

SEWP V Ordering Guide



Table of Contents

1.0 Contract General Information.....	1
2.0 Contract Overview.....	2
3.0 Lyme’s Contract Scope	2
Scope of Product.....	2
Scope of Services.....	2
Scope of Labor.....	3
4.0 Lyme’s Program Process	3
How to obtain a quote from Lyme?.....	3
Special Quote Clins	3
How to troubleshoot a problematic order?	3
How to obtain post order support	4
5.0 SEWP Order Process	4
6.0 Contract Training Requirements	6
7.0 Contractor Purchasing on Behalf of the Government Requirements	6
8.0 Additional terms & conditions	7
Delivery	7
Acceptance.....	8

1.0 CONTRACT GENERAL INFORMATION

Legal Business Name:	Lyme Computer Systems, Inc.
SEWP V Contract #:	NNG15SC80B
SEWP V Contract Duration:	10 Years
SEWP Time Period:	05/01/2015 to 04/30/2026
SEWP Fee:	0.34% of the order amount
FEID #:	02-0380993
DUNS #:	144-76-3067
CAGE CODE:	1BS14
Business Start Date:	5/29/1984
Remit to Address:	P.O. Box 845172, Boston, MA 02284-51721
Ordering Address:	240 Mechanic St., Ste. 301, Lebanon, NH 03766
Phone:	603-795-4000
Fax:	603-795-4800
Type of Contractor:	Small Business
Small Business SIC Code:	5045
SEWP Program Manager:	Dave Caffry
E-mail Address:	dave@lyme.com
SEWP stands for:	Solutions for Enterprise-Wide Procurement.
SEWP VISION:	SEWP is the premier customer-focused contract vehicle for Federal Government purchase of IT products
AVAILABLE TO:	The SEWP V contracts are for use by NASA, all Federal agencies and authorized federal agency contractors. Contracting officers considering 51.101, and any agency specific guidance or policy, to make the appropriate determination and written finding which supports issuance of the authorization, as required by FAR 51.102 and FAR 51.107. (For authorizing support service contractors should review the policy at FAR NASA contracting officers, additional guidance is provided in the NASA Far Supplement at Subpart 1851.) Authorized contractors must comply with the requirements at FAR 51.103

2.0 CONTRACT OVERVIEW

Lyme's NASA Solution for Enterprise-Wide Procurement (SEWP) V contract is a 10-year, Indefinite Delivery/Indefinite Quantity, Government-wide Acquisitions Contract that offers a broad range of information technology products and services for purchase. Lyme is dedicated to support your sales and service needs and we are ready to serve you to ensure you have a very positive buying experience!

Since this contract was competitively awarded, no further formal competition is necessary in submitting Delivery Orders under Lyme SEWP V. However, as part of a multi-award Contract Group, Fair Opportunity must be provided to all other Contract Holders in Group B. It is recommended to do so via the NASA SEWP RFQ tool available at <http://www.sewp.nasa.gov>.

An Agency Administrative Handling Fee, not to exceed 0.34% of the total price of the delivery order, shall be applied to all orders under the SEWP V contracts.

Lyme may accept verbal credit card purchases under \$100K that are phoned in by federal government customers. However, all Delivery Orders of any dollar value and credit card purchases that have documents associated with them and/or are over \$100K must be routed directly to the NASA SEWP Program Office using one of the following methods. These should not be sent to the Lyme.

- FAX orders and completed forms to: (301)286-0317
- E-Mail PDF or Image Files sewporders@sewp.nasa.gov
- Mail to: NASA Goddard Space Flight Center Lanham, 1024 Greenbelt Road, Suite #200, MD 20706 Phone: (301)286-1478

Under normal circumstances, the time between the receipt of a Delivery Order at the NASA SEWP Program Office and submittal of the order to Lyme is less than 1 business day. To view the NASA SEWP V Terms/Conditions and complete ordering instructions at the NASA SEWP web site at <http://www.sewp.nasa.gov>.

3.0 LYME'S CONTRACT SCOPE

Scope of Product

Agencies can utilize the SEWP contract to purchase commercially available information technology (IT) equipment, software, warranty, maintenance and services at firm fixed prices.

Scope of Services

Agencies may utilize SEWP contract to purchase integration and analyst services using the Service CLINs on the contract provided that the services are firm fixed price and directly support the site planning, installation and initial implementation of associated equipment/product purchased either on that delivery order or purchased previously and referenced on that delivery

order. For site planning services, the delivery order for those services must include a clear Statement of Work, describing the technology requirements to be acquired based on the site planning. This labor cannot be purchased separately from the related product purchase.

