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ATTACHMENT D

CONTRACTOR/GOVERNMENT COMMUNICATIONS REQUIREMENTS

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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 has 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 PMO. 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 PMO will mutually agree upon the methodology.

D.1. On-Line Quoting

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

- by sending the following files to the SEWP PMO via the Contract Holder Only Page (CHOP) website:

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

2) a verification 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.

The SEWP PMO will ensure all responses are immediately forwarded to the original MRR/RFQ requestor. Note that the contractor may not send a quote directly to the requestor when the NASA on-line Quote Request tool has been utilized. All quotes must be routed through the SEWP PMO.

D.2. Ordering

As described below, all SEWP orders must be assigned a SEWP Order tracking number in order to be considered a valid order. All Delivery Orders regardless of order value and credit card orders over the micro-purchase limit must be sent, processed, and assigned an Order tracking number prior to being processed by the contractor. If the SEWP COR has authorized the contractor to accept micro purchase credit card orders directly, then credit card orders under the micro purchase limit 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 PMO:

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 PMO

Regardless of the method and format which the Delivery Order is sent to the SEWP PMO, 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
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. Total order amount
13. Additional mutually agreed upon Terms and Conditions, Statement of Work, etc.
14. Period of performance for any associated services

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

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 PMO based on the following requirements:

1) For orders under the micro-purchase limit, the requirements are:
   a. within one business week of receipt of the order, the contractor must send to the SEWP PMO 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 address including zip code of card 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. Total dollar amount of order
   b. Upon receipt of a credit card order report, the SEWP PMO will review and process the order and assign an SCN tracking number and report the information to the Contractor

2) For orders over the micro-purchase limit, the requirements are:
   a. prior to processing the order, within one business day of receipt of the order, the contractor must send to the SEWP PMO 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 address including zip code of card 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. Total dollar amount of order
      x. Additional Terms and Conditions associated with the order
   b. Upon receipt of a credit card order form, the SEWP PMO will review and process the order and assign an SCN tracking number and report the information to the Contractor
   c. After the Contractor receives the assigned SCN tracking number, the Contractor may process the order

3) the contractor must demonstrate to the SEWP COR the process used to ensure that all credit card orders accepted directly by the contractor will be reported to the SEWP PMO 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 PMO per Section D.1.1. Delivery Order Processing

D.3. CLIN Verification Reports

Prior to the assignment of an SCN and therefore prior to the contractor processing an order, Contractors are required to supply to the SEWP PMO a CLIN Verification file that matches the product and price information on the order and/or mod. The following information is required in the verification file:

a. Unique identifier (if the verification file is associated with a quote provided in the SEWP Quote Request Tool, this will be the SEWP RFQ Number)

b. For each item ordered: CLIN; quantity; unit price

The total of the items listed in the verification file must equal the total amount of the order.

For order mods/updates, a new verification file must be provided that includes all information associated with the original order and all subsequent mods to date.

To avoid delays, contractors can submit verification files at the time of a quote, even if the quote is provided outside the SEWP on-line Quote Request Tool.

If a contractor has not provided a verification file or the total in the verification file does not equal the order amount, the order will not be assigned an SCN and cannot be processed until a verification file that matches the order is provided. Any resultant delay will count against the contractor's delivery performance if the reason for the delay is caused by the contractor.

D.4. 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.4.1 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 COR 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. 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. URL for 508-related information for this manufacturer's products

ii. Alias for the manufacturer name

Upon receipt of a manufacturer request, the SEWP COR 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.4.2. 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;

2) Other mutually agreed upon electronic format

All TR requests shall include the information defined in A.1.19. TECHNOLOGY REFRESHMENT

Upon receipt of a valid TR, the SEWP COR 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.5. Order Status Report

Contractors are required to supply to the SEWP PMO 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 PMO:

a. Date of order

b. Issuing Agency Order Number or unique credit card tracking number and/or SEWP Control Number (SCN)

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;

b. Other mutually agreed upon electronic format

D.6. Administrative Handling Fee Report

Contractors are required to supply to the SEWP PMO 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 PMO and contain at least the following information for all orders for which an Administrative Handling Fee was paid in the associated check:

a. Issuing Agency Order Number or unique credit card tracking number and/or SEWP Control Number (SCN)

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 and Section D.3. CLIN Verification Reports.