NASA SEWP V GUIDE

Using the SEWP GWAC to Procure Products and Services

Cynergy

Cynergy Professional Systems, LLC.

SBA 8(a), HUBZone, SDB, MBE, VOSB,SDVOSB, WOSB, EDWOSB

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A MESSAGE FROM CYNERGY

Dear Valued U.S. Federal Government Customer:

Cynergy Professional Systems is an **SBA Certified 8(a), HUBZone**, **Woman**, and **Service-Disabled Veteran-Owned Small Business** providing Communications Systems, Information Technology Products and Services to the Federal Government. We are one of 147 companies that hold a SEWP V contract.

We have developed this guide to assist our customers and vendor partners understand the process of using the SEWP Government-wide Acquisition Vehicle for IT Products and Services. This guide presents the basic points necessary to utilize the SEWP Contract. A more comprehensive guide and video training are available at https://www.sewp.nasa.gov/.

We appreciate the opportunity to earn your business. Thank you for your time, attention, and consideration.

Sincerely,

Cynthia E Mason

Cynthia Mason
President
Cynergy Professional Systems LLC

SECTION 1: BACKGROUND & EXECUTIVE SUMMARY

1.1. About Us

Cynergy Professional Systems, LLC. (Cynergy) is a Value-Added Reseller offering a full range of communication and information technology products and services spanning all elements of the information technology and communications landscape. This includes the design, engineering, planning, project management, system integration, and quality assurance, for information technology and communications systems, with a particular emphasis on supporting the US Federal Government. We build and deploy systems within both the Continental United States (CONUS) and internationally Outside the Continental United States (OCONUS). In the communications sector, we specialize in seamlessly integrating mission critical voice, wireless, microwave, land mobile radio systems, fiber, and next generation Long Term Evolution (LTE) technologies.

Established in 2009, Cynergy fulfills all the socioeconomic requirements as a Service-Disabled Veteran-Owned Small Business (SDVOSB / VOSB), an 8(a) BD, Minority Business Enterprise, and Economically Disadvantaged Women Owned Small Business (EDWOSB / WOSB), and SBA Certified HUBZone, Small Disadvantaged Business. Working with proven vendors and distributors, Cynergy integrates systems involving modern information technology with radio communication systems. Our staff has designed and deployed systems ranging from a single site to multiple international locations with thousands of concurrent users.

Cynergy has a demonstrated capability in integrating and deploying next generation technologies in a cost effective and timely manner. Our project management process brings engineering expertise and broad industry knowledge in ensuring projects are finished on time and within budget. As a Service-Disabled Veteran-Owned Small Business, Cynergy is eligible for Set Aside and Sole Source contracts as authorized by the Veterans Benefits Act of 2003. Cynergy is eligible for Set Aside contracts under Woman Owned Small Business