

**New!**

Quote Request Tool (QRT) makes it easy to use SEWP!  
Details on page 6.



2012-2013 NASA

# SEWP IV

Contract Guide

## Inside Your "How To" Guide To SEWP IV

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SEWP IV Contracts:

- **Group C:**  
#NNG07DA20B
- **Group D:**  
#NNG07DA64B



## It Occurs To Me...

By Jeff Erlichman, Editor,  
On The FrontLines Magazine

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Orders: FAX (301) 286-0317; sewporders@sewp.nasa.gov

Web/CHAT: www.sewp.nasa.gov (Click on the CHAT button)



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# The 2012-2013 SEWP IV Contract Guide

WELCOME TO THE 2012-2013 NASA SEWP IV CONTRACT GUIDE.

For buyers of IT products and product based-services, SEWP not only stands for "Solutions for Enterprise-Wide Procurement", but is synonymous with customer service.

This NASA-operated, OMB-authorized GWAC (Government-Wide Acquisition Contract) provides civilian and DOD IT buyers with the most current IT products and product-based services at competitive prices at the lowest service fee of any GWAC — 0.45% of order fee capped at \$10,000.

IT buyers use SEWP to buy everything from tablets to servers to supercomputers; from software to networks to the much sought after cloud related services such as IaaS, SaaS and PaaS.

Joanne Woytek, SEWP Program Manager told OTFL the reason SEWP is so popular with government IT buyers is their dedication to customer service. Plus SEWP operates on a 1-day business clock.

"It sounds simple enough, but we really are customer service oriented. And if they use us once they'll find out that that means something to know that we will be there from cradle-to-grave in terms of their order," she explained. "And we will help them in any way we can when they have issues."

SEWP also prides itself on its speed of service. "We work on a 1-business day clock," Woytek noted. "Everything we do; every interaction we have has to be handled within one business day. It's very practical for us because we are so busy, otherwise we'd never catch up."

That includes updating products on SEWP. "The contracts are updated daily based on the requirements of our customers. So as long as what they want is in scope the customer can get what they want through our contracts."

## Reasons To Use SEWP

Inside the Guide, you'll find lots of useful, practical information on how to buy IT using SEWP. You'll learn about SEWP's customer-friendly service team, the online tools and how SEWP works with customers and Contract Holders.

So, when you are ready to buy the IT you need, look no farther than SEWP. Bank on:

**1. New Product Availability** — Products are added daily based on user requirements. SEWP is a dynamic catalog where the product availability is based on requests; not requests based on the availability.

**2. Speed** — Everything is handled in 1-business day. Products are added, orders processed, inquiries responded to — all within 1-business day

SEWP's Low Fee	
Order Amount	Fee percentage
\$0 - \$2,222,222	0.45%
\$2,222,222 up	\$10,000 cap

Source: SEWP Website, July 2012



**Joanne Woytek**  
SEWP Program Manager

**Mission:** "SEWP is an established and agile leader in the federal acquisition community. The SEWP program office manages a suite of governmentwide IT products solution contracts that provide NASA and all federal agencies with timely access to mission critical technologies.

The program provides best value and cost savings for the federal government and the American taxpayer through innovative procurement tools and processes, premier customer service and outreach, and avocation of competition and cooperation with industry."

**Vision:** "SEWP will solidify its reputation as an innovative, customer focused program, as it seamlessly transitions to SEWP V, and it will be a visible, leading contributor to NASA and the federal IT acquisition community."

Customers Take Note: When SEWP V is awarded, all orders awarded under SEWP IV will be still be in force. There is no reason to delay orders waiting for SEWP V.

## SEWP is:

- Open to all federal agencies including DOD
- 38 competed Prime Contract Holders includes:
  - 17 small businesses (including SDVOSB (Service Disabled Veteran Owned Small Businesses) and 8(a)s)
  - 4 8(a) Set-Aside Contractors.
- 4,000 manufacturers represented
- 2+ million unique products available (updated daily)

**3. Customer Service** — A full customer service staff is available to assist users every step of the way.

**4. Low Price and Low Fee** — Product prices, in general, tend to be lower on SEWP due to contractual set-up, oversight and intense internal competition. Additionally, the SEWP Fee is 0.45% and is capped at \$10,000.

**5. Government Oversight of the Entire Process** — SEWP has oversight regarding everything that occurs on the contracts. SEWP establishes these contracts and manages them throughout the life of the contracts.

In FY2011 SEWP fulfilled 24,000 delivery orders (DO) worth over \$2.3 billion. 48% went to small business. More than 70 agencies and 10,000 customers took advantage of SEWP's 1-day business day is standard operating procedure.

Be assured you'll be in good company when you use SEWP. So why not chat with them now? ■

# Beyond The Vision

*At SEWP, the question always is: "What does the customer still need from us?"*

SUCCESSFUL ORGANIZATIONS TAKE THEIR MISSION AND VISION STATEMENTS VERY seriously. It's the words they live and work by.

So why would an organization such as SEWP — one that has been so successful — take the time and effort to update statements that to most people seem to be working just fine?

The reason why Joanne Woytek, SEWP PM said was simple: "We decided that we reached our initial vision of being the best in customer service."

OK. So now what? Because as the SEWP staff will attest, Woytek is "often happy, but never satisfied". That means the staff will have to work even harder to stay the best.

## Leadership Role

Woytek said the growth of SEWP also meant "we needed to decide if we were going to play a leadership role or not."

"We decided that we really wanted to be seen as a leader and to embrace that leadership role. So our mission now starts with as an established and agile leader in the federal acquisition community," Woytek continued. "So that was a major change in our focus."

## Solidify Reputation For Innovation

Woytek said the new vision statement "will solidify the SEWP reputation as an innovative, customer focused program as it seamlessly transitions to SEWP V and be a visible, meaningful

contributor to NASA and the federal IT acquisition community."

Woytek brought together the entire SEWP staff to get input and craft the new statements. "We used a program to put together a vision and mission that made sense. They are real statements," Woytek said. "The vision is where we want to be in 2 years; the mission is what do we do now."

With its two main components to deliver the right technology to government IT buyers and save money for the taxpayer, SEWP has embraced an IT model for aimed at serving government's future IT needs; a government that will rely more and more on cloud-based services such as PaaS, SaaS and IaaS to deliver apps to an increasingly mobile workforce. ■

## SEWP V Buzz Is Beginning



**Joanne Woytek**  
Program Manager  
SEWP

SEWP IV authorization ends in 2014. Already there is buzz about SEWP V, a process that will take up to 2 years.

"On May 1st which happened to be 2 years before the end of SEWP IV, we made the announcement that we had begun the market research phase of SEWP V...we always tell people this to show that it is in fact a long term program putting together a new set of contracts.

Over the next 2 years we are going to start with the market research phase that we are in now...try to determine what is out there that fits with what NASA and SEWP provides.

What does NASA need? What does the federal government need? How do we do we need to put together a draft RFP that will then go out to the public at large, to industry at large to get feedback to make sure we are on the right path?

We need to do a full competition, usually a very heavy competition with lots of interest, and then award, and this will all take up to 2 years."



# The SEWP Recipe

SEWP is a multi-award Government-Wide Acquisition Contract (GWAC) vehicle focused on IT products and product based services.

As an OMB authorized GWAC, SEWP contracts can be used by all federal agencies. DOD users only need to complete the free training to be authorized to use SEWP.

## All IT Products Are In Scope

What is in scope? The basic buckets are IT — including cloud-based services — AV or supporting IT.



The Contract Holders offer 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.

