civilian agencies governmentwide. Contact them at [events@sewp.nasa.gov](mailto:events@sewp.nasa.gov).

Visit the SEWP program office just outside NASA's Goddard Space Center and you'll see a new expanded training facility housing the latest in web and video conferencing technology. It's a center designed with one purpose in mind – train buyers and sellers to use SEWP.

"It just debuted in June," explained SEWP PM Joanne Woytek. "We offer free training on the ins and outs of using the contract."

While SEWP has always offered free training, the effort really took off when the DOD IG said that using SEWP IV is fine, but mandated that anyone in DOD wanting to use SEWP had to be trained.

To begin to meet this enormous training need, SEWP has produced a 15 minute housed on the SEWP website (now in bigger and better version 2) that goes through the contract including a snapshot of what Fair Opportunity is and how to fulfill its requirements.

## Training Thrust

But web and video training are not the main thrust of the SEWP training effort; person-to-person, onsite training is.

"Our purpose is to do onsite training," said Woytek. "It's our preferred method where we can go back and forth instead of a lecture. We really want to have that with key customers."

But with customers worldwide it's impossible. "If you have a customer in Guam or Alaska, it's hard justify the travel so we wanted to have a training facility where we can do good video conferencing and try to get as close as we can to the in person experience so we can get feedback."

## A Typical Session

The typical SEWP training session varies in time from 45 minutes to 2 hours if there is a lot of audience participation. "It goes over in detail how the contracts work and what we provide as a service to the customer," said Woytek.

According to Woytek the shorter the training session, the less information is exchanged. "1.5 hours means the training has been great, with a lot of back and forth and a lot of interaction. Two hours is even better. We update our systems continually based on the feedback from these training sessions."

"We spend a lot of time on the tools and how to make

proper use of them. Most importantly, we answer questions customers have because they always have questions that we won't know about."

Woytek explained that SEWP always tries to hold the training sessions at the customer's site. "We want to be there with the people to best understand their needs. And get their questions. Without the training we would never have that direct interaction. So it works both ways. It's good for them and we learn a lot too."

.....  
**"We spend a lot of time on the tools and how to make proper use of them. Most importantly, we answer questions customers have because they always have questions that we won't know about."**

**Joanne Woytek, SEWP Program Manager**

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Training also targets the 2,000 companies who have products on contract as well. "Training to manufacturers who have products on contract is just as important," said Woytek. "With 2,000 companies through 38 primes, there are a lot of folks that need training."

## Calling All SEWP

"Every time we do training, there is a slide whose main emphasis is to call, call, call," added deputy PM Pat Logan.

"If there's anyone who is interested, may be interested, not know, or just curious, the easiest way to find out is to just pick up the phone and call and I guarantee someone will answer on the other end," declared Logan.

"We are very approachable and we are willing to help you do anything. We really have a vision to do it. We are here to help and we are here to serve, that's why we do it."

Plus it's free.

*continued on page s24*



# SEWPing Up Performance

Constant evaluations help customers make a best value decision for what they need and gives the contractor a way to prove themselves in the event they have received a poor mark.

From the customer’s point of view, if there’s a contractor out there who is not performing up to snuff, the Contract Holder needs some way of proving themselves.

Currently, SEWP has a four tier system – explained in great detail at [www.sewp.nasa.gov](http://www.sewp.nasa.gov) – to grade the past performance of Contract Holders.

The four tiers are:

Blue = Excellent

Green = Very Good

Yellow = Good

Red = Poor.



“Take a look at the ratings on the SEWP website and you’ll see that everybody is blue,” said SEWP PM Joanne Woytek. “They all should be excellent. We went through highly competitive process to select excellent companies with excellent past performance; if we have done our job right in initial selection they all should be excellent.”

One of the duties of the CHRM is to help the Contract Holders keep their “Blue” ratings. “Part of his job is that if they are excellent, to ensure they know that and if they stray, get them back in line,” explained Woytek.

“We hope we will never see a poor or even good past performance. If they do, everyone knows it and it keeps everyone on their toes.”

“This report will help customers make a best value decision for what they need,” Woytek said. ” It also gives the contractor a way to prove themselves in the event they have received a poor mark.”

Based on a continuous 6 month review, SEWP Contract

Holder are rated on:

## Customer Satisfaction

Refers to customer satisfaction with Contract Holders performance including but not limited to the quality of products and services, responsiveness, and problem resolution

## Information Distribution

Refers to information provided by Contract Holder to Customers through sales agents, associated companies, website, handouts and etc.

