



## SEWP V ORDERING GUIDE

**Contract # NNG15SD32B | Group B – SDVOSB | NAICS: 541519 | Business Designation – Other than Small**

NASA Solutions for Enterprise-Wide Procurement (SEWP, pronounced 'soup'), is a multi-award Government-Wide Acquisition Contract (GWAC) vehicle focused on IT products and product-based services. The SEWP V GWAC contract has a base ordering period of 5 years, with one 5-year option; 5/1/2015 – 4/30/2025. This GWAC offers a dynamic set of contracts that enables any Federal Government Agency and any Authorized Federal Contractor to purchase a wide range of advanced technology including:

**Information Technology | Software & Cloud | Networking & Communications |**

**Supporting Technology | AV/Conferencing | Services**

[Intelligent Waves, LLC](#) is one of multiple awardees with the maximum ordering value of each contract of \$20,000,000,000. We specialize in providing information technology (IT) and communications support to a wide variety of U.S. government customers. Intelligent Waves is a Service Disabled Veteran-Owned, Small Business (SDVOSB), however, as of 5/1/2020 we have recertified as Other than Small under the NAICS code 541519 on our SEWP Contract #NNG15SD32B. Intelligent Waves and has been verified as an SDVOSB by the U.S. Department of Veteran Affairs, Center for Verification and Evaluation (CVE) and can be found in the Veteran Affairs [VIP Verified Businesses](#) database.



### CONTACT INFORMATION:

To obtain a quote for hardware, software, or services it is highly recommended that the [SEWP Quote Request Tool](#) (QRT) be utilized. If you have questions regarding an order, are in need of technical support, or can't find a product in our catalog, please contact Intelligent Waves SEWP V Program Manager or Deputy Program Manager via the information below.

**Intelligent Waves SEWP V Program Manager:**

Tina Henderson | [tina.henderson@intelligentwaves.com](mailto:tina.henderson@intelligentwaves.com) | 703-766-7999 ext. 141

**Intelligent Waves SEWP V Deputy Program Manager:**

Angela Shrewsberry | [angela.shrewsberry@intelligentwaves.com](mailto:angela.shrewsberry@intelligentwaves.com) | 703-766-7999 ext. 142

**Intelligent Waves Headquarters:**

1801 Robert Fulton Dr.,  
Suite 440  
Reston, VA 20191

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1801 Robert Fulton Drive, Suite 440 | Reston, VA 20191 | 703-766-7999  
[www.intelligentwaves.com](http://www.intelligentwaves.com)

**SEWP SUPPORT:**

**SEWP Helpline:** 301.286.1478, Mon-Fri, 7:30AM - 6:00PM (EST) or email: [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov)  
**SEWP Live Chat:** [www.sewp.nasa.gov](http://www.sewp.nasa.gov) | SEWP Customer Support Center: <http://support.sewp.nasa.gov>


For more information and additional resources, please visit: [www.sewp.nasa.gov](http://www.sewp.nasa.gov)

**HOW TO ORDER UTILIZING SEWP V:**

**Request for Quote:** The recommended method by the NASA SEWP Program Office for obtaining SEWP Quotes is the utilization of the SEWP Quote Request Tool available at the SEWP Website: [www.sewp.nasa.gov](http://www.sewp.nasa.gov)

All Delivery Orders MUST be routed through the SEWP BOWL and should not be sent directly to Intelligent Waves. All delivery orders are typically processed within one business day of receipt and electronically forwarded to Intelligent Waves by the SEWP BOWL.

Orders can be sent to SEWP in one of the following ways:

METHOD:	TO:	
FAX orders and completed forms:	301.286.0317	
E-Mail PDF or Image Files:	<a href="mailto:sewporders@sewp.nasa.gov">sewporders@sewp.nasa.gov</a>	
Mail orders and completed forms:	SEWP Program Management Office (PMO) 10210 Greenbelt Road Suite #200 Lanham, MD 20706	

Please include the following information when submitting orders:

1. Delivery Order Number (any valid Government DO is allowed) & Issue Date
2. SEWP Contract Holder's Name, Mailing Address & Phone Number
3. Quote from Contract Holder (for verification of order)
4. SEWP Contract Number
5. Issuing Office: Agency Name & Zip Code
6. Ship to Office: Agency Name & Mailing Address
7. Total Dollar Amount of Order
8. Contracting Officer's Signature, Phone #, and Date Delivery Order Signed
9. Line Items / Pricing
10. SEWP Fair Opportunity Form for orders over \$5 Million
11. Agency-Specific Information, if applicable

A SEWP Tracking Number (STN) will be assigned after the order is submitted and processed by the SEWP BOWL and then forwarded to Intelligent Waves as a Delivery Order for processing.

