

# ATTACHMENT A

## SEWP STATEMENT OF WORK

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## **A.1. ACQUISITION OBJECTIVES**

The SEWP VI contracts have four Acquisition Objectives:

1. To have hardware and software solutions and services available to address an increasingly difficult, complex, and changing set of NASA-specific scientific and engineering problems while also providing Information Technology, Communication (and AV (ITC/AV) product-based solutions to assist all Federal Agencies in meeting their ITC/AV needs.
2. To provide a suite of ITC/AV services to assist the Government in maximizing the ITC/AV infrastructure by leveraging the latest service offerings including cloud services, managed and shared services, consulting, training and support, and operational and engineering services.
3. To provide the federal government with a wide range of ITC/AV hardware, communications, audio-visual and related hardware, software, and ITC/AV services to enhance the federal government's Information Technology capabilities.
4. To embrace and facilitate innovative procurement transactions and processes that will place a minimal administrative burden on the customer, contractor, and the Government while minimizing incompatibilities and maximizing strategic decision-making across the ITC/AV infrastructure.

The first three objectives relate directly to the unique nature of SEWP in service of the Government's core competencies – the need to have ITC/AV solutions which are based on the latest technology, portability, and interoperability along with the tools and services that will interconnect and maximize the usability of those systems.

The fourth objective relates to the Procurement expertise that NASA SEWP brings to any size acquisition in combination with the ITC/AV technical expertise needed to develop, test, and utilize new processes for automating the entire procurement process. The web-based toolsets are the most visible aspect of SEWP's expertise in this area. Once the contracts are awarded, a set of online tools is available to both the Contract Holders to manage company-specific information, and the Government customer to query the database of record for product and pricing information, conduct Market Research, and submit Requests for Quotes.

Overall, this effort will provide the Government with hardware, software, and audio-visual solutions and services that represent the best overall value to the Government in fulfilling its mission. Furthermore, this effort will minimize the Government's administrative costs, and provide the ability to fulfill our users' needs in a timely manner.

Because the technology requirements depend on interoperability and standards, combined with the broad base of commonality among requirements, functions, and available COTS solutions, it is assumed that overlap will exist between contracts and across categories. Additionally, any overlap will ensure that end-users will have access to appropriate and complete solutions to meet their varied requirements. Therefore, no single contract will have exclusive rights to provide any given technology or service, nor will end-users be confined in the choice of contracts they utilize. The end-users decisions will be based on a Best Value and Fair Opportunity determination as required in FAR 16.505(b).

## **A.2. SCOPE**

NASA implements many different missions and projects to meet a wide range of requirements. In addition, other Government agencies will utilize any resultant contract if they determine the available solutions and services meet their technical requirements and represent the Best Value to that organization. As such it is intended that deliverables under this contract may be utilized by: Government civil servants, Government on-site (or near-site) contractors, Government off-site contractors, Principal investigators, or Universities through grants or cooperative agreements and Government-Owner Contractor-Operated (GOCO) organizations. Deliverables under the contract are not limited to NASA-specific requirements, and any such deliverable will be available for NASA and any other federal government agency usage. While SEWP Contractors are required to provide continental United States rate (CONUS) for delivery, Federal Agencies with outside continental United States rate (OCONUS) locations may utilize the SEWP contracts based on mutually agreed upon delivery arrangements.

The focus of SEWP is on the full suite of technology offerings that simplify Governmental access and Industry offerings across the entire Information Technology, Communication and AV (ITC/AV) solutions and services landscape. SEWP VI is composed of 3 categories. From a product solutions-based perspective, Category A will consist of the full range of ITC/AV Solutions such as hardware and software products, including cloud-based solutions, installation, integration, testing, training, maintenance, and other product-based services.

The second category, Category B, is focused on Enterprise-wide Strategic Solutions that improve and enhance the Agency's ITC/AV infrastructure through methodologies including cloud services; managed services such as computer or printer services; and shared services such as Agency-wide help desk ticketing systems.

The third category, Category C, will be focused on ITC/AV mission-based services that provide a full range of technology services inclusive of custom computer programming services, telecommunication services including network operations, ITC/AV based engineering and design services, data processing and analysis services, hosting, and related services, ITC/AV and network operation and computer facilities, ITC/AV management services, ITC/AV consulting and educational services, digital government services, and cybersecurity and security systems services.