Scope of Labor

Labor services other than site planning, installation and initial implementation may be purchased using the Service CLINs on the contract provided that all such services are firm fixed price and directly support the associated equipment purchased on that delivery and provided that these additional services do not exceed 10% of the price of the associated equipment/products. This labor cannot be purchased separately from the related product purchase.

If there is a question about scope for either product or services send an email to sewp@lyme.com and inquire if the item is within scope before submitting a RFI or RFQ.

4.0 LYME'S PROGRAM PROCESS

How to obtain a quote from Lyme?

There are three methods a NASA SEWP customer can use to obtain quotes from Lyme for products and services.

- i. Utilize the SEWP Portal RFI/RFQ tool at the following URL: <https://www.sewp.nasa.gov/sewp5public/security/login.sa>.
- ii. Contact the Lyme Sales Team by dialing 603-795-4000 or via email at sewp@lyme.com
- iii. Contact your Lyme SEWP PM by dialing 603-676-3616 or via e-mail at SEWPPM@lyme.com

Special Quote Clins

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

- TRAVEL-Z – Travel expenses
- DELIVERY-Z – Special delivery charges
- CREDIT-Z – Order discounts

How to troubleshoot a problematic order?

For any issues or concerns surrounding orders placed against the Lyme NASA SEWP V contract, the Lyme SEWP Contract Team is ready to serve you. The SEWP Contract Team can be contacted either by dialing 603-676-3616 or by email at sewp@lyme.com.

How to obtain post order support

- i. Installation – Both standard and custom installation is available for a minimal fee, and your Sales Representative can provide you the appropriate CLIN and price for this service.
- ii. Basic warranty– All hardware products purchased in the U.S. or Canada come with a limited warranty, and the warranty period is dependent upon the specific product purchased. To determine the warranty that came with your product(s), please see your packing slip or invoice. For details about a specific manufacturer’s warranty policy, please visit their website or contact Lyme customer service for details.
- iii. Extended warranty – Information regarding extended warranty can be obtained via the Lyme Customer Service Support. Email SEWPSUPPORT@lyme.com or dial 603-676-3617.
- iv. Customer Service Support – For any post-order hardware or software concerns surrounding your NASA SEWP V purchase, Lyme Customer Service team. They can be contacted by either dialing 603-676-3617 or by e-mail SEWPSUPPORT@lyme.com

5.0 SEWP ORDER PROCESS

The internal ordering process of each agency varies. The process and accompanying forms for PR's and DO's that are issued against a SEWP contract is defined by the issuing agency and not the NASA SEWP Program Office. The typical process, however, is for an end-user to determine a requirement and generate a purchase request (PR). The PR along with any necessary funding information is sent to that Agency's procurement office which results in the issuance of a delivery order (DO). Any valid Federal Agency DO form and the associated delivery order number may be used. The NASA SEWP Program Office does not issue DO's - these must be issued through the issuing Agency's procurement office. The NASA SEWP Program Office reviews, processes and tracks issued DOs and forward the DO to the Contract Holder.

Some agencies have special requirements for issuing IT Delivery Orders. It is the Issuing Agency's Contracting Officers (Cos/KOs) responsibility to be aware of any agency-specific policies regarding issuing orders via an existing contract vehicle and Government Wide Acquisition Contracts. There are no requirements under the SEWP Contracts for issuing agencies to use other intermediary procurement offices, except as directed through their own internal policies.

Delivery orders issued against the SEWP contracts are not subject to the Economy Act. FAR 17.500(b) states The Economy Act applies when more specific statutory authority does not exist. Examples of acquisitions to which the Economy Act does not apply (17.500(b)(2) include acquisitions using Government-wide acquisition contracts. The SEWP contracts are Government Wide Acquisition Contracts. The authority for the SEWP contracts is from the Office of Management and Budget (OMB) , pursuant to Section 5112(e) of the Information Technology Management Reform Act ("Clinger-Cohen Act"), 40 U.S.C. 1412(e), which authorizes the Director of OMB to designate one or more heads of executive agencies as executive agents for government-wide acquisitions contracts for IT.

Regardless of Agency-specific Ordering processes, the general flow for SEWP orders is:

End user or Contracting Officer (CO)	NASA SEWP BOWL	SEWP Contract Holder
1. Determines best value through market research. 2. Creates Delivery Order citing NASA SEWP Contract # and Prime Contract Holder. 3. Sends order to NASA SEWP BOWL. 4. VA customers must obtain IT Tracker Number.	1. Verifies Order. 2. Forwards valid Orders to the appropriate Contract Holder.	1. Processes Order. 2. Delivers equipment and services. 3. Invoices Agency or Contractor.
1	2	3

Figure #1 : SEWP Ordering Process

There is a requirement that all SEWP Delivery Orders be routed through the NASA SEWP Program Office to insure all ordering information is complete, accurate and in scope with the applicable contract. However, NASA does not issue orders for other agencies under the SEWP contracts, and other Federal Agencies do not send funds to NASA. Each SEWP Delivery Order is funded and issued to the SEWP Prime Contractor by a Contracting Officer at the ordering Federal Agency.