Supporting services must be product related such as installation, training, site planning and warranty. “The things that can get you up and running with that product; SEWP is not a support contract. SEWP is not a labor services contract,” said Woytek.

In scope are cloud computing, SaaS, virtual computing and storage — all those buzz words of today are available through these contracts as people define them. “Many are in development stage in terms of requirements, but once defined can be purchased through this contract,” added Woytek.

## Free Training for Buyers, Contracting/ Procurement personnel and Contract Holders!



The SEWP customer base is the entire government including DOD says Woytek. So, SEWP provides on-site, online and video training throughout the year inside and outside the Lower 48.

Someone is on travel every week somewhere. “We take training on the road and we can be anywhere in the world at any given time,” said Woytek. To schedule free on-site training, email [events@sewp.nasa.gov](mailto:events@sewp.nasa.gov) for further information.

## Live Chat/Ticketing Process/ Help Desk



The Online Chat Tool is one of the many ways to get in touch with the Help Desk. It is a way for a customer to ask a quick question and get a quick response back from customer service representatives who if cannot get an answer right there, will get a Help Ticket started.

The Help Desk Ticketing process is a SaaS (Software-as-a-Service) application in the cloud according to Woytek.

“It is an example of what you can purchase off of SEWP — which we did — and helps us better track our help questions that come in. We use it to track orders also so that we finish up the one piece that was missing in our full tracking capability — the person to put it into the system as it comes in.”

## User Friendly Online Tools: On Demand, Dynamic Catalog Meets Your On Demand Needs



The question is not is whether an IT product is on SEWP, the question is what do you want to purchase? And if it's not on SEWP, the product can usually be added within 24-48 hours.

With SEWP there is no real static, “printed” catalog, only an on

demand catalog. When you need a product to be added to SEWP, Contract Holders take your request and add those products as long as they meet SEWP pricing and scope requirements.

Think of SEWP as having a database with a request system where you tell potential suppliers what you need and you get it. IT certainly isn't static, so why not use an IT catalog that changes as products change and your needs change.

You can find an exact fit for your needs at the best overall value by searching the SEWP website and choosing the right solutions offered directly by leading hardware and software manufacturers and experienced government integrators.

## Low 0.45% Fee, Low Prices



SEWP offers low prices that are generally lower than GSA Schedule. SEWP has the lowest surcharge (0.45%) and the easiest and fastest ordering procedure using pre-competed contracts. Plus there is a \$10,000 cap on the fee.

## 1-Day Turnaround Business Model Means Customer Service Is King



Benefit from a 1-day turnaround business model where you get personal service when you need it to augment online services such as quotes, product verification and faster ordering with continuous proactive tracking. Based on your experiences, Contract Holders are rated, with results public.

## Follow SEWP on Facebook and Twitter



You can link to Twitter and Facebook from the SEWP website.

Find out about training opportunities and where the SEWP staff is taking their message. Another tool in the SEWP arsenal it gives those who want to use Web 2.0 tools to find out at least once a week what's happening in the world of SEWP.

## Contract Holder Groups

### Five Groups:

Groups A-D are competed.

Group A - VARS and Computer Systems OEMs (Mostly large)

Group B - Service Disabled Veteran-Owned Small Business (SDVOSB)

Group C - Small Business set-aside VARS

Group D - VARS

Group E - Non-competed 8(a) set-aside contracts.

### Contract Holder Accountability

To make sure issues are resolved, SEWP has two Contract Holder Relationship Managers (CHRM). They help Contract Holders when they have problems. They also assist SEWP customers resolve any issues or concerns they may have with a Contract Holder.

[Click here to see Contract Holder ratings.](#)

### New! Quote Request Tool (QRT)!



The new improved SEWP Quote Request Tool includes many new features expressly requested by SEWP users.

[Get all the details on page 6.](#)

# New! Online Quote Request Tool (QRT)

SEWP is known as a contract that never stands still. The new Quote Request Tool (QRT) responds to customer requests and makes buying easier than ever.

JOANNE WOYTEK SAID THE QRT, WHICH IS THE ONLY RECOMMENDED METHOD FOR SEWP users to ensure they are receiving the latest technology at the most competitive prices, was redesigned on a new software platform, increasing the functionality, enhancement capability and stability of the tool.

A video highlighting the new features is available on the SEWP Website under 'Hot Topics'.

According to SEWP, new features introduced as part of the redesign include:

- **Save Draft** — Users now have the ability to save a draft of their Request. This feature enables users to begin creating a Request, save it and return later to complete.
- **Enhanced Home Page** — The home page of the tool now provides the user with the ability to perform many common tasks, including reviewing quotes, extending the reply-by date, and adding additional points of contact, without having to scroll through a quote to make changes.
- **Page-by-Page Request Creation** — In contrast to the prior version of the tool, which was composed of a single webpage with multiple fields to complete a Quote Request, the new tool isolates the steps over a progressive sequence of pages, for simplicity and clarity. (When Step 1 is completed, the user is advanced to Step 2, 3, etc.)
- **Additional Points of Contact** — Now, instead on a single alternate contact, requests can have 'multiple' alternate contacts, enabling further collaboration amongst users and internal departments. NOTE: Alternate points of contact must still be registered with the QRT tool to have access to the originator's information.

- **Request for Information (RFI) Request** — In addition to the ability to send out a Request for Quotes (RFQ)

## SEWP Online!

The SEWP website is filled with powerful tools and information a buyer needs to do market research, create an RFQ, make the award and track the order – and chat too if needed!

Powerful online tools available to customers include:

- **NEW Quote Request Tool (QRT):** The new SEWP Quote Request Tool (QRT) makes it easier than ever to use SEWP. The new QRT Tool replaces the legacy RFQ tool.
- **Manufacturer Lookup:** Lists all Original Equipment Manufacturers (OEMs) whose products are available on one or more SEWP contracts. Selecting a manufacturer will display more details including the SEWP Contracts with that Manufacturer and a link to the OEMs website.
- **Quote Verification Tool:** This is used to verify and display quoted line item information from the SEWP catalog. This tool will also provide information regarding authorized reseller status and savings off the SEWP catalog price. This tool should only be used to verify quoted information.

or Market Research Request, users can now send out a Request for Information (RFI), for technology research purposes. NOTE: An RFI is strictly informational and SHOULD NOT be used to issue a Delivery Order.

• **Online Password Reset** — Users can now reset their own passwords from the login page of the QRT, no longer necessitating a phone call to SEWP to request the reset. However, users are always welcome to call the SEWP Helpline for any assistance needed.

• **Transmitting Credit Card or Delivery Orders from the Quote Request Tool** — The home page of the tool includes a link to create a credit card order or attach a delivery order, transmitting it directly to the SEWP Program Office for final processing.

• **Estimated Dollar Amount** — Users now have the ability to provide an estimated dollar amount of their quote, informing Contract Holders of the size of the project requested.

• **Documentation Enhancements** — For improved utilization, multiple documentation fields have been implemented, including the following:

- **When users cancel a Request within the tool**, it now enables the user to document the reason which is provided to the contract holders as part of a cancelation message.
- **De-selection of companies** during the creation of a Request now requires entry of a reason for the action taken. This feature was added to heighten user awareness of Fair Opportunity and to document any deviations from this requirement.

Customers needing assistance exploring the new features can contact the SEWP helpline at 301-286-1478 or send comments to [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov).