## **A.3. SCOPE TECHNICAL AREAS**

The Technical Areas are not meant to be all inclusive, but rather indications of the types of in-scope service-based solutions. Other services and solutions which adhere to the definition of ITC/AV are within scope and may be provided to meet an agency's particular mission needs. Representative technical areas for each category are in **A.1.2 GSFC 52.211-91 SCOPE OF WORK**.

### **Definitions**

Technical Area	A set of technology based on similar objectives and/or overall structure
Sub-areas	Deliverables including a full suite of technology solutions that provide depth and breadth to the offering of the Technical Area.

#### **A.4. GOVERNMENT'S OPERATING PLAN**

There is a SEWP Program Management Office (PMO) staffed by Government civil servants, and NASA support service contracted personnel. The PMO serves four main functions: contract management, technical oversight, administrative support, and customer support. The full NASA SEWP Team consists of a Program Manager and Deputy Program Managers, Contracting Officer(s) and Procurement Specialist, Contracting Officer's Representatives (COR), Technical Subject Management Experts, and Customer Service Specialists.

The SEWP PMO will be the focal point of contact for SEWP Contractors and customers by serving as a clearinghouse of information and services relevant to the SEWP contracts. However, the SEWP PMO is not responsible for promoting Contractor's products or for conducting market research for the Contractor's products.

##### **A.4.1. SEWP PMO Management Services**

The SEWP PMO will maintain a database containing all information relevant to order and contract monitoring. The SEWP database will be the official repository for pricing exhibits, electronic reports, summaries of orders, and other contract-related information. The SEWP PMO will validate orders to ensure orders are from a federal agency or authorized federal contractor and that the orders include a valid contract number, a signature and date, and a total dollar amount. Orders will be routed through the SEWP PMO office prior to the Contractor's acceptance and fulfillment to ensure that appropriate scope, pricing, authorization limits, and other contract and program requirements are continuously monitored. Pricing information will be remotely accessible by Contractors and customers to facilitate the generation of contractually correct orders. The database will be populated via electronic processes as defined in Attachment C- Contract Holder User Manual.

Contractor information systems for order processing and quote generation must be populated with pricing data synchronized with the SEWP database. This will ensure consistency between the Contractor information systems and the SEWP database of record. The data relevant to each Contractor's SEWP contract will be available for access and downloadable by the Contractor on 24 hours, 7-days-a-week basis. Each time a technology refreshment is made in the SEWP database relative to a contractor's offerings, the new data must be updated in the Contractor's order processing and quote generation systems by the Contractor.

The SEWP PMO will monitor and facilitate the processing of SEWP orders. These services include problem determination, escalation and resolution, and other front-line support services for SEWP POCs for customers and Contractors.

## **A.5. CONTRACTOR RESPONSIBILITIES**

### **A.5.1. WORLD WIDE WEB SERVICES**

The Contractor shall maintain a public website for publishing a full complement of contract related resources to the SEWP PMO, SEWP POCs, and SEWP customers. These resources shall include but not be limited to:

- 1) A soft copy ordering guide (see section C.1.3.3 for ordering guide specifications) suitable for downloading and printing by SEWP customers.
- 2) Identification of the Contract as part of a multi-award Government-Wide Acquisition Contract (GWAC) with accurate and clearly stated posting of the Fair Opportunity Clause found within the body of the Contract
- 3) Online program support information including:
  - a) How to obtain a quote for hardware, software, or services, including names, telephone numbers and email addresses of appropriate sales representatives.
  - b) Policy and procedural information regarding installation, basic warranty, extended warranty, technical support, software support, and other post-delivery issues. This will include the names, telephone numbers and email addresses of appropriate support staff.
  - c) How to troubleshoot a problematic order including names, telephone numbers and email addresses of appropriate support staff.
- 4) Links to related Web resources such as corporate home pages and the SEWP home page

The Contractor shall provide these SEWP-specific Web capabilities within one month of contract award.

The Contractor's SEWP related Web pages shall comply with all applicable Government Access Standards for Electronic and Information Technology including such standards based on Section 508 of the Rehabilitation Act Amendments.

### **A.5.2. PROGRAM OFFICE SUPPORT**

The Contractor shall staff a program office that will facilitate communications, electronic reports, order processing and troubleshooting, customer support services, contract modifications, process improvements, technical support services, and any other services deemed necessary to the success of the Contractor's SEWP contract.