## Contract Adherence

This section refers to adherence to contract requirements including but not limited to following quote and ordering procedures, sales training and meeting participation and timeliness on required reports and fee payments.

## Delivery Schedule

The delivery schedule rating is based on two parts (1) meeting the user’s expected delivery date (default of 30 days) and (2) minimizing requests to update user’s expectations

## Program Management

A key factor to the SEWP Program’s success is the Contract Holder’s commitment to ensuring their company properly manages the contract as evidenced through their Program Management team. This factor rates the interaction between the SEWP Program Office and the Contract Holder program management. □

.....  
“We went through highly competitive process to select excellent companies with excellent past performance; if we have done our job right in initial selection they all should be excellent.”

Joanne Woytek, SEWP Program Manager

.....



# German SEWP

When the SEWP staff talks about taking to the road to promote SEWP's benefits and perform SEWP training, who thought the road would lead overseas to military bases in Germany this year.

"We're going to seven different bases with 8 of our Contract Holders," said Marcus Fideli, SEWP business development director. Contact SEWP for the itinerary.

Fideli explained that with SEWP's increased military presence and the way orders are coming, this would be a good trip for us to try. "We have gone to Germany before and had success, so we wanted to try it again."

The SEWP road show will provide an in-person opportunity for Contract Holders to tell the Services what they can provide. "We are there as the SEWP Program Office to support and answer any questions and we are providing training at two locations in Germany as well," noted Fideli.

SEWP is planning training for DISA DITCO and certain parts of the DOD DDS which part of DLA and Defense University according to Fideli.

"We want to make sure they understand and know what they can use," added Fideli. "We bring our Contract Holders to tell them this is what they can do for you and we will train folks right there to use the contract."

The SEWP team is showing its commitment to reinvesting and putting money into training. They are making sure government is getting the product and solutions they need.

But don't think you have to travel to Germany to see the SEWP team in action. They regularly are at technology events throughout the U.S. Check the SEWP website to see when they are coming to a location near you, or contact them at [events@sewp.nasa.gov](mailto:events@sewp.nasa.gov). □

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# Providing Fair Opportunity

So, how does one satisfy Fair Opportunity/Competition Requirements when using a SEWP contract?

According to the SEWP website, FAR 16.505(b) (1) provides that each contractor shall be given fair opportunity to be considered for each order exceeding \$3,000 and issued under multiple award contracts. At a minimum, to provide Fair Opportunity, all Contract Holders within any one of the individual competed Groups must be provided Opportunity.

For maximum competition one, two, three or all Groups can be selected. The SEWP online RFI/RFQ tool is the recommended method to assist in this activity and to augment the required decision documentation.

The FAR states that the method to obtain Fair Opportunity is at the discretion of the CO and that the CO must document the rationale for placement and price of each order.

The search capability provides a summary comparison of the requirements based on part numbers. These SEWP tools will automatically include the vendors within a selected Group in the RFQ/search process. The RFQ tool will e-mail an RFQ to the vendors with various options for a reply. Fair Opportunity is only required within a specific group, and not across all Groups.

## Use the System

"It helps everything the customer does," explained Woytek. "The customer doesn't have to know what it means to use Fair Opportunity, they just have to use our system and it leads them into Fair Opportunity and they like that."

Within SEWP, Fair Opportunity is held within a group. This makes sure there is competition within the major Groups. If needed, opportunities may be provided across multiple groups.

"That's what Fair Opportunity provides for," said Woytek. "No matter what you do, if you don't always have continuous internal competition in any contract, it gets stale or you can't get the best pricing."

There is no "three quote rule" within SEWP. Customers must just give Fair Opportunity within the Groups. If they get one response or ten, that's OK said Woytek.

"This sort of forces Fair Opportunity competition within the Groups," noted Woytek. "People must use it correctly. That's the main thing we want to make sure of, that people know what we have and how to use it." □

*continued from page s8, The State of SEWP*

A. We have a new computer system and database; we have expanded our capability to do web page updates; we have instituted an “apology” page and we are fine tuning our past performance pages.

