iGov Technologies, Inc.

Contract No. NNG15SD81B - Group C

SEWP V Ordering Guide

ABOUT IGOV TECHNOLOGIES, INC.

iGov Technologies, Inc. is a small business, information technology value added reseller (ITVAR), and systems integrator. iGov provides commercial IT products and solutions, along with engineering and management services to help our government customers meet their mission-critical program needs. We are a trusted provider with over 20 years of Federal Contracting experience. We have cultivated relationships with strategic OEM partners, suppliers, and technology distributors to ensure government customers receive innovation products and services through a secure supply chain. As a systems integrator, we specialize in the design, development, testing, production, and sustainment of Tactical Data Systems. iGov is certified ISO 9001:2015 and assessed at CMMI – Level 3.

SEWP V CONTRACT OVERVIEW

The Solutions for Enterprise-Wide Procurement (SEWP) V, is a multiple-award Government-Wide Acquisition Contract (GWAC) vehicle that is available for use by NASA, all federal agencies and the federal agency support service contractors. The contracts are managed and administered by NASA Goddard Space Flight Center (GSFC) at the NASA SEWP Program Management Office (PM). SEWP contracts focus on providing Information and Communications Technology and Audio/Visual products and services. Currently there are over 140 pre-competed Prime contract holders and millions of products on contract available to customers. These products and services include servers, peripherals, software, supporting equipment and associated training, installation and implementation solutions.

Additional Contract Brief:

Contract Effective Date:	May 1, 2015 through April 30, 2025
Contract Ceiling:	$20 Billion
Contract Type:	Fixed Price, IDIQ
In-Scope Categories:	✓ IT & Networking ✓ Software & Cloud ✓ Mobility & Communications ✓ Supporting Technology ✓ AV/Conferencing ✓ Services
SEWP Fee:	0.34% (included in the unit price), Effective October 1, 2020

SEWP is divided into 5 groups. All groups have the same scope.
iGov Technologies, Inc. (Contract No. NNG15SD81B) is under Group C.

The SEWP V GWAC is subject to Fair Opportunity as required by FAR Part 16. Each Contract Holder shall be given Fair Opportunity to be considered for each order exceeding the micro-purchase limit, typically under $10,000, and issued under multiple award contracts.

Fair Opportunity to all Contract Holders within one or more SEWP Groups or set-asides is required. There is no requirement to obtain 3 quotes as long as all Contract Holders within a Group or set-aside were provided opportunity to quote.

The SEWP online Quote Request Tool is the recommended method to assist in meeting Fair Opportunity and to augment the required decision documentation.

For more information, please visit NASA SEWP Website at www.sewp.nasa.gov.

HOW TO OBTAIN A QUOTE

To obtain a quote for hardware, software, or services, customers can use the SEWP Quote Request Tool. Customers can use this tool to issue a Request-For-Information (RFI), Request-For-Quote (RFQ), Market Research Request (MRR) and Request for Agency Catalog (RFAC). This tool is easy to use and available 24x7 on SEWP's website.

Should customers need assistance or have questions, SEWP PMO can be reached via email at help@sewp.nasa.gov or phone at (301) 286-1478.

Customs may also obtain a quote by contacting iGov's sales representatives at salesstaff@igov.com or 1-800-777-9375.

POLICY AND PROCEDURAL INFORMATION

Ordering Process

1. Customer sends order to SEWP Program Management Office (PMO), sewporders@sewp.nasa.gov or fax order and SEWP Fax Cover Sheet to: (301) 286-0317
2. SEWP PMO reviews and enters the order information into SEWP database and assigns SEWP Tracking Number (STN)
3. SEWP PMO sends the order to iGov Technologies, Inc.
4. iGov Technologies, Inc. acknowledges receipt of order

5. iGov Technologies, Inc. begins fulfillment of order

Warranty

In accordance with iGov's SEWP contract, iGov shall provide an extended warranty, which can be purchased and begin at any time during the standard commercial warranty period up to and including the end of the commercial warranty period. Extended warranty packages may be invoiced and paid at the start of the warranty period. This extended warranty shall provide coverage based on the standard commercial warranty.

At the Government's discretion, the Government may order, at any time during a warranty period, monthly maintenance at a Discounted Monthly Extended Warranty amount in lieu of the extended warranty.

Software Maintenance / Product Extended Warranty as a Product

Product and software maintenance, warranty and licensing shall be treated as a commercial product unless such product is priced on a usage basis; e.g. maintenance on a printer based on usage must be invoiced monthly. Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and Frequently Asked Questions (FAQ), hosted chat rooms, and limited telephone, email and/or web-based general technical support for users self diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service and are to be billed monthly.

SUPPORT INFORMATION

For problematic orders, our customer service team which includes personnel from Purchasing, Sales, Accounting, and Contracts is available to assist and help troubleshoot technical or post-order issues. Please contact iGov Technologies, Inc. – Program Management to engage with our customer service team:

Phensopa Swope & Tom Walsh
Office: 703-356-1160
igovcontracts@igov.com

CONTACT INFORMATION

SEWP Program Management Office
10210 Greenbelt Road
Suite #200
Lanham, MD 20706

Office Hours: Monday – Friday, 7:30AM ET to 6:00PM ET
Helpline: (301) 286-1478
help@sewp.nasa.gov
www.sewp.nasa.gov

iGov Technologies, Inc.
12030 Sunrise Valley Drive, Suite 300
Reston, VA 20191
www.igov.com

Office Hours: Monday – Friday, 8:30AM ET to 5:30PM ET

CAGE Code: 32BQ5
DUNS Number: 16-788-0181

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