**Search Results**

14 Requests found, displaying all Requests.

Request Seq	Closing Time (ET)	Status	Subject	My ID	Alternate Contacts	Action
98959	11/23/10 11:59 PM	ENDED	10Gb Fiber Modules and Cables		Joanne Woytek	[Icons]
98894	11/19/10 11:59 PM	ENDED	2 UPS units		Darlene Coen	[Icons]
98655	11/15/10 11:59 PM	ENDED	SnagIt software		Joanne Woytek	[Icons]



# Reap the Benefits of Virtual Desktop Infrastructure

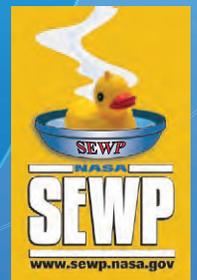
» Virtualization has had a dramatic effect on the way data centers operate. And now organizations of all sizes want to apply this same cost-cutting technology to their employees' PCs. Thanks to virtual desktop infrastructure (VDI), this is possible. VDI offers:

- Advanced virtualization technology to implement secure telework solutions
- Centralized management of all your desktops with easy updates and instant provisioning
- Enhanced security with the ability to lock down images and protect data
- Power savings with thin client VDI
- Near-zero downtime caused by hardware failure

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**1.800.302.SEWP (7397)**  
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www.govconnection.com/vdi

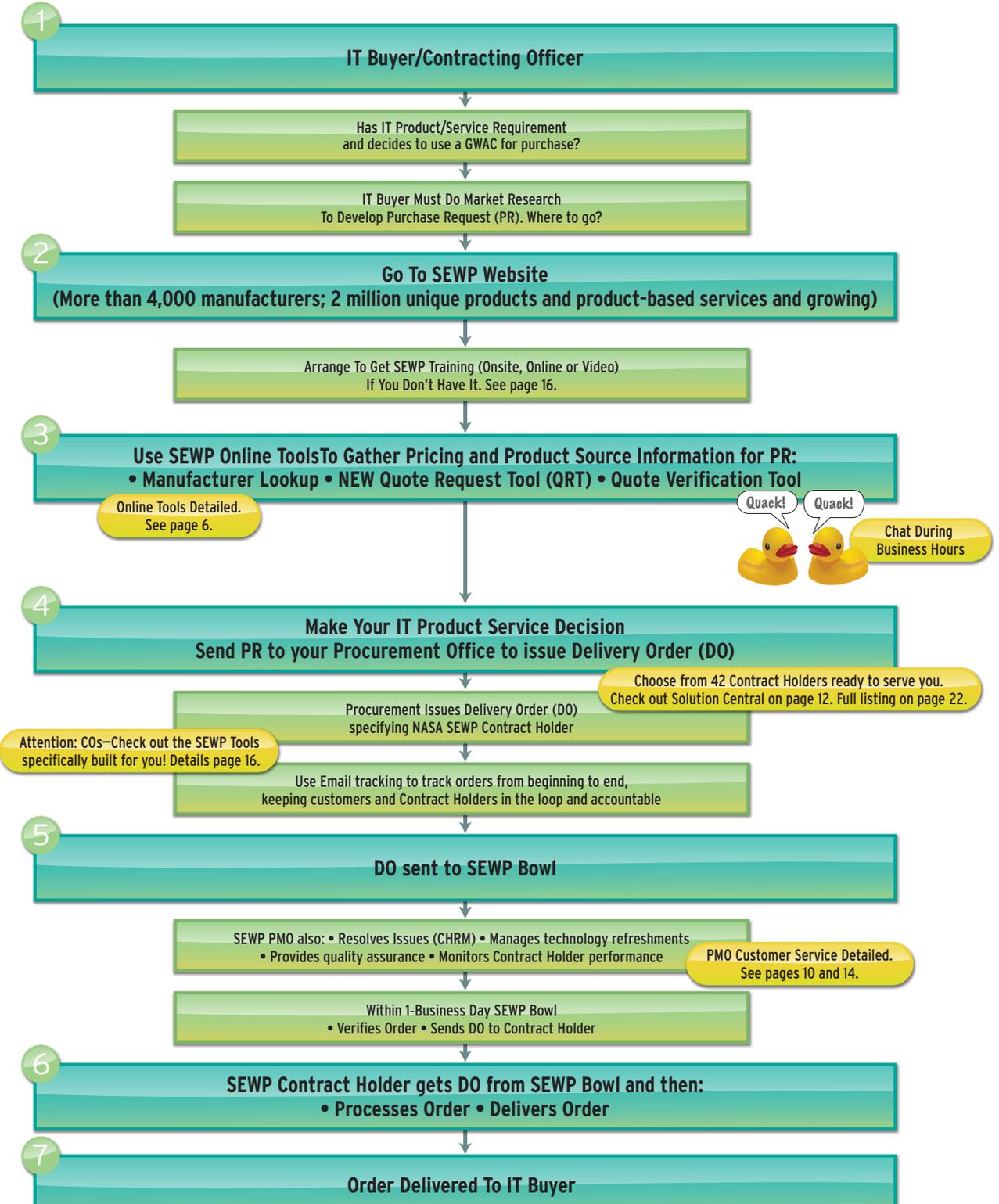


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# IT Buying Is Easy Using SEWP!

Buying IT from SEWP is easy. From market research to issuing a delivery order to getting the order delivered, the SEWP team is with you every step of the way.



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CA Technologies delivers solutions that can help you accelerate, transform and secure your IT. Our solutions enable the public sector to innovate IT and better meet the demands of today's world.

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agility  
made possible™



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# Customer Service From Start To Finish

*From pre-order to order processing to post-order support, SEWP has you covered.*

NO CONVERSATION WITH SEWP PM JOANNE WOYTEK WOULD BE COMPLETE without talking about the importance of her “often happy, never satisfied” watchwords.

“The meaning of ‘always happy, never satisfied’ is that we have a great program; we think that we are one of the best if not the best out there; but there’s always more that can be done,” explained Woytek.

SEWP operates as a team. So, when a customer sends a request to a staffer — and they are not there — another staffer is there to help and service the request.

SEWP has a chat line during business hours in addition to email and phone communication. Customers know that any communication they have with SEWP will get a response within 1 business day.



**Joanne Woytek**  
SEWP Program Manager

“So it’s not just that we say we want great customer service; we hear from our customers that when they deal with us they deal with people. They get phone calls back, not only do they get phone calls back, but they get answers when they call within a day, usually within minutes. And the way we operate is that everybody is part of that team...so that our customers see this as a seamless help area for them.”

“Customers can call on us any time there is an issue and we offer mediation between the customer and the contractor if needed. We can use our power to get things resolved.”

Lifecycle support begins with **Pre-Order Support** using online search and quote tools and RFQ tracking. Customer service answers questions on quotes and processes.

Upon making the award, **Order Processing** support accepts, checks, processes and forwards orders (includes credit cards) to the Contract Holder. Customer service reconciles and tracks orders.

**Post-order Support** includes processing and posting order status data and assisting in any order resolution and performing QA checks on order satisfaction.