We have instituted some major application updates including a more powerful RFQ/RFI tool that includes sharing capabilities and automated verification. We have the ability to indicate that an award has been determined so people can say “I’ve done my RFQ and I’ve made my award”. They also have the ability to verify that items are on the contract so they can do the award. We’ve improved the Fair Opportunity interface to make it even better than before and next FY we will have a whole rewrite of RFQ tool. We have so many new ideas we want to make it better.

On the manufacturer lookup you can now perform an “alias” search and authorized reseller listing. We are making continued improvement to documentation and are always looking to update applications. For example, we are going to completely redo the RFQ tool because there is so much more we want to do. □

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*continued from page s18, SEWP Training*

“People ask ‘how can you provide free training?’” said Woytek. “I am investing the money I get in fees to go out and train people.”

SEWP doesn’t charge agencies for training because they want agencies to use the contract properly and if they don’t, it only causes problems for the agency and SEWP.

“It eventually pays for itself. You end up getting a couple of big orders because people know what we provide them. So it’s free to the agency, but it’s really coming out of the fee and what we expect to get from it,” Woytek added.

“But as much as possible we are going to try to go out and visit the sites, especially the major ones to make sure that we are servicing them and answering their questions.”

“So call us, make use of us; don’t just sit there and say ‘should you bother with us,’ you really should,” urged Woytek. “We really mean it when we say we’ll go out and train your folks.” □



# SEWP Contract Awardees

SEWP is divided into five Groups of contracts. Groups A, B, C and D were awarded through a Competitive process with the Group B competition set-aside for SDVOSB (Service Disabled Veteran Owned Small Businesses) and Group C competition set-aside for Small Business. Group E consists of non-Competed 8(a) set-aside contracts.

Note that each Competed Group has the same scope which provides overlap among all Contracts and Groups.

At a minimum, to provide Fair Opportunity as required by FAR Part 16, all Contract Holders within any one individual Group must be provided Opportunity (the SEWP On-line RFQ and Search tools automatically provide the Fair Opportunity groupings when selecting Contract Holders). For maximum competition one, two, three or all four Groups can be selected.

For the current list of SEWP IV Contract Holders, please go to <http://www.sewp.nasa.gov/cgi-bin/vendorcontacts.pl>

List below as of 7/9/2008.

Company	Contract Number	Small Business Designation
<i>Group A: VARs &amp; Computer System OEM's</i>		
Force 3	NNG07DA11B/NNG07DA18B	Small, Minority-Owned
James River Technical, Inc.	NNG07DA10B	Small
PC Mall d/b/a GMRI	NNG07DA08B	
UNISYS	NNG07DA09B/NNG07DA13B	
IBM	NNG07DA12B	
SGI Federal, Inc.	NNG07DA14B	
Dell	NNG07DA15B	
Hewlett Packard (HP)	NNG07DA17B	
MPC-G	NNG07DA16B	Small
<i>Group B: (Service Disabled Veteran-Owned Small Business)</i>		
Alvarez Associates	NNG07DA46B	SDVOSB
FedStore	NNG07DA43B	SDVOSB
MicroTech	NNG07DA47B	SDVOSB, 8(a)
i3	NNG07DA42B	SDVOSB
Knight Point	NNG07DA45B	SDVOSB
Three Wire	NNG07DA44B	SDVOSB
<i>Group C: Small Business set-aside VARs</i>		
Blue Tech, Inc.	NNG07DA22B	Small, Woman-Owned, Hub-Zone, 8(a)
CounterTrade Products (CTP)	NNG07DA24B	Small, Woman-Owned, 8(a)
FCN Technology Solutions	NNG07DA26B	Small, Woman-Owned
GC Micro	NNG07DA30B	Small, Minority-Owned, Woman-Owned
Intelligent Decisions	NNG07DA28B	Small, Minority-Owned
iGov	NNG07DA27B	Small
immixGroup	NNG07DA20B	Small
Merlin	NNG07DA23B	Small, Veteran-Owned, 8(a)
Red River	NNG07DA25B	Small
Sword and Shield	NNG07DA21B	Small, Veteran-Owned
Technica	NNG07DA29B	Small, Disadvantaged, Minority, Veteran-Owned
TKC Integration	NNG07DA19B	Small, 8(a), ANC
<i>Group D: VARs</i>		
Apptis	NNG07DA31B/NNG07DA39B	
CDW*G	NNG07DA35B	
GovConnection	NNG07DA32B/NNG07DA38B	
GTSI	NNG07DA33B/NNG07DA49B	
The Presidio Corp.	NNG07DA36B	
UNISYS	NNG07DA34B	
CounterTrade Products (CTP)	NNG07DA40B/NNG07DA50B	Small, Woman-Owned, 8(a)
SoftChoice Corp.	NNG07DA37B	
World Wide Technology	NNG07DA41B	
Best Buy, Gov LLC	NNG07DA48B	
Dataline	NNG07DA63B	
immixGroup	NNG07DA64B	Small
PC Mall d/b/a GMRI	NNG07DA62B	
Ricoh Americas Corporation	NNG07DA52B	
Emtec	NNG07DA51B	



