

ATTACHMENT D CONTRACTOR / GOVERNMENT COMMUNICATION REQUIREMENTS

One of the Acquisition Objectives of SEWP is to promote and utilize electronic based methods and practices. While commonly placed under the e-Commerce umbrella, SEWP recognizes the need to provide for a variety of electronic-based procedures some of which do not traditionally fall within the e-Commerce realm; e.g. Fax image files, e-mail text files, etc. There are also many legacy systems and unplanned occurrences which require a flexible system capable of handling both electronic and paper processes. Neither Industry nor Government have concurred on a single solution that is capable of covering all Industry and Government needs. It is, therefore, the Government's intention to work with Contractors and Government Agencies to accept and deliver information such as orders, status reports, contract refreshments, etc. in mutually agreed upon formats. This addenda, therefore, provides only a basic outline of the types of electronic reports, including required data, which must be accepted and/or provided by the Contractor to the SEWP BOWL. Actual implementations of the reports will be finalized and tested prior to placement of the first delivery order after the signing of the Contract. Where encryption is indicated, the Contractor and SEWP BOWL will mutually agree upon the methodology.

D.1. ON-LINE QUOTING

When a Request for Information (RFI) or Request for Quote (RFQ) is issued using the NASA SEWP on-line RFI/RFQ system, the Contractor must respond either

- by sending the following files to the SEWP BOWL:

1) the Contractor-generated quote in either an image file, MS Word or Excel document or a mutually agreed upon format.

2) a file listing the CLINs included in the quote either as a text file, MS Word or Excel document or a mutually agreed upon format.

- Or by sending a "No Bid" response to the SEWP BOWL.

The SEWP BOWL will ensure all responses are immediately forwarded to the original RFI/RFQ requestor.

D.2. ORDERING

As described below, all SEWP orders must be assigned a SEWP S4N tracking number in order to be considered a valid order. All Delivery Orders and credit card orders over \$100,000 must be sent, processed and assigned an S4N number prior to being processed by the contractor. If the SEWP COTR has authorized the contractor to accept credit card orders directly, then credit card orders under \$100,000 may be processed immediately upon receipt by the Contractor as described in Section D.2.2. Credit Card Order Processing.

D.2.1. DELIVERY ORDER PROCESSING

The following methods / paths will be available to Government entities for transferring Delivery Orders to the SEWP BOWL:

- 1) Fax
- 2) E-mail Attachment in one of the following formats
 - a) Plain text
 - b) PDF
 - c) HTML
 - d) JPEG
 - e) TIFF
 - g) Gif
 - h) Microsoft Excel
 - i) Microsoft Word
 - j) Other mutually agreed upon format
- 3) Paper copy sent via US Mail or private courier
- 4) Other Electronic format mutually agreed upon by the Government entity and the SEWP BOWL

Regardless of the method and format which the Delivery Order is sent to the SEWP BOWL, all Delivery Orders will be transferred to the contractor as an attachment to an e-mail. The attachment will be in one of the following formats:

- 1) Plain text
- 2) PDF

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- 3) HTML
- 4) JPEG
- 5) TIFF
- 6) Gif
- 7) Microsoft Excel
- 8) Microsoft Word
- 9) Other mutually agreed upon format

The SEWP contractor must demonstrate their ability to accept at least the formats listed above prior to the issuance of the first Delivery Order against their contract.

D.2.1.1. DELIVERY ORDER INFORMATION

Regardless of the path used by the Government entity to create a SEWP delivery order and the method by which the Contractor accepts the order, the following information must be present in each delivery order:

1. Date of order
2. Signature (direct, electronic, or implied through pre-approved method) of authorized Government Ordering Official;
 - a. Contracting Officer for Purchase/Delivery Order
 - b. Credit Card Holder Name for credit card orders
3. Name and phone number of authorized Government Ordering Official
4. Name of Issuing Agency
5. Name of Ordering Agency (if different from Issuing Agency)
6. Order Number
 - a. Unique order number for the Ordering Government entity - Ordering Agency determines the Order Number
7. Contractor Name and SEWP Contract Number
8. Appropriation and accounting data
9. Billing and Invoice Address
10. Shipping Address
11. SEWP CLINs (Contract Line Item Numbers) and product descriptions to be delivered
12. Administrative Handling Fee amount (SEWP-Z CLIN)
13. Total order amount
14. Additional mutually agreed upon Terms and Conditions, Statement of Work, etc.
15. Period of performance for any associated services

Additionally, after an order is processed at the SEWP BOWL, either electronically or manually, a unique tracking number, referred to as the SEWP IV Control Number (S4N), will be assigned by the SEWP BOWL.