All of this is backed by a customer service staff for Helpline

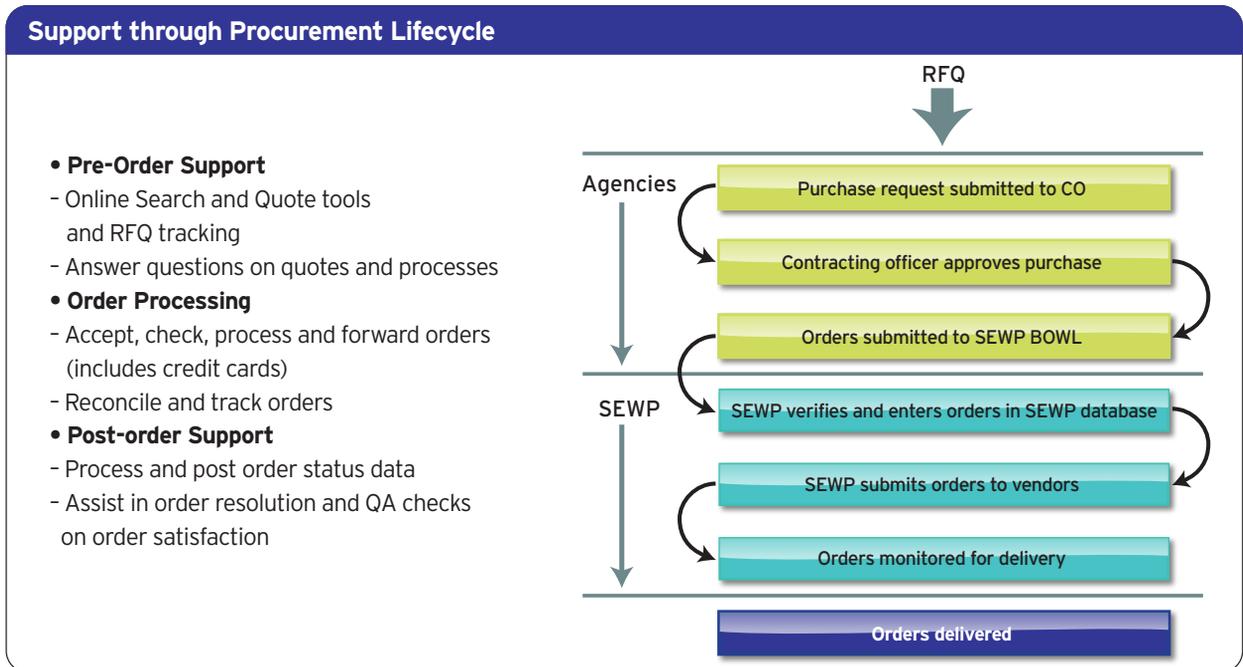
## Lifecycle Support

**SEWP** customer lifecycle support starts before the customer makes the decision to use SEWP and ends only after the customer is fully satisfied.

“We do a lot of quality checking throughout the process both internally and externally for our customers and we always want to hear from our customers as things occur,” Woytek noted.

and Order Processing with long-term experience and direct access to four Civil Servants and 30 other contractor support staff.

Working directly with SEWP Contract Holders are two Contract Holder Relationship Managers (CHRM). They have daily interaction with Contract Holders and provide mediation, support and oversight of Customer/Contract Holder interaction. ■





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**Leading Contracts:**

GSA Contract #GS-35F-5946H • ECS III Contract #263-03-D-0543 • NASA SEWP IV Contract #NNG07DA08B and #NNG07DA62B

# SEWP Solution Central

## Affigent

### Affigent

<http://www.affigent.com>

Affigent is the 4th largest overall prime contractor and the #1 small business on SEWP IV. It provides a comprehensive suite of full lifecycle solutions consisting of four integrated enterprise-wide service components:

- Enterprise software and Cybersecurity
- Networks and Communications
- Infrastructure and Physical security
- Data Center Transformation

Affigent partners with hardware manufacturers, software developers, professional consultants, security and systems integration companies to deliver a wide spectrum of technology solutions required by the federal government, including Oracle and Apple solutions.

Affigent subject matter experts, contract specialists, project managers, system architects, engineers and turnkey implementation teams can support you at any point across your project's lifecycle—from requirements and acquisition, through implementation and integration, to support optimization and asset disposal.

Affigent, LLC is a small Alaskan Native Corporation and 100%-owned by over 13,000 Alaska Natives.

*To learn more, contact:*

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### GovConnection

<http://www.govconnection.com>

GovConnection provides a full line of ready-to-purchase IT services and products (more than 450,000) to maintain your infrastructure throughout the IT lifecycle. GovConnection also offers customizable professional services to support your dynamic organization every step of the way.

GovConnection solutions fulfill the specialized needs in of federal buyers for:

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GovConnection helps IT and purchasing professionals make informed decisions and reduce procurement costs. Federal agencies rely on GovConnection to provide mission critical solutions in such enterprise areas as storage, security, backup and disaster recovery.

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### SEWP Dedicated Account Manager Team

Phone: 888-302-SEWP

Email: [SEWP\\_SALES@sewp.govconnection.com](mailto:SEWP_SALES@sewp.govconnection.com)



### GTRI: Global Technology Resources, Inc.

<http://www.gtri.com>

GTRI provides IT hardware, software, professional, maintenance and consulting services. Over the past 10 years GTRI has successfully delivered on close to \$1 billion in hardware/services and helped agencies with large procurements and complex consulting services for mission-critical programs.

Through SEWP, GTRI offers more than 1.3 million contract line items from 3000+ manufacturers, including:

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- Storage Devices
- Laptops, Workstations
- Printers, Monitors, Accessories
- Software
- Audio/Visual Products
- Security Technologies
- Systems Integration/Installation
- Maintenance Support Services

GTRI also provides Professional Services in all facets of IT planning, deploying, operations, and maintenance support in areas such as unified communications, network monitoring and management and remote desktop and server management. The company also offers an array of Support Services including world-class, 24x7 network monitoring, management, problem resolution and reporting.

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The immixGroup provides commercially available (COTS) information technology hardware, software, and related maintenance to the public sector from hundreds of technology manufacturers, including IBM, Oracle, EMC, McAfee and HP.

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- Communications & Hardware Infrastructure
- Databases & Storage
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- Enterprise Applications
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- Network & Systems Management

immixGroup Cyber Security Technologies help customers achieve mission assurance by providing assessment, response, prevention and detection solutions. Specialists use ISO 9001:2008 registered business processes and have extensive knowledge of each of the product suites represented so they can map requirements to the right solution.

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## PC Mall Gov

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PC Mall Gov offers best-value IT solutions from hundreds of name-brand manufacturers. Top 5 for government: Oracle, Cisco, HP, Dell and Apple.

From single item purchases to the most complex procurements, PC Mall Gov's team is ready to help design and deploy optimized IT solutions. For customers who demand value, services and engineering excellence, PC Mall Gov succeeds by being responsive, innovative and customer focused.

The portfolio spans the entire IT lifecycle — from the initial design to implementation and continuing management and includes:

- Asset, Planning & Deployment
- Microsoft Hosting & Apple Support
- Data Center Hosting and Consolidation
- Mobile Device Management
- Cloud Computing
- Data Migration
- Networking
- Virtualization
- Security
- Storage Management

PC Mall Gov is an ISO 9001:2008 registered company with over 700 certified engineers, technicians and project managers that are experts in their field with a rich set of certifications.

### To learn more, contact:

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# PRESIDIO™

## Presidio

<http://www.presidio.com/>

Presidio is one of the largest and most adept providers of advanced technology infrastructure solutions. The company focus is the design, development, deployment and management of advanced technologies such as unified communications (including VoIP), security, wireless, optical, telepresence, storage, as well as supporting network architecture and Microsoft infrastructure solutions.

Presidio's team of highly certified solutions architects, engineers and program managers brings decades of experience to help government solve their most complex technology challenges. The company employs an extensive ecosystem of partners to support its government client's strategic initiatives.

Solution areas include:

- Data Center / Virtualization
- Collaboration (Unified Communications, Video, Presence)
- Security (Network & Physical)
- Mobility
- Contact Center
- Network Infrastructure and Staff Optimization

Presidio services address an agency's complete information technology lifecycle, enabling them to plan, design, implement, test and operate your technology investments. Whatever your strategic goals, "Presidio can get you there. We enable innovation."

