LYME Technology Solutions

NASA SEWP VI · CONTRACT 80TECH26D1896

# SEWP VI Ordering Guide

How Federal agencies and authorized contractors quote, order and get support from LYME Technology Solutions under NASA SEWP VI.




**CONTRACT #**
80TECH26D1896

**PERIOD OF PERFORMANCE**
11/01/2026 to 10/31/2036

**CONTACT**
603-795-4000

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# 1.0 Contract general information

| | |
|---|---|
| **Legal business name** | Lyme Computer Systems, Inc. dba LYME Technology Solutions |
| **SEWP VI contract #** | 80TECH26D1896 |
| **SEWP VI contract duration** | 10 years |
| **SEWP time period** | 11/01/2026 to 10/31/2036 |
| **SEWP fee** | 0.34% of the order amount |
| **FEIN** | 02-0380993 |
| **UEI** | F1UZPBD1VBH9 |
| **CAGE code** | 1BS14 |
| **Business start date** | 05/29/1984 |
| **Remit to address** | 240 Mechanic St., Ste. 301, Lebanon, NH 03766 |
| **Ordering address** | 240 Mechanic St., Ste. 301, Lebanon, NH 03766 |
| **Phone** | 603-795-4000 |
| **Fax** | 603-795-4800 |
| **Type of contractor** | Small Business |
| **SEWP Program Manager** | Stephanie Gattie · steph.gattie@lyme.com · (603) 676-3614 |
| **SEWP Deputy Program Manager** | Anna Wilson · anna.wilson@lyme.com · (603) 676-3613 |
| **SEWP stands for** | Solutions for Enterprise-Wide Procurement. |
| **SEWP vision** | SEWP is the premier customer-focused contract vehicle for Federal Government purchase of Information Technology, Communication and Audio-Visual (ITC/AV) products and services. |
| **Available to** | The SEWP VI contracts are for use by NASA, all Federal agencies and authorized federal agency contractors. Contracting officers considering authorizing support service contractors should review the policy at FAR 8.105, and any agency specific guidance or policy, to make the appropriate determination and written findings that support issuance of the authorization, as required by FAR 8.105. (For NASA contracting officers, additional guidance is provided in the NASA FAR Supplement at Subpart 1851.) Authorized contractors must comply with the requirements at FAR 8.105. |

# 2.0 Contract overview

LYME's NASA Solutions for Enterprise-Wide Procurement (SEWP) VI contract is a 10-year, Indefinite Delivery/Indefinite Quantity, Government-wide Acquisition Contract that offers a broad range of information technology products and services for purchase.

Because this contract was competitively awarded, no separate full and open competition is required to place Delivery Orders under LYME's SEWP VI contract. However, because SEWP VI is a multi-award contract, Fair Opportunity must be provided to all other Contract Holders in Category A in accordance with FAR 16.507. It is recommended to do so via the NASA SEWP RFQ tool available at https://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 VI contracts.

All orders (including delivery orders, task orders, credit card orders, BPA orders and order modifications) must be sent to the SEWP Program Office.

> Route orders to the NASA SEWP Program Office  E-mailPDF or image files to sewporders@sewp.nasa.gov MailNASA Goddard Space Flight Center, 10210 Greenbelt Road, Suite #200, Lanham, MD 20706 · Phone (301) 286-1478

The NASA SEWP VI Terms/Conditions and complete ordering instructions are available at the NASA SEWP web site at https://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 the 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 order. This labor cannot be purchased separately from the related product purchase.

If there is a question about scope for either product or services, contact the LYME SEWP Program Manager or Deputy Program Manager (see Section 1.0) and inquire if the item is within scope before submitting an 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 https://www.sewp.nasa.gov.

ii. Contact the LYME Sales Team by dialing 603-795-4000.

iii. Contact your LYME SEWP Program Manager, Stephanie Gattie, or Deputy Program Manager, Anna Wilson, using the contact details in Section 1.0.

## How to troubleshoot a problematic order

For any issues or concerns surrounding orders placed against the LYME NASA SEWP VI contract, contact the LYME SEWP Program Manager, Stephanie Gattie, by dialing (603) 676-3614 or by email at steph.gattie@lyme.com.

If an issue cannot be resolved with LYME, you may also contact the NASA SEWP Program Office helpline at help@sewp.nasa.gov (Monday–Friday, 7:30 AM–6:00 PM ET).

## How to obtain post order support

i. **Installation** — Both standard and custom installation are available for an additional 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 the manufacturer's website or contact the LYME SEWP Program Manager.

iii. **Extended warranty** — Information regarding extended warranty can be obtained from the LYME SEWP Program Manager, Stephanie Gattie: steph.gattie@lyme.com or (603) 676-3614.

iv. **Customer service support** — For any post-order hardware or software concerns surrounding your NASA SEWP VI purchase, contact the LYME SEWP Program Manager, Stephanie Gattie, by dialing (603) 676-3614 or by email at steph.gattie@lyme.com.

# 5.0 SEWP order process

The internal ordering process of each agency varies. The process and accompanying forms for PRs and DOs that are issued against a SEWP contract are 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 DOs; these must be issued through the issuing Agency's procurement office. The NASA SEWP Program Office reviews, processes and tracks issued DOs and forwards 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 17.502-2(a)(3) states the Economy Act applies when more specific statutory authority does not exist. Examples of acquisitions to which the Economy Act does not apply 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. 11302(e), which authorizes the Director of OMB to designate one or more heads of executive agencies as executive agents for Government-wide acquisition contracts for IT.

There is a requirement that all SEWP Delivery Orders be routed through the NASA SEWP Program Office to ensure 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.

All orders (including delivery orders, task orders, credit card orders, BPA orders and order modifications) must be sent to the SEWP Program Office at sewporders@sewp.nasa.gov (preferably directly from the customer, or from the CH if the customer sends the order to the CH directly). 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

Orders can be sent to the NASA SEWP Program Office by either of the methods listed in Section 2.0: email to sewporders@sewp.nasa.gov, or mail to NASA Goddard Space Flight Center, 10210 Greenbelt Road, Suite #200, Lanham, MD 20706.

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, email 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 and have been assigned a NASA SEWP tracking number (STN).

# 6.0 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 specified 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 e-mailed to sewporders@sewp.nasa.gov; or sent via U.S. Mail to the SEWP Program Office: NASA Goddard Space Flight Center, 10210 Greenbelt Road, Suite #200, Lanham, MD 20706. Phone: (301) 286-1478.

Upon approval of the authorization letter, the contractor's name and contract information will be added to 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 and the SEWP contracts, the contract shall prevail. (A.1.2. PROCEDURES FOR ORDERS)

# 7.0 Additional terms and conditions

## Delivery

The 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 with the following schedule(s):

- **Standard Delivery:** Items shall be delivered within 30 days of receipt and processing of 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.
- If an item cannot be delivered within the delivery time for that item, 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).

When supplies meet 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 a rail carrier or freight forwarder is used 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.

The contractor shall pack and mark shipments to comply with contract specifications and shall: in the absence of specifications, prepare the shipment in conformance with carrier requirements; prepare and distribute a commercial bill of lading (BOL); deliver the shipment in good order and condition to the point of delivery; furnish a delivery schedule and designate the mode of delivery carrier; and pay and bear all charges to the 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 the terms and conditions of the contract. Items returned prior to the Government's acceptance are not subject to restocking fees or other charges.

LYME is dedicated to supporting your sales and service needs and is ready to ensure you have a positive buying experience.