D.2.2. CREDIT CARD ORDERS

Contractors may be authorized to directly accept credit card orders over the telephone and/or through a Website or other electronic means from a Government entity without first passing the order through the SEWP BOWL based on the following requirements:

- 1) For orders under \$100,000, the requirements are:

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- a. for orders between \$2,500 and \$100,000, within one business week of receipt of the order, the contractor must send to the SEWP BOWL either by fax or e-mail a credit card order report in a mutually agreed upon format containing at least the following information:
 - i. Date of order
 - ii. Name and phone number of card holder
 - iii. Agency name and site of contract holder
 - iv. Unique tracking number
 - v. Contractor name and SEWP contract number
 - vi. SEWP CLINs (Contract Line Item numbers) and/or manufacturer part numbers of items on the order
 - vii. CLIN Descriptions
 - viii. SEWP administrative handling fee
 - ix. Total dollar amount of order
 - b. for orders under \$2,500, within one week of receipt of the order, the contractor must send to the SEWP BOWL either by fax or e-mail a micro-purchase credit card order report in a mutually agreed upon format containing at least the following information:
 - i. Date of order
 - ii. Agency name
 - iii. Unique tracking number
 - iv. Contractor name and SEWP contract number
 - v. Total dollar amount of order
 - c. Upon receipt of a credit card order report, the SEWP BOWL will review and process the order and assign an S4N tracking number and report the information to the Contractor
- 2) For orders over \$100,000, the requirements are:
- a. for orders over \$100,000, prior to processing the order, within one business day of receipt of the order, the contractor must send to the SEWP BOWL either by fax or e-mail a credit card order form in a mutually agreed upon format containing at least the following information:
 - i. Date of order
 - ii. Name and phone number of card holder
 - iii. Agency name and site of contract holder
 - iv. Unique tracking number
 - v. Contractor name and SEWP contract number
 - vi. SEWP CLINs (Contract Line Item numbers) and/or manufacturer part numbers of items on the order
 - vii. CLIN Descriptions
 - viii. CLIN prices and quantity
 - ix. SEWP administrative handling fee
 - x. Total dollar amount of order
 - xi. Additional Terms and Conditions associated with the order
 - b. Upon receipt of a credit card order form for over \$100,000, the SEWP BOWL will review and process the order and assign an S4N tracking number and report the information to the Contractor
 - c. After the Contractor receives the assigned S4N tracking number, the Contractor may process the order
- 3) the contractor must demonstrate to the SEWP COTR the process used to ensure that all credit card orders accepted directly by the contractor will be reported to the SEWP BOWL per the above requirements

Note that Delivery Orders paid with a Government credit card are considered to be Delivery Orders and not credit card orders and, must, therefore be sent to the SEWP BOWL per Section D.1.1. Delivery Order Processing

D.3. TECHNOLOGY REFRESHMENT REQUESTS

The manufacturer request and technology refreshment (TR) reports may be utilized by the contractor to request addition of new technology and either price and/or informational changes to existing technology.

D.3.1. MANUFACTURER REQUEST

Prior to requesting the addition of a technology to a contract, the original manufacturer of that technology must first be authorized by the SEWP COTR or his/her Technical Specialist.

- 1) if the manufacturer is not on the currently approved SEWP manufacturer list, the contractor must request approval of the manufacturer using the SEWP provided Manufacturer Request tool available at the SEWP Contractor-only website. At a minimum, the manufacturer request will include:
 - a. Manufacturer name
 - b. Manufacturer description
 - c. Manufacturer business size
 - d. URL of Manufacturer's website (if it exists)
 - e. Product category(ies); e.g. Servers; Input Devices; etc.
 - f. Flag indicating if contractor is an authorized reseller. If the contractor is an authorized reseller, the following Manufacturer contact information will also need to be included:
 - i. Contact name
 - ii. Contact phone number
 - iii. Contact e-mail address
 - g. If the manufacturer has any EIT products, one or more of the following must be flagged:
 - i. indicate that the manufacturer has no EIT applicable products; or
 - ii. provide a link to the manufacturer's 508 VPAT information for applicable EIT equipment; or
 - iii. provide a link to other documentation on how each product from the manufacturer was tested for 508 compliance; or
 - iv. provide the SEWP Program Office with all applicable VPAT's and/or other documentation on how each product from the manufacturer was tested for 508 compliance; or
 - v. indicate that 508 applicable information is available on a per item basis by contacting the contractor
 - h. the following information may be included:
 - i. Trade Act Agreement flag if the manufacturer's products are not from TAA countries
 - ii. Alias for the manufacturer name
- 2) if the manufacturer is on the currently approved SEWP manufacturer list, then the contractor may provide the following information:
 - a. Flag indicating if contractor is an authorized reseller. If the contractor is an authorized reseller, the following Manufacturer contact information will also need to be included:
 - i. Contact name
 - ii. Contact phone number
 - iii. Contact e-mail address
 - b. Optionally, the following information may be included:
 - i. Trade Act Agreement flag if the manufacturer's products are not from TAA countries
 - ii. URL for 508-related information for this manufacturer's products
 - iii. Alias for the manufacturer name

Upon receipt of a manufacturer request, the SEWP COTR or his/her designated Technical Specialist will review the submitted information for accuracy and to ensure the company is the originator of technology within the contract's scope.