Federal partners include: Adobe, APC Cisco, HP, IBM, Juniper, NetApp, Riverbed, Symantec and VMware.

### To learn more, contact:

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## Sword & Shield Enterprise Security

<http://www.swordshield.com>

Providing world-class network security services and products is Sword & Shield's business. The network security services company specializes web application and network security assessments, security risk and compliance services, forensic and eDiscovery services along with best-of breed security products.

The company also provides a broader spectrum of IT products through the SEWP contract with Sales Agent Agreements with small and large companies who specialize in a variety of IT products including Dell, HP, Gateway and Cisco.

Sword & Shield partners with more than 25 security product manufacturers. Sales engineers are prepared to assist IT managers and contracting officers in procuring security products that solve security problems. Products include solutions for:

- Authentication
- Backup and archiving
- Data loss prevention
- Email and spam filters
- Encryption
- Endpoint security
- Firewall and VPN
- IDS and IPS
- Log Management and SIEM
- Scanning and auditing
- Web filters, server security
- Wireless security

Sword & Shield security engineers are highly skilled, certified, and experienced with government security in both classified and unclassified environments.

### To learn more, contact:

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## CA Technologies

<http://www.ca.com/publicsector>

CA Technologies is proud to be part of SEWP. CA Technologies delivers solutions that can help you accelerate, transform and secure your IT.

Government can't run without effective technology. CA Technologies provides agencies with solutions that help agencies better utilize existing infrastructure and technology; or integrate new technology.

The company maintains relationships with the leading platform and networking vendors to enable strong product integration and technical collaboration including Citrix, HP, IBM, Intel, Microsoft, Novell, Oracle, VMware, Cisco, SAP, Microsoft and NetApp.

CA Technologies can help you address this complex call to action, assisting you in identifying the most efficient use of your existing IT investments, while identifying what makes the most sense for your enterprise in the future.

Its comprehensive portfolio helps agencies comply with the IT demands and regulatory requirements of Cloud First, FICAM and the Federal Data Center Consolidation Initiative (FDCCI).

The portfolio includes:

- Data center modernization and security initiatives
- Network and systems engineering: cloud services, virtual platform management, and mainframe services
- Mission essential services: data center operations and continuity of operations

Learn more at [www.ca.com/publicsector](http://www.ca.com/publicsector)

# Supporting Customers and Contract Holders

*When both the customer and contract holder feel as if they are getting a good deal, then you have a contract that works.*

A LOT OF EFFORT GOES INTO CUSTOMER SERVICE (SEE SIDEBAR). A LOT OF effort also goes into making sure SEWP Contract Holders can deliver quality, price and performance.

SEWP is a fully competed, not a set-aside contract.

"We don't have people come in, hand us a statement and say here's a contract. It takes 2 years to compete these contracts because we want to make sure that we have a strong set of requirements and a strong set of capabilities back from our Contract Holders," said Joanne Woytek, SEWP PM.

noted this ensures SEWP Contract Holders will not only service the government, but also be successful because of their infrastructure capabilities to provide the products and services needed by customers.

"It's very rigorous requirements we go through. When we are done we want to have excellent companies who will be there for our customers and also succeed in business."

Woytek also pointed out that SEWP has always had a commitment to small business, "even in the days when we only had eight Contract Holders we had a separate set aside contract so that we could get some small businesses in."

With our Contract Holders we now have the ability to do set aside competitions to make sure we have small businesses, Woytek said. "We even have small businesses who have managed to compete within the full and open competition. It gives the customer then the ability to find good companies."

As proof, Woytek said 48% of contracts go through small businesses, a very high percentage.

## The CHRM: Holding Contract Holders Accountable

The relationship between the SEWP Program Office and the Contract Holders is something truly unique in the world of IT contracting.

"We have a very strong relationship with our Contract Holders and work hard to make sure problems are resolved," said Woytek. "We have two staff members who title is Contract Holder Relationship Manager or CHRM.

The CHRM is there to help Contract Holders when they have issues. They also will help resolve issues when customers have concerns with a Contract Holder.

"We have a web site called Program Performance and it is a public website and it shows how Contract Holders are performing at the program level. No company likes not to be excellent," said Woytek.

"This is a good way to for them to know they have to keep up to date and satisfy their customers. They are motivated by their own need to be good, but also by our ratings at the program level."

In the end, Woytek said SEWP plays the 'middle man' for our customers and industry. "Our role is to help resolve issues and make sure that everybody is satisfied. It's an advocate role that helps get things going." ■

## SEWP's Customer Support Center

### Live Chat

Communicate with the SEWP Program Office LIVE via instant messaging.



### Frequently Asked Questions (FAQs)

80% of current helpline questions are answered in FAQ's; useful for non-office hours and for do-it-yourselfers. Browse or search SEWP FAQs for a wide variety of solutions. A glossary of SEWP definitions and FAQs are available on the SEWP website.



### Submit a Ticket

If you submit a service ticket to SEWP Customer Service Representatives or when you send your inquiries to the Help Line, the information is used to create service tickets in the Support Center.



You can then track the status of your ticket in My SEWP Support, which tracks communications with customers. When an email is sent to the Help Line, an automatic e-mail reply automatically acknowledges receipt and provides a tracking number.

Customers can access ticket history from the SEWP Customer Service Support portal at <https://support.sewp.nasa.gov>.

### Forms and Documents

Browse the SEWP library of forms and documents and download the training video.



### Scope and Statement of Work (SOW) Review

Have concerns about an SOW and/or scope of requirements? Get the answer by submitting information to [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) for review and advice.



### Quotes

- If number of quotes received is less than expected, SEWP can assist in researching the cause and solution: contact [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov).
- If quoted price is higher than expected or otherwise questionable, contact [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) and SEWP will research and provide recommendations.



### SEWP: Currently Used By All Federal Agencies

SEWP contracts are currently used by all federal government agencies. Agencies may have specific procurement procedures for using the contracts and SEWP can provide this guidance upon Agency request. Currently there is specific information on the SEWP website for DOD, VA and NASA users.

# PRESIDIO™

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Solutions from the Most Advanced and Innovative, Information Technology Team

Advanced IT Solutions to Enable Federal, Innovation, Security and Agility

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

# Outreach = Two-Way Communication

*The SEWP program team goes all over the world talking with customers about their needs and teaching them about the benefits of using SEWP.*

ASK JOANNE WOYTEK, SEWP PM TO DESCRIBE SEWP'S FREE TRAINING and you'll quickly learn that it is a part of a larger SEWP outreach effort.

"We have free training, but we prefer to use term outreach with training included, because training is not the only goal of our meeting with customers," Woytek said.

"Because it's not just us training the customer, but it's the customer training us in terms of what they do. We learn an awful lot from the program point of view when we go out to visit customers."

Visit the SEWP offices on any given day and you'll find at least one team member not at their desk, but out either at a conference, trade show, customer site or partner site.

SEWP provides free onsite training to any government customer and those in private industry who are Contract Holders or manufacturers who have products on the contract.

The in-person training is a 2 hour training session on how to use the SEWP contracts. Upon finishing training, customers are awarded 2 CLPs (Continuous Learning Points). Woytek said that SEWP will go out to any agency anywhere in the world. "Most of our training is national, but we do go to Germany and Asia, wherever DOD, GSA and VA have sites."

SEWP also has a 15 minute training video (DVD copies

available) suitable for both government and industry that provides all the essential information on the contract, as well as the key ingredients to using it correctly.

## Annual Symposium

Each year SEWP holds an annual symposium where government customers get into full details of a contract as diverse and flexible as SEWP. The 2013 symposium is scheduled for the spring in Washington, DC.