Delivery Orders should not be sent directly to Lyme.

All orders should be accompanied by the SEWP fax cover sheet or a similar form with contact information provided and routed to the NASA SEWP Program Office. The order bundle must include the following:

- Delivery Order (any valid Government DO is allowed)
- Quote from a SEWP Contract Holder verifying the viability of the order
- SEWP Fair Opportunity Form for orders over \$5 Million

Orders can be sent to the NASA SEWP Program Office by any of the following methods:

- FAX orders and completed forms to: (301)286-0317
- E-Mail PDF or Image File to: sewporders@sewp.nasa.gov
- Mail to: NASA Goddard Space Flight Center Lanham, 10210 Greenbelt Road, Suite #200, MD 20706. Phone: (301) 286-1478

If modifications are made to any order, these modifications must also route through the NASA SEWP Program Office.

Under normal circumstances, the time between the receipt of a Delivery Order at the NASA SEWP Program Office and submission of the order to the appropriate Contract Holder is less than 1 business day. All delivery orders are processed within one business day of receipt and electronically forwarded to the Contract Holder by the NASA SEWP Program Office.

If an order cannot be processed due to incomplete or incorrect information, both the issuing CO and the contractor will be contacted by a member of the NASA SEWP Program Office customer service staff. When an order is processed, e-mail confirmation may be sent by the NASA SEWP Program Office to the issuing CO upon request

In accordance with their SEWP contract, the contractor may only accept delivery orders that have been routed through the NASA SEWP Program Office office and have been assigned a NASA SEWP tracking number (STN).

For DoD Customers:

Per the Defense Procurement and Acquisition Policy Office the contracting officer will need to obtain SEWP training in order to issue SEWP V Delivery Orders. Registering and viewing this video will provide a provisional certification (maintained by SEWP office) to allow SEWP V ordering until we can arrange free training at your site. If interested in registering multiple people please send your list to events@sewp.nasa.gov.

For Non-DoD Customers

While training is not mandatory for non-DoD customers, SEWP encourages all procurement and technical personnel involved in SEWP V usage to request the free on-site training and in the meantime to view this video

Step 1: View the Training Video

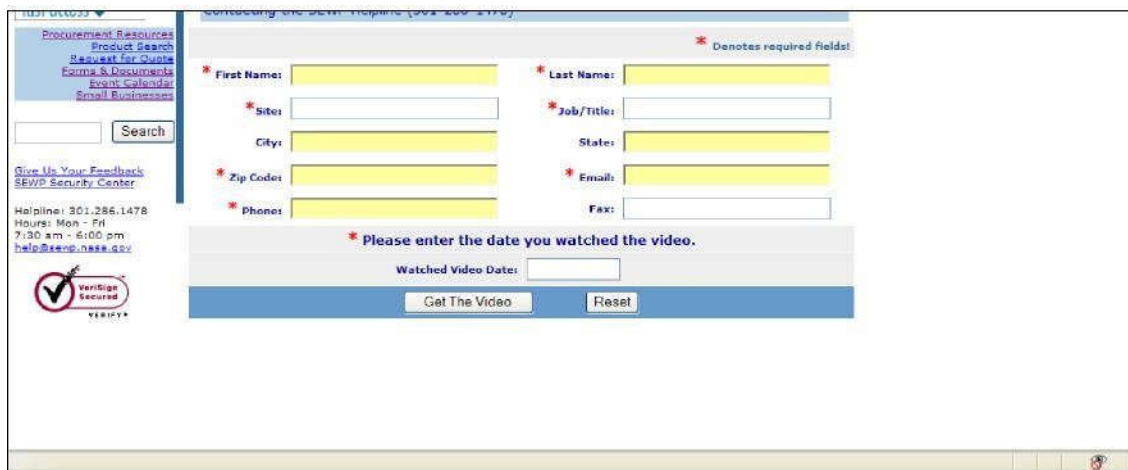
The image shows a web browser window displaying a registration form for SEWP training. The form is titled "Viewing the SEWP Helpline (301-286-1478)". It contains several input fields for personal and contact information, each marked with a red asterisk to indicate it is a required field. The fields are: First Name, Last Name, Site, Job/Title, City, State, Zip Code, Email, Phone, and Fax. Below these fields is a section for video viewing, with a red asterisk and the text "Please enter the date you watched the video." followed by a "Watched Video Date:" input field. At the bottom of this section are two buttons: "Get The Video" and "Reset". On the left side of the browser window, there is a sidebar with navigation links: "Procurement Resources", "Product Search", "Request for Quote", "Forms & Documents", "Event Calendar", and "Small Businesses". Below these links is a "Search" button. Further down, there is a "Give Us Your Feedback" section with a "SEWP Security Center" link, a helpline number (301.286.1478), hours (Mon - Fri 7:30 am - 6:00 pm), and an email address (help@sewp.nasa.gov). At the bottom left of the browser window, there is a "VeriSign Secured" logo.