D.3.2. TECHNOLOGY REFRESHMENT REQUEST

In order to provide technology refreshments to the Contract, the Contractor must be able to provide a technology refreshment report. The technology refreshment report will be provided via:

- 1) an email with the technology refreshment request in textual format.. The text must follow a keyword - value format with predefined keywords. The keywords and values must be separated by an agreed upon delimiter; e.g. [
- 2) Other mutually agreed upon electronic format

At a minimum all TR requests will include the following overall information:

- 1) unique TR number
- 2) Contract number
- 3) Description of TR

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- 4) Contractor's administrator's name, phone and e-mail
- 5) Number of CLINs in the TR

At a minimum each CLIN in a TR request will include the following information:

- 1) Line Item Number
- 2) CLIN (unique for this product on this contract)
- 3) Original manufacturer's part number
- 4) Product Classification Code
- 5) Classification Description Subgroup
- 6) Base, mandatory, available flag
- 7) Product / Service / Maintenance flag
- 8) Long description of product. Multiple lines allowed
- 9) List or unit price of the product
- 10) SEWP Price for the product

Upon receipt of a valid TR, the SEWP COTR or his/her Technical Specialist will review the TR for scope and verify pricing information. At that time, either the TR may be accepted in its entirety, rejected in its entirety, or accepted with some CLINs disallowed. A detailed report indicating the outcome of each TR will be forwarded to the contractor.

D.4. POST-ORDER REPORTS

Contractors are required to supply to the SEWP BOWL a post-order report on at least a weekly basis. The report must contain at least the following information for all orders received by the contractor since the previous post order report in a format mutually agreed upon by the Contractor and the SEWP BOWL:

- a. Date of order
- b. Name of Issuing Agency
- c. Name of Ordering Agency (if different from Issuing Agency)
- d. Issuing Agency Order Number or unique credit card tracking number and/or SEWP IV Control Number (S4N)
- e. Shipping Address(es)
- f. SEWP CLINs (Contract Line Item Numbers) with unit price and quantity
- g. Administrative Handling Fee amount (SEWP-Z CLIN)
- h. Total order amount

If a contractor is unable to provide this information, all orders for that contractor will be delayed in order for the SEWP BOWL to verify and enter the information.

As noted above, if the contractor is authorized to accept credit cards, the order report must be sent within 24 hours of receipt of the order.

This post-order report may be provided either via:

- a. an email with the post-order report in textual format.. The text must follow a keyword - value format with pre-defined keywords. The keywords and values must be separated by an agreed upon delimiter; e.g. [
- b. Other mutually agreed upon electronic format

D.5. ORDER STATUS REPORT

Contractors are required to supply to the SEWP BOWL an order status report within two business days of a status change to an order. Status changes include, at least, the following changes:

- a. Update to expected delivery date
- b. Ship date

The order status report must contain at least the following information in a format mutually agreed upon by the Contractor and the SEWP BOWL:

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- a. Date of order
- b. Issuing Agency Order Number or unique credit card tracking number and/or SEWP IV Control Number (S4N)
- c. Status
- d. Status date

The order status report may be provided either via:

- a. an email with the order status report in textual format.. The text must follow a keyword - value format with predefined keywords. The keywords and values must be separated by an agreed upon delimiter; e.g.[]
- b. Other mutually agreed upon electronic format

D.6. ADMINISTRATIVE HANDLING FEE REPORT

Contractors are required to supply to the SEWP BOWL an Administrative Handling Fee report when submitting their Quarterly Administrative Handling Fee check. The report must be in electronic format mutually agreed upon by the Contractor and the SEWP BOWL and contain at least the following information for all orders for which a Administrative Handling Fee was paid in the associated check:

- a. Issuing Agency Order Number or unique credit card tracking number and/or SEWP IV Control Number (S4N)
- b. Total dollar amount of Agency's Invoice
- c. Administrative Handling Fee amount paid

If the Administrative Handling Fee payment for a delivery order is spread over several payments, the Administrative Handling Fee report shall either collapse the payment information into a single entry, or provide a mechanism to identify each of the payments as partial.

D.7. ORDER MODIFICATIONS

Order modification requests are handled the same as the original Delivery Order as described in Section D.2. Ordering.