"It's a once a year opportunity for all our customers who can make it to spend 2½ days delving into the details of how we operate and how the contract works. All sorts of issues come up that we can't get into in a short time," explained Woytek.

It is also a great way for customers to interact with each other and the Contract Holders.

"Not the sales people, but the program managers who can talk with the customers about the issues that they are having, or concerns they have and how they can help," she said.

"So it's a very interactive and very in depth way to learn about the SEWP contract. On the last day we have a half day where we set up for each agency separately to meet with their own agency counterparts to discuss SEWP and how it works with their agency."

Requests for free on-site training or information about the SEWP annual symposium may be made either via e-mail – [events@sewp.nasa.gov](mailto:events@sewp.nasa.gov) – or by contacting the SEWP Help Line at 301-286-1478. ■

## How To Use The QRT Video!

The new QRT video shows you how to use this new tool. Also view the SEWP Training video on how to use SEWP. Both available on the SEWP website.



## Mandatory Training For DOD

**Customers:** According to the Defense Procurement and Acquisition Policy Office, SEWP training is needed in order to issue SEWP IV Delivery Orders.

Registering and viewing this video will provide a provisional certification (maintained by SEWP office) to allow SEWP IV ordering until free training at your site can be arranged. If interested in registering multiple people please send your list to [events@sewp.nasa.gov](mailto:events@sewp.nasa.gov).

**No Mandatory Training For Civilian Customers:** While not mandatory, it is encouraged for all procurement and technical personnel involved in using SEWP IV. Requests for free on-site training may be made either via e-mail – [events@sewp.nasa.gov](mailto:events@sewp.nasa.gov) – or by contacting the SEWP Help Line at 301-286-1478. In the meantime view this video.

## Attention Procurement Personnel! SEWP Resources Tailored To Your Needs!

Contracting Officers, Contract Specialists, and other procurement personnel want a view of the SEWP website tailored to their specific interests and requirements. Here you'll find links to the SEWP Contracts, information on ordering procedures, contact information for our contract holders, and SEWP Tools.

Check out these useful links!

- Authorizing Government Contractors
- SEWP Contracts, Statements of Work, 1449s, etc.
- Ordering Information
- Fair Opportunity and SEWP Multi-Award Contracts
- Contract Holder Contact Information
- Authorized Sales Agents
- SEWP Tools
- The SEWP Program Office SEWP Procurement Information

# FROM REQUIREMENTS DEFINITION TO DELIVERY & ONGOING SUPPORT, WE ARE READY TO SERVE YOU.

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SUCCESSFUL TRACK RECORD  
OF DELIVERING PRODUCTS &  
SOLUTIONS IN A HIGH-VOLUME,  
RAPID RESPONSE, TASK ORDER  
ENVIRONMENT.

Affigent is an industry leading federal IT solutions provider focused on full lifecycle technology solutions with the goal of helping our customers be more productive, efficient and successful in their missions while increasing their return on IT investments. Our extensive understanding of the

federal market and far-reaching contract line-up allows us to tailor offerings to fit agency needs. Affigent is a Small Disadvantaged Business (SDB) 8(a) graduate with a position of financial strength that has shown consistent profitability year over year.

**Streamlining the business of government.**  
[www.affigent.com](http://www.affigent.com)

Contract #: NNG07DA19B

For more information please email us at: [info@affigent.com](mailto:info@affigent.com) or call us at: 866.977.8524

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OTFL SME One-On-One

**Ken Grimsley**  
President  
Affigent, LLC

## Easy To Work With

Affigent and SEWP have one great thing in common. Both are very easy to do business with and both have a great reputation for customer service.

"I give credit to (the SEWP) team; they are continuously improving how they support their customers," Ken Grimsley, Affigent president told OTFL. "I've been very impressed with how they continue to innovate around their systems and how they make it easier for everybody to do business."

SEWP's reputation for speed is one reason why Affigent leads with SEWP on every opportunity the company can.

The advantages of the SEWP contract are, first of all, the speed of the contract said Grimsley.

"Everything is 1-day, from the handling of the orders to getting products added to the contract, to getting the orders processed. If there's an issue, it's 1-day to get resolution of that issue."

The second point Affigent stresses to buyers is the contract fee. "It's the lowest of any contract fee out there, and with a \$10,000 cap, once you get above \$2.2 million, there's no more additional fee," Grimsley noted.

"So from that perspective the government can spend the rest of that money on additional IT products to make the government more productive and more efficient."

**Fast Fact:** Affigent, LLC, a small Alaskan Native Corporation and 100%-owned by over 13,000 Alaska Natives, provides the latest and innovative IT solutions via an extensive list of partners that are in the areas of cyber security, data center, network communication and virtualization. Affigent is the fourth largest SEWP contractor overall and the #1 Small Business on SEWP IV.

**Roy Borden**  
Vice President, Partner Sales  
CA Technologies

## Always Learning, Never Static

The SEWP philosophy is always change, always innovate and always stay up with the times.

"It's one reason why I think this vehicle stays relevant," CA Technologies' Roy Borden told OTFL. Borden runs CA Technologies public sector partner organization, which does about 75% of its government business through partnerships.

"Inside CA, we call that being a learning organization, never static. You can't have a stagnant way of approaching business or else it's obsolete."

While CA still provides legacy mainframe solutions, most of its focus today has a lot to do with what's going on in the government right now.

"How are agencies utilizing existing infrastructure or integrating new technology to deliver these services in this era of flat budgets? And how are they dealing with the demand in a cost effective manner?" asked Borden.

Why use SEWP? "Customer service and flexibility," replied

Borden, who also touted SEWP's low 0.45% fee and its use of small businesses.

Borden also said because his portfolio is constantly changing - due to new releases, new names, consolidations or acquisitions - "it's just a never ending constant evolution of our portfolio," he noted.

"With all of these moving parts, this vehicle has been easy and simple. And to say they work with you is an understatement."

**Fast Fact:** CA Technologies does about 75% of its public sector business through partners from large SI's to small disadvantaged businesses — many of whom are on SEWP. The company maintains relationships with tech leaders to ensure product integration and technical collaboration with companies including Citrix, HP, IBM, Intel, Microsoft, Novell, Oracle, VMware, Cisco, SAP, Microsoft and NetApp.

OTFL SME One-On-One

**Barb Beckner**

Director of Capture Management

**Jodi Darnell**

SEWP Program Manager

GTRI (Global Technology Resources, Inc.)

# Savoring SEWP!

GTRI finally got the contract it wanted - SEWP!

The company, which provides IT hardware, software, professional, maintenance and consulting services, spent more than two years pursuing SEWP, Barb Beckner, director of Capture Management told OTFL.

“Our first prime contact was a Navy SpaWar contract. Since then we’ve won four SpaWar contracts,” Beckner said. “Then we identified the SEWP contract as a vehicle that we really wanted.”

It took more than two years to acquire a line of business from Dataline that augmented the GTRI portfolio. “SEWP is a phenomenal vehicle,” exclaimed Beckner. “It is very competitive, very flexible; it’s easy to add new IT equipment and services, if you’ve got services associated with it.”

Jodi Darnell, SEWP program manager since 2007, pointed to SEWP’s competitive fee, customer service, ease of use and dynamic catalog as reasons why customers choose SEWP.

“As long as a technology fits in the scope of the contract,

it is very flexible to help meet, develop, design a customer’s solution and then put it on the contract,” she noted.

Darnell added the SEWP program office also helps her keep accurate records.

