

# SEWP V Ordering Guide

SEWP V—Category B, Group D

Contract # - NNG15SC47B



## SEWP V

[www.sewp.nasa.gov](http://www.sewp.nasa.gov)

### SEWP V Points Of Contact (POC)

#### SMS SEWP V POC's

SEWP Program Manager  
Ben Friedman  
[brf@sms.com](mailto:brf@sms.com)  
703.288.8132

SEWP Deputy Program Manager  
Matt Rosecan  
[matt@sms.com](mailto:matt@sms.com)  
(571) 499-5589

#### GOVERNMENT SEWP V POC's

SEWP Program scope or technical questions:  
Joanne Woytek  
NASA SEWP Program Manager  
[help@sewp.nasa.gov](mailto:help@sewp.nasa.gov)  
(301) 286-1478

NASA SEWP order processing, web tool questions, or post-order support:  
SEWP Helpline  
(301) 286-1478 or  
[help@sewp.nasa.gov](mailto:help@sewp.nasa.gov)

NASA SEWP Website:  
[www.sewp.nasa.gov](http://www.sewp.nasa.gov)

### How to Obtain a Quote

SMS is a prime contract holder under Group D. To obtain a quote simply contact your SMS account manager, email our sales team at [sales@sms.com](mailto:sales@sms.com), or contact our SEWP PM Ben Friedman (703) 288-8132 [brf@sms.com](mailto:brf@sms.com) or Deputy PM Matt Rosecan (571) 499-5589

The process to utilize SEWP is summarized in the below table:

1 Customer	2 SEWP	3 Contract Holder
<ul style="list-style-type: none"> <li>Submits purchase request and receives approval from CO</li> <li>Determines best value through market research (<i>simple using SEWP Quote Request Tool</i>)</li> <li>Creates an order and submits it to SEWP</li> </ul>	<ul style="list-style-type: none"> <li>Verifies the order and enters it into the SEWP database*</li> <li>Submits valid orders to the awarded Contract Holder</li> <li>Monitors order for delivery</li> </ul> <p>(*Agencies, such as Department of Defense have additional criteria for SEWP ordering)</p>	<ul style="list-style-type: none"> <li>Confirms receipt of order from SEWP</li> <li>Processes the order</li> <li>Fulfills/Delivers the order</li> <li>Invoices the customer</li> </ul>

### How to Troubleshoot a Problematic Order

SMS is committed to delivering the right product at the right price at the right time. If for some reason there is a problem with your order SMS is ready to quickly address and resolve the issue.

To troubleshoot a problematic order, or if you encounter a problem with any order, please follow these steps.

For non-technical problems related to order delivery, documentation, order status, cancellations, modifications or shipment issues please contact our order operations team at [orderops@sms.com](mailto:orderops@sms.com) or at (800) 331-1767.

For technical issues please contact our technical support team at [tech-support@sms.com](mailto:tech-support@sms.com) or at (800) 331-1767.

ISO 9001:2008 CMMI Level 2 (SVC) CMMI Level 3 (DEV)

SMS | 1751 Pinnacle Drive, 12th Floor, McLean, VA 22102

ph 800.331.1767 | Fax 703.356.6151

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

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### SMS Program Support Point of Contact:

#### To Obtain a Quote:

Ben Friedman  
brf@sms.com  
703.288.8132

#### Policy and Procedure Information:

Matt Rosecan  
matt@sms.com  
(571) 499-5589

#### Troubleshoot a Problem:

Order Operations Team  
orderops@sms.com  
800-331-1767

### SMS Online Information:

#### SMS SEWP V Page

[http://www.sms.com/  
contract2/-nasa-sewp-v](http://www.sms.com/contract2/-nasa-sewp-v)

#### Fair Opportunity Clause

[http://www.sms.com/sewp-v/  
sewp-v-fair-opportunity-  
clause](http://www.sms.com/sewp-v/sewp-v-fair-opportunity-clause)

#### Represented Product Manufacture's

<http://www.sms.com/sewp-v>

#### SMS SEWP V Contact Info

[http://www.sms.com/nasa-  
sewp-v/sewp-v-contract-  
information](http://www.sms.com/nasa-sewp-v/sewp-v-contract-information)

### About SEWP V

SEWP, is a multi-award Government-Wide Acquisition Contract (GWAC) vehicle focused on IT products and product based services. The contract includes a wide range of advanced technology including tablets, desktops and servers; IT peripherals; network equipment; storage systems; security tools; software products; cloud based services; video conferencing systems and other IT and Audio-Visual products. Product based services such as installation, training, maintenance and warranty are also available through SEWP. As an OMB authorized GWAC, the SEWP contract can be utilized by all Federal Agencies.

Through the SEWP V Indefinite Delivery, Indefinite Quantity (IDIQ) Government-Wide Acquisition Contract (GWAC) contract, SMS will provide enterprise technology across all Federal agencies from leading manufacturers. SMS' Group D products catalogue offers a full range of IT products and services, including network, video conferencing, integrated cloud services, advanced security products, and mobility solutions.

### About SMS

SMS works side-by-side with our Federal clients, as a trusted, long-term partner. We offer innovative, expert, objective advice and leadership to help solve their most pressing and complex problems. We orchestrate people, strategies, technologies and best-of-breed business processes. We support the Government with comprehensive, optimized, turnkey solutions to critical requirements and we are a reliable source of cleared personnel. The SMS Advantage in management and technology consulting includes deep domain expertise in complex networking design and unifying communities of interest. We have strong capabilities in design & build, planning, governance, quality management, security, analytics, virtualization, operations and business process improvement. For nearly 40 years we have been bringing customer satisfaction to Federal clients,

SMS has formed lasting alliances with leading technology companies and talented small businesses to deliver joint, leading-edge, cost-effective services and products. We work with our vendor-partners to train and certify our engineers so that they are able to solve customer problems.

### SMS Company Code Info:

CAGE code: 2S373

DUNS #: 095350484

Tax ID #: 54-1039383

Contract #: NNG15SC47B

**ISO 9001:2008 CMMI Level 2 (SVC) CMMI Level 3 (DEV)**

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