The Contractor Program Office will consist of at least a designated Program Manager. The Contractor Program Manager will serve as the main Point of Contact between the Contractor and the SEWP PMO and is responsible for ensuring all contractual and program requirements are fulfilled. The Contractor's Program Manager's full contact information must be provided and maintained on the SEWP Home website and at the SEWP PMO.

The Contractor Program Manager must be dedicated solely to a single Contractor.

Other Contractor staff, such as Deputy Program Manager, sales lead, technical support, contract support, etc. providing support for the SEWP Contract must be identified to the SEWP PMO.

#### ***A.5.2.1. Program Manager Meetings***

The Contractor shall meet regularly with the SEWP PMO to review the state of the Contractor's SEWP contract, to discuss improvements to technical and administrative processes, and to incorporate customer feedback into the SEWP processes. There will be 1 mandatory Program Manager Meetings annually inclusive of the SEWP Annual Meeting.

#### ***A.5.2.2 Sales and Program Training***

The SEWP PMO shall provide, free of charge to the contractor, the following training services:

- 1) Within 6 months of contract award, the contractor will arrange for at least 1 SEWP Contract and Program training session. The training will be provided either at the contractor's facility or a mutually agreed upon site or via virtual training. The training will be free of charge and presented by the SEWP PMO and is a 2-hour session. Through this initial required session and any necessary follow-ons, it is expected that all sales agents and other contractor staff associated with this contract will attend at least one such session.
- 2) Periodically, throughout the contract period of performance, courses for new employees and/or refresher courses for current employees will be arranged with the SEWP PMO. If major changes or issues arise either directly with the contractor or with the SEWP Program as a whole, follow-up training sessions may be made mandatory at NASA SEWP Program Manager's discretion.

### **A.5.3. CUSTOMER SUPPORT SERVICES**

The Contractor shall provide, free of charge to SEWP customers, the following customer support services:

- 1) Timely and accurate sales quotes based on current SEWP offerings and prices.
- 2) Timely dispatch of up-to-date hard and soft copy ordering guides.
- 3) Commercially available technical specifications, either on-line or in hard-copy form, for any product available on the Contractor's SEWP contract, per a customer's request.
- 4) Configuration analysis to determine the suitability, correctness and availability of a contractor's offerings to the customer's requirements.

### **A.6. ORDERING GUIDES**

The Contractor shall publish an electronic ordering guide suitable for downloading and printing by SEWP customers. The guide shall be available prior to placement of the first delivery order after contract award. Updated versions shall be available no later than 10 business days following each contract modification. The ordering guides should contain the following components:

- 1) Program support information including:

- a) How to obtain a quote for hardware, software, or services, including names, telephone numbers and email addresses of appropriate sales representatives.
  - b) Policy and procedural information regarding installation, basic warranty, extended warranty, technical support, software support, and other post-delivery issues. This will include the names, telephone numbers and email addresses of appropriate support staff.
  - c) How to troubleshoot a problematic order including names, telephone numbers and email addresses of appropriate support staff.
- 2) Overview information about the Contractor and the SEWP contracts.
  - 3) The information provided in the ordering guide shall be in compliance with requirements of Contract Holder User Manual.

### **A.7. ELECTRONIC PROCESSES**

The Contractor must be able to automatically transmit, receive and process information to and from the SEWP PMO via electronic means as identified in Attachment D. General policies and procedures shall be established and published (Attachment D) by the SEWP PMO to be followed by the Contractor when using electronic methods for transmitting, receiving, and processing business documents. The Contractor must comply with these policies and procedures.

It is the goal of this procurement to utilize the Internet for the exchange of all relevant business documents. It is also desirable to accommodate a broad and diverse customer base. Where a customer is not yet able to transmit electronic documents, it may be necessary for the Contractor to process traditional paper documents. It is not the policy of this procurement to encourage paper orders, merely to accommodate them where electronic ordering is not yet possible.

For order processing, at a minimum, the Contractor shall be able to process the following electronic documents:

- 1) Delivery Order
- 2) Order Status Reports
- 3) Post Order Reports
- 4) Administrative Handling Fee Reports

For technology refreshment and contract modifications, at a minimum, the Contractor shall be able to process the following electronic documents:

1. Technology Refreshment Requests

Detailed information as to the format and specific processes and procedures is outlined in the Contract Holder User Manual.