“If there is something I don’t quite understand, I know I can go to the SEWP office or to their website interface to figure it out. I know all my RFQs. It’s all organized, pretty easy to get to.”

Darnell also praised the outreach efforts of the SEWP staff.

“They are very proactive with conferences and training. They sell the virtues of their contract and are there for the customer in the event that there are questions.”

**Fast Fact:** GTRI is a master Cisco UC provider. But its real strength lies in its people, knowledge and education in regards to Cisco. GTRI can deliver a full Cisco solution from start to finish. GTRI also participated in a mentor/protégé program through Raytheon sponsored by the NGA.

**Steve Charles**

Co-founder & Executive Vice President

immixGroup

# The Evolving Contract

Increasingly government is looking to buy IT software, platform and infrastructure services via broadband rather than contract for professional services.

While technology marches forward, acquisition and contracting are just beginning to catch up, Steve Charles from the immixGroup explained to OTFL.

“The acquisition system and the regulations that proscribes all these different processes divide the world into supplies on the one hand and services in the other,” he said. “When regulations refer to services, they are referring to professional services performed by people.”

The SEWP program was developed as a pre-order contract for products with delivery orders (DO). It is not a services task order (TO) contract.

But with SEWP V on the horizon, SEWP is talking about defining product-based services as something separate and distinct from human-based services said Charles.

“So these product-based services, consistent with the NIST

cloud architecture, software-as-a-service (SaaS), platform-as-a-service (PaaS), and infrastructure-as-a-service (IaaS), are the kinds of things that immixGroup is now packaging and pricing as contract line items,” Charles added.

“The SEWP office is awarding those things on the contract, and agencies are ordering them,” he said. “It has to be within the scope of IT and it has to be packaged and priced in a way that an ordering agency can order it and know what it is they are ordering.”

Charles noted that SEWP “has the organization and systems to add new products quickly. And so it also represents the latest technology within the world of IT, IT products and product-based services.”

**Fast Fact:** The immixGroup provides commercially available (COTS) IT hardware, software, and related maintenance to the public sector from hundreds of technology manufacturers, including IBM, Oracle, EMC, McAfee and HP.

**Donna Norris**  
SEWP Program Manager  
PC Mall Gov

## The SEWP Factor!

What if there were no SEWP?

“Frankly we can’t imagine life without SEWP,” Donna Norris told OTFL. “It’s a huge component of our success in the federal arena.”

Norris is a SEWP program manager who definitely takes a hands-on approach. “I look at every order that comes in from the SEWP office. I distribute all the orders. I track all the orders and follow up. I do a lot of hands on stuff to make sure that the orders flow.”

Norris then rattled off reason after reason why customers use SEWP.

“SEWP will work with you to make sure you are meeting all the fair opportunity (FO) requirements as the customer,” she explained.

“They can provide guidance on how to submit your solicitation to meet all FAR requirements,” she said. “If you are

looking for a true competition, SEWP will give you the guidance on how to structure that and make sure that everything runs smoothly.”

Norris praised SEWP customer support and order tracking. She said of all the GWACs available, SEWP has a true online site where customers can go and get information on their orders. Very few contracts out there are really supplying that on this level of transactional business.

“If you have an IT need, you can get it on SEWP, period.”

**Fast Fact:** PC Mall’s core strength lies in the depth and breadth of the products offered from hundreds of name brands, (Top 5 for government: Oracle, Cisco, HP, Dell and Apple.) giving it broad availability to certified engineers across the board for manufacturers; the ability to put together a full customer solution; and provide full customer service follow up.

**Joe Leonard**  
Director, Secure Networks  
Presidio

## The Increasingly Mobile SEWP

It’s no secret mobile government workers love their iPhones, iPads and Android devices.

The BYOD — Bring Your Own Device — movement is gaining steam. That’s great for users. But maybe not so much for network administrators and security experts; they have no choice but to find ways to allow these devices to operate securely.

For them it’s time to call on SEWP.

Joe Leonard is director of Secure Networks at Presidio where his group is responsible for doing assessments — vulnerability assessments, risk assessments, network assessments, and BYOD and cloud assessments. For SEWP, Leonard is responsible for making sure Presidio is offering their best of breed portfolio of security products.

“We are seeing a pretty big growth right now with BYOD and mobility,” Leonard told OTFL. “We are putting in the investment in building out the mobility infrastructure for all of these new mobile devices as they enter the work place and

expanding our mobility service offerings.”

Leonard said controls are changing so fast it’s a challenge to make sure that we’ve got the proper level of security in place so that people can use these devices.

“The mobile device management platform wasn’t even in our security portfolio a year ago. It didn’t exist,” he noted. “So you are looking at a device that didn’t even exist in our portfolio. And if you look at SEWP, it wasn’t on there,” said Leonard.

But with the ease of adding products to SEWP, it is now.

**Fast Fact:** Presidio provides Secure Network with a traditional firewall IPS, SIM email gateway, encryption devices, ELP, and web security devices. Presidio uses a wide assortment of manufacturers and puts the best of breed on SEWP. Also on SEWP are security assessment tools to help customers understand their current state and future challenges.

**Raymond Kahre**  
 Director of Products and Programs  
 Sword & Shield Enterprise Security, Inc.

# Agents For Success

Customer service, customer service and customer service!

“Those are the three reasons a federal buyer should go through SEWP,” declared Raymond Kahre, Director of Products and Programs for Sword & Shield Enterprise Security, Inc.

The company’s core competency is providing consulting services in the areas of risk and compliance, security assessments, forensics and e-discovery. Their motto is “your partner for a secure future”.

In addition to enterprise security solutions, the company provides federal buyers’ access to its VAR and OEM partners to offer products that cut across the entire breadth of the IT space said Kahre.

“That’s a real differentiator for us and that’s what makes us a bit unique, he said. “We have a dedicated Sales Agent Program. It’s something that we’ve essentially branded that reaches out to our other solution providers so we are really able to service the government.”

When it comes to differentiators, Kahre said what makes SEWP stand out is its attention to customer service for both customers and Contract Holders; its ease of use; and there’s always somebody there to help.

“They really understand what service means,” said Kahre, “so we’ve modeled our program office after the SEWP program office. You can say that imitation is the most sincere form of flattery and we would like to achieve just a small part of their success.”

**Fast Fact:** In addition to network security, dedicated Sword & Shield Enterprise Security, Inc. Authorized Sales Agents provide a wide spectrum of IT including Dell, HP, Gateway and Cisco. Through strategic partnerships with leading large and small Value-Added Resellers and Original Equipment Manufacturers these dedicated and specialized sales agents help government get the unique IT solutions it needs.