Intelligent Waves, LLC  
 1801 Robert Fulton Drive, Suite 440 | Reston, VA 20191 | 703-766-7999  
[www.intelligentwaves.com](http://www.intelligentwaves.com)

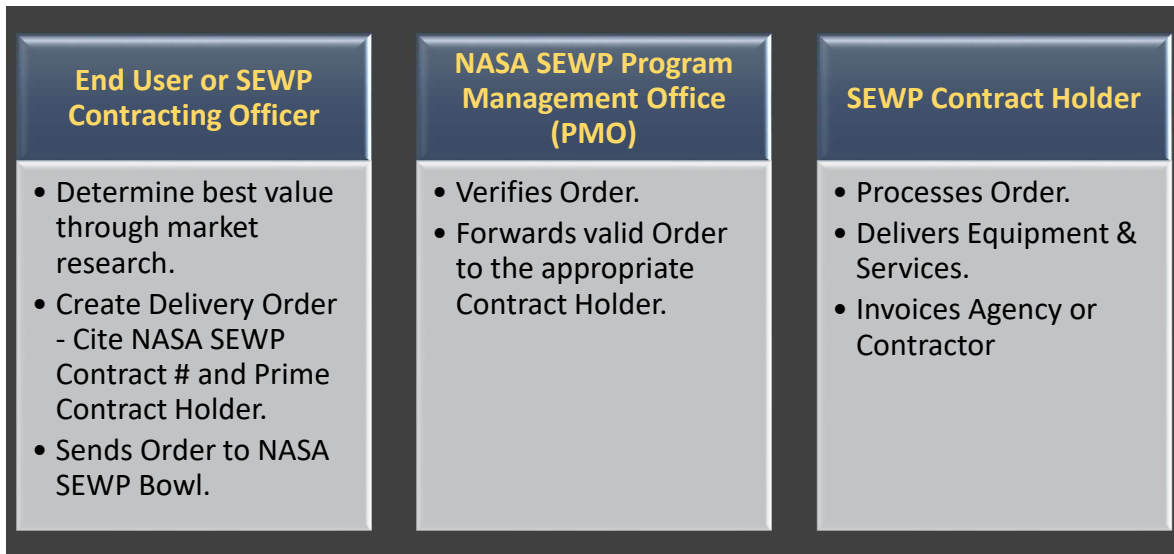
**Note:** It is preferred that orders be accompanied by the [SEWP Fax Cover Sheet](#).

All Delivery Orders over \$5 Million must include the SEWP Fair Opportunity Form found on the SEWP website at <http://www.sewp.nasa.gov> or equivalent information with the Deliver Order.

**Fair Opportunity:** All contractors on SEWP V will be provided Fair Opportunity at the individual order level as appropriate per [FAR Part 16.505\(b\)](#). 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. To assist in ordering and to bolster the required decision documentation, the use of the [SEWP Quote Request Tool](#) (QRT) is highly recommended. The [SEWP Quote Request Tool](#) (QRT) will automatically include the Contract Holders within a selected Group or based on a suggested source.

**NOTE:** Fair Opportunity to all Contract Holders within one or more SEWP Groups is required. There is no requirement to obtain 3 quotes as long as all Contract Holders within a Group were provided opportunity to provide a quote.

**ORDER LIFECYCLE:**



For additional Ordering Information, including Credit Card and Purchase Card Orders, please visit <https://www.sewp.nasa.gov/ordering.shtml>.

**ORDERING APPROVAL AUTHORIZATION:**

Authorized Support Service Contractors may purchase from the SEWP V Contract on behalf of the Government. For ordering approval to purchase from the SEWP V contract, the authorizing contracting officer should send a copy of the authorization letter to the SEWP Program Office containing all of the following information:



1. Authorizing Agency Name, Contracting Officer (CO/KO) Name, Mailing Address, Email Address, Phone/FAX number
2. Complete contractor corporate name, division, and address.
3. Contract number and period of performance
4. A statement that the contractor is authorized to purchase from SEWP contracts in support of the above contract.
5. The CO's/KO's signature and date signed.

The letter should be sent in advance of or with the first order via fax, e-mail at [sewporders@sewp.nasa.gov](mailto:sewporders@sewp.nasa.gov) or Ground Mail.

**SEWP Program Management Office (PMO)**

10210 Greenbelt Road Suite #200

Lanham, MD 20706

Phone: (301)286-1478

Fax: (301)286-0317

Approved support service 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](#)).

**Please note: Local and State Governments, and Federal Tribes are not authorized to issue orders against the SEWP V contract.**

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**CONTRACT TERMS & CONDITIONS:**

NASA SEWP Surcharge fee is .36% (NASA reserves the right to adjust the fee if required by the SEWP budget)

**Credit Card Accepted:** Yes

**Geographic Scope:** Worldwide

**FOB Point:** Destination

**Delivery Time:** Standard is 30 days;

Expedited is less than 30 days, mutually agreed upon at Quote;

Non-standard is other than 30 days, mutually agreed upon at Quote.

**Payment Terms:** NET 30

**Partial Delivery:** No, unless authorized on the Delivery Order or by the Contracting Officer prior to delivery.

**Minimum Order Limitation:** \$25 or less

**Maximum Order Limitation:** The Contractor is not obligated to honor—

(1) Any order for a single item in excess of \$2 million;

(2) Any order for a combination of items in excess of \$10 million;

(3) A series of orders from the same ordering office within 30 days that together call for quantities exceeding the limitation in subparagraph (1) or (2) above.

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**Warranty:** OEM provided warranty, extended warranty, customized warranty, and maintenance plans, which include software updates and security patches, are available upon request

**Product Returns:** In accordance with FAR Part 52.212-4, The Government may require repair or replacement of nonconforming supplies or re-performance of nonconforming services at no increase in contract price. The Government must excise its post-acceptance rights —

- (1) within a reasonable time after the defect was discovered or should have been discovered; and
- (2) Before any substantial change occurs in the condition of the item, unless the change is due to the defect of the item.

**If you are a vendor and are interested in adding your products to our catalog, please [contact us](#).**