# Industry Insights

## Dell

Dell Inc. listens to Federal Government Customers and Partners to deliver innovative technology and services they trust and value. Uniquely enabled by its business model, Dell is a leading global systems and services company.

Every solution we build is based on industry standard technology tested, ready and mission-capable. The Dell Federal support staff is always on hand to make sure CONUS or OCONUS you are served reliably when you need us. We strive for operational excellence, focus, and single point of accountability, helping make your projects easy and efficient.

In order to serve you best, we've created robust solutions that bring together today's cutting-edge technology and best-in-class services. Dell's Federal Solutions are designed to help you get the job done anytime or anywhere – in the office, in the field, on the move, or behind the scenes. We'll help you determine which solutions best fit your needs, then work with you throughout the lifecycle of your IT investment.

To find out what Dell can do for you, call your Dell Representative today at 866-472-8191 or visit us online at [www.dell.com/fed](http://www.dell.com/fed)

## GovConnection

**As a SEWP IV contract holder, GovConnection is always ready to serve.**

GovConnection has provided federal agencies with end-to-end IT solutions and expert, personal service for more than 14 years. The SEWP IV contract is one more way we make it easy to find, implement, and maintain the technology you need to accomplish your IT goals and challenges.

### Start with a single point of contact.

Your dedicated Account Manager understands your agency and serves as a consultative partner through all stages of the IT lifecycle. Instead of juggling contract paperwork for multiple vendors and service providers, we streamline your purchasing process.

### Connect with a team of technical and purchasing experts.

GovConnection works with technical support specialists, networking engineers, software licensing specialists, contract managers, and a nationwide network of IT services partners.

### Leverage our strategic relationships with top manufacturers.

GovConnection holds premier certifications and offers more than 150,000 technology products from 1400 manufacturers.

In addition to being on NASA SEWP IV, GovConnection also has a GSA schedule. And ITG, in partnership with GovConnection, offers the Army ADMC-2 contract. We are also partnered with prime contractor Net Direct Systems on the FirstSource contract.

Call today to experience the GovConnection difference. 1.888.302.SEWP (7397)

## Government Leasing Company

Do you need equipment and/or software offered on SEWP IV, but don't have the budget for it?

Government Leasing Company is here to help. As a financier of federal lease contracts for over 25 years, Government Leasing Company is an independent company that stresses a quick response with flexible and competitive pricing. We have experience with financing contracts issued by virtually every agency of the federal government, including the Department of Veterans Affairs.

SEWP IV offers a flexible contracting vehicle where financing is as simple as a cash purchase. Whether it's a multi-million dollar staged delivery of a mix of equipment, software and services at several locations or an order for five laptops, we've developed a simplified approach to the leasing process that will maximize your purchasing power and minimize any administrative costs. Don't believe it? Contact us and we'll walk you through the process and explain all your options.

Government Leasing Company  
(800) 822-8070  
[Info@GLEasing.com](mailto:Info@GLEasing.com)

## Intelligent Decisions

Intelligent Decisions offers a comprehensive array of desktops/notebooks, servers, workstations, white boxes, monitors, scanners, printers, PDAs, storage, high-end video adapters, networking products and legacy migration tools. For more information on ID's NASA SEWP IV offerings, visit [www.sewp4.com](http://www.sewp4.com).

### About Intelligent Decisions

Intelligent Decisions, Inc. (ID), a leading Washington, DC metropolitan area systems integrator, is celebrating its 20th year of business. ID provides innovative and comprehensive professional services and a broad range of product and manufacturing solutions to the federal government and Fortune 1000 customers.

Our end-to-end comprehensive product and consulting services include: assessment and analysis; architecture and development; proposals and ROI evaluation; technology reviews and pre-sales support; procurement and supply chain management; secure integration; program management and implementation; staff augmentation; training; dynamic web-based performance tracking tools and warranty/post-warranty repair.