## What’s In Scope? Everything IT!

### Scope: Computer Hardware

- Tablets, Laptops, Embedded Systems
- Desktops, Servers, Supercomputers
- Peripherals and Accessories: Monitors, Keyboards, Cables, etc.
- Computer Carts, Racks and Enclosures
- Computer Cards / Boards

### Networking and Communications

- Network Appliances
- Network Connectivity: Routers, Modems, etc.
- Telecommunication Devices
- Wireless Networking
- Cables and Accessories

### Security Hardware

- Control and Authentication Devices
- Forensic Systems
- Computer Anti-Theft Hardware
- Security Appliances
- Surveillance Systems

### Supporting Hardware

- Scanners, Barcodes, RFID Devices
- Cooling Systems
- Digital Devices; e.g. Calculators
- GPS
- Remote Management
- Printers, Copiers, Fax Machines, Shredders
  - Associated Supplies

### Specialized Hardware

- Notification Systems associated with Computer Facility
- Asset Management Systems
- Computer Room Monitoring

### Storage Hardware

- Backup and Recovery
- DVD, CD, Tape and Digital Systems and Supplies
- Disk Systems
- Network Based Storage

- Storage Accessories

### AV/Conferencing

- AV Equipment and Accessories
- Cameras, Display Monitors, Consoles, etc.
  - Accessories including privacy screens and camera accessories
- Video and Tele-conferencing
- Speakers, Microphones, Theater and Music Systems, Lighting
- TV, Projectors and Screens
- Visualization Systems

### Software and Virtualization

- Commercial software packages of any variety
- Software As A Service
- Cloud Computing
- Virtual Storage

### Services Fully In Scope

- Maintenance / Warranty / Help desk support
- Installation of in-scope Products
- Site Planning; e.g. determining what products are required
- Product Based Training

### Services Limited In Scope

This pertains to Competed Contract Holder Groups A, B, C and D. Cannot exceed 10% of a delivery order total dollar amount:

- Software development
- On-site operational labor, on-site engineers
- Consulting (unless part of in scope services)
- Staff Augmentation

### Never In Scope: Just because it has a chip, it is not always IT

- Mobile Data Collection Device
- Medical devices
- Fire Suppression systems / maintenance
- Military technology (if outside the scope listed previously)

- Medical Equipment
- Buildings
- Wheels / Engines / Propellers
- Fire Suppression (unless self-contained)
- Sensors: Smoke / Gunshot / etc.
- Office Furniture: Chairs / Desks / etc.

### If uncertain:

- Stop
- Send SOW (Statement of Work). BOM (Bill of Materials) and/or Requirements Statement to help@sewp.nasa.gov
- SEWP will review and get back with you and discuss any scope issues.

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 Public Sector Communications, LLC.

# SEWP IV Contract Holders

As of September 10, 2012. Visit [www.sewp.nasa.gov](http://www.sewp.nasa.gov) for updates.

VENDOR CONTRACT#	NAME EMAIL	PHONE ALT PHONE
Affigent, LLC NNG07DA19B	Troan, Gayle gayle.troan@affigent.com	703-880-4924
Alliance Technology NNG07DA10B	Dowling, Caitlin caitlin.dowling@alliance-it.com	443-561-0325
Alvarez & Associates NNG07DA46B	Wright, Jon jwright@alvarezassociates.com	303-997-1392
Best Buy, Gov LLC NNG07DA48B	Ranft, Jill jill.ranft@bestbuy.com	612-291-2583
Blue Tech, Inc. NNG07DA22B	Stone, Guy gstone@bluetech.com	619-497-6060
CDW*G NNG07DA35B	Marcheselli, Kathy kmarcheselli@cdwg.com	703-621-8208
Copper River IT NNG11FF48B	Vinduska, Rebecca rebecca.vinduska@copperriverit.com	(202)320-9869
CounterTrade Products NNG07DA24B NNG07DA40B NNG07DA50B	Bogliino, Joe jbogliino@countertrade.com	800-444-9710 ext 210 (303) 424-9710 x210
Dell Federal Systems NNG07DA15B	Ma Gill, Derryan derryan_magill@dell.com	512-723-4075
Emtec Federal NNG07DA51B	Kowalewski, Keta ketakowalewski@emtecinc.com	(571) 299-1353
FCN Technology NNG07DA26B	Campbell, Dolores Dolores.spriggs@fcnit.com	240-833-1050 301-770-2925
FedStore Corporation NNG07DA43B	Harding, Stuart stuart@fedstore.com	240-449-8801
Force 3, Inc. NNG07DA11B NNG07DA18B	Hill, Cheryl chill@force3.com	410-774-7238
Four Points Tech. NNG07DA16B	Landers, Lonnie llandersva@aol.com	703-660-6432
GC Micro NNG07DA30B	Landers, Lonnie llandersva@aol.com	703-660-6432 800-426-4276
PC Mail Gov NNG07DA08B NNG07DA62B	Norris, Donna donna@pcmailgov.com	703 594-8188
GovConnection, Inc. NNG07DA32B NNG07DA38B	Gause, Yvette ygause@govconnection.com	301-610-0753 800-800-0019 x 78255
GTRI NNG07DA63B	Darnell, Jodi jdarnell@gtri.com	303-503-3786
GTSI Corp. NNG07DA33B NNG07DA49B	Hudson, Ellen ellen.hudson@gtsi.com	703-502-2156 800-234-4874
Hewlett Packard (HP) NNG07DA17B	Parman, W. Gayle gayle.parmen@hp.com	410-798-4030
i3 Federal NNG07DA42B	Campbell, Dolores dspriggs@i3federal.com	803-366-4033
IBM NNG07DA12B	Waclawik, Phil waclawik@us.ibm.com	720-395-6982
Intelligent Decisions NNG07DA28B	Hopkins, Jeff jhopkins@intelligent.net	703-554-1635
iGov.com NNG07DA27B	Walsh, Tom twalsh@igov.com	703-749-0874 703-356-1160
immixGroup NNG07DA20B NNG07DA64B	Scichilone, Ralph Ralph_Scichilone@immixgroup.com	703-663-1147 703-752-0610

VENDOR CONTRACT#	NAME EMAIL	PHONE ALT PHONE
Iron Bow Technologies NNG07DA31B NNG07DA39B	Bosley, Beau beau.bosley@Ironbow.com	703-279-5435
Merlin International NNG07DA23B	Andrews, Linda landrews@merlin-intl.com	303-339-2034
MicroTech LLC NNG07DA47B	Douglas, Keya TDouglas@microtech.net	571-297-4155
Presidio NNG07DA36B	Byrd, Stacy sbyrd@presidio.com	301-313-2096
PSI Technology NNG08DA02B	Griffith, Irene ireneg@petrosys.com	713-355-2202 ext 19
Red River NNG07DA25B	Purdy, Jo jo.purdy@redriver.com	603-442-5546 603-667-6195
Ricoh Americas Corp. NNG07DA52B	Blackwell, Tanya tanya.blackwell@ricoh-usa.com	301-479-1159
Silicon Graphics Fed. NNG07DA14B	Lundy, Michelle mlundy@sgi.com	(813)792-5403
Softchoice Corp. NNG07DA37B	Kman, James james.kman@softchoice.com	312-655-9167 877-333-7638 x 3219
Sword & Shield NNG07DA21B	Kahre, Raymond sewp-manager@swordshield.com	865-244-3535 865-244-3500
Technica Corporation NNG07DA29B	Beckert, Lori SEWP_PM@technicacorp.com	703.662.2045 703.662.2000
Three Wire Systems NNG07DA44B	Turner, Roxanne rtturner@threewiresys.com	703.899.9328
ThunderCat Technology NNG07DA45B	Kelly, Mike mkelly@thundercattech.com	703-657-7069
Unisys NNG07DA09B NNG07DA13B NNG07DA34B	Harvell, Judy Judy.Harvell@Unisys.com	703-439-3666 800-398-8090
VAZtech, Inc. NNG11FF47B	Smith, Zane zsmith@vaztech-inc.com	877-964-6598 410-814-7598
Victory Global NNG11FF49B	Wright, Deborah dwright@victorygs.com	615-708-7818 410-884-9310
WWT NNG07DA41B	Schmitt, Mike mike.schmitt@wwt.com	314-919-1448

## Fair Opportunity – What is it? Can SEWP Help?

Fair Opportunity provides each contractor is given fair opportunity to be considered for each order exceeding \$3,000 and issued under multiple award contracts. 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.

The SEWP online RFI/RFQ tool is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP RFI/RFQ tool 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.

Source: SEWP



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