Figure # 2 Training Video Registrations

Step 2: Schedule Training

Requests for free training may be made either via e-mail (events@sewp.nasa.gov) or by contacting the SEWP Helpline (301-286-1478)

7.0 CONTRACTOR PURCHASING ON BEHALF OF THE GOVERNMENT REQUIREMENTS

To authorize a contractor to purchase from the SEWP contracts, the authorizing contracting officer should send a copy of the authorization letter to the SEWP Program Office containing all of the following information:

- The CO's/KO's signature and date signed.
- A statement that the contractor is authorized to purchase from SEWP contracts in support of the above contract.
- Authorizing Agency Name, Contracting Officer (CO) Name, Mailing Address,

Phone/FAX number Complete contractor corporate name, division, and address.

- Contract number and period of performance

The letter should be sent either in advance of or with the first order. The letter can be faxed to (301)286-0317; or E-mailed to sewporders@sewp.nasa.gov; or sent via U.S. Mail to the SEWP Program Office:

SEWP Program Office NASA Goddard Space Flight Center Lanham, 1024 Greenbelt Road, Suite #200, MD 20706 Phone: (301)286-1478

Upon approval of the authorization letter, the contractor's name and contract information will be added at the [Approved Contractors](#) web page.

Approved contractors need to include the following paragraph:

This order is placed under written authorization from _____ dated _____ . In the event of any inconsistency between the terms and conditions of this order the SEWP contracts, the contract shall prevail. (A.1.2. PROCEDURES FOR ORDERS).

8.0 ADDITIONAL TERMS & CONDITIONS

Delivery

Contract is FOB Destination.

- All deliverable line item prices shall be inclusive of all charges that are included in the line item's commercial list pricing. If the delivery price is not included in the commercial list price, then Lyme may charge a delivery fee using the "Delivery Z" CLIN.
- The Government requires delivery to be made in accordance to the following schedules(s):
 - Standard Delivery: Items shall be delivered within 30 days of receipt and processing the Delivery Order by the SEWP Program Office for non-credit card orders, and within 30 days of placement of credit card orders unless otherwise noted and mutually agreed upon as described below for Expedited and Non-standard Delivery.
 - Expedited Delivery: An expedited delivery schedule of less than 30 days delivery, mutually agreed upon by the ordering Agency and Lyme, may be added to Delivery Orders.
 - Non-standard Delivery: A delivery schedule other than the 30 day standard delivery time may be proposed on an individual CLIN (item) basis or at the time a quote is provided to the Government. Upon acceptance by the Government, the non-standard delivery schedule for that item shall be included in the Attachment F, Pricing Exhibits.
 - If an item cannot be delivered within the delivery time for that item, the Lyme shall notify the issuing Contracting Officer and the SEWP Program Office within two business days of receipt of order of the expected delivery date for the ordered item(s). Upon notification, the Ordering Agency may choose to cancel the order or request due consideration for the delay.
- When supplies meeting the requirements of Item 568 of the National Motor Freight Classification for "heavy or bulk freight" are delivered, unloading (including movement to the tailgate) shall be performed by the consignee, with assistance from the truck driver, if requested.

- If rail carrier or freight forwarder for less than carload shipments, the contractor shall ensure that the carrier will furnish tailgate delivery, when required, if transfer to truck is required for complete delivery to consignee.
- Contractor shall pack and mark shipment to comply with contract specs
 - in the absence of specs prepare shipment in conformance with carrier requirements
 - prepare and distribute commercial BOL
 - deliver the shipment in good order and condition to point of delivery
 - furnish a delivery schedule and designate the mode of delivery carrier
 - pay and bear all charged to specified point of delivery

Acceptance

Acceptance of the product on the order by the government customer shall be deemed to have occurred constructively – for the sole purpose of computing an interest penalty that might be due to the contractor under the Prompt Payment Act – on the 7th day after the contractor has delivered the supplies or services in accordance with terms and conditions of the contract. Items returned prior to Government's acceptance are not subject to restocking fees or other charges.