We take pride in our technical expertise, flexible and proactive customer service, strong management team and competitive pricing models. More importantly, we make commitments, meet commitments and provide affordable, best-in-class solutions. Our employees are dedicated to providing clients with IT solutions based on industry leading price, service and satisfaction. Headquartered in Ashburn, VA, we are currently ranked on the VARBusiness 500.

For more information, visit [www.intelligent.net](http://www.intelligent.net) or call toll-free 800-929-8331



## Merlin International

Merlin International is a veteran-owned systems integrator with offices around the world. We are focused on delivering intelligence inspired solutions to public sector agencies, combining the best available technology with commercial best practices to help our clients achieve mission success. Our firm is built on bringing the brightest and most passionate people together to solve some of the most challenging technology problems faced by our clients. It's is how we deliver on "intelligence inspired" – the result of turning our talents into solutions. Merlin has quietly come to define high-level solutions delivered with economy and speed. Our history is rooted in serving the government. Founded in 1997 by CEO and President David Phelps, Merlin operates from the perspective that technology is only meaningful when it is combined with the insight and knowledge of both government and solutions-experienced staff who understand the mission at hand. The solution – whether managed content, enterprise messaging, information assurance or enterprise infrastructure – is then designed to deliver. Innovation, integrity, agility, and accountability are critical components of our successful equation.

## MPC/Gateway

MPC/Gateway, is a top-ten supplier of professional computing products to business, education and government markets. MPC offers a portfolio of technology solutions that are cost competitive, reliable, easily customized with 100% US-based service & support.

Visit: <http://mgcs.mpccorp.com/>

## GMRI, a division of PC Mall Gov

GMRI, a division of PC Mall Gov, is a recognized leader in the information technology marketplace with more than 20 years of experience providing IT products, services and solutions to the Federal Government. We combine the strength of our contract vehicles and a dedicated professional staff with our ISO 9001:2000 certification, to deliver best value solutions for Managed Services, Data Center Services, Storage Strategies, Content Preparation Services and Supply Chain Management.

A contract holder since SEWP I, GMRI continues its successful SEWP relationship with two SEWP IV awards including the Mass Storage Server class. We specialize in systems to store and retrieve data in quantities that range from gigabytes to petabytes. And our award for Advance Video and Teleconference allows GMRI to further expand in the videoconferencing business area while engaging in exciting new opportunities with both manufacturer partners and customers.

In addition to storage and videoconferencing products, GMRI also maintains a complete offering of multi-purpose and high-performance computing platforms as well as peripherals, networking tools and security solutions. On SEWP IV, we team with prominent IT manufacturers like IBM, Sun, HP, Microsoft, Apple and many unique products from IT manufacturers not found on other Federal contract vehicles.

GMRI continues to be recognized for routinely exceeding customer expectations. We have earned a reputation for being responsive, innovative and customer-focused. Our experience and partnerships throughout the IT industry enable us to identify and deliver cost-effective solutions that meet your current needs while keeping future challenges in mind.

SEWP IV Contract # NNG07DA08B and NNG07DA62B

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[www.gmri.com](http://www.gmri.com)

## TKC Integration Services, LLC

TKC Integration Services, LLC ("TKCIS") is a small disadvantaged, tribally owned Native American and Alaska Native Corporation. Led by a senior management team possessing an extensive background in government contracting and technology product sales, TKCIS has won over 100 Federal government contracts. Our dedicated staff includes knowledgeable sales representatives located in eight U.S. regional offices. TKCIS focuses on responsiveness as evidenced by our strategic partnerships with professional consultants, systems integrators and a wide spectrum of technology manufacturers. We have preferred distribution agreements and tailored service programs with industry leaders like Oracle, Dell, Apple and Juniper Networks. Working in conjunction with government executives, program managers and contracting officers, TKCIS helps Federal customers realize their strategic vision through efficient, timely attainment of program milestones. With a thorough understanding of IT requirements and intricacies of Federal procurement, we are a trusted advisor who will clarify investment options and help deliver the most cost effective solution. TKCIS' SEWP IV offering includes hardware and software products that are easily coupled with supplementary implementation, training and maintenance services. Let us show you how TKCIS can meet your technology needs by calling 866-427-1694 or emailing us at [SEWPSALES@tkcis.com](mailto:SEWPSALES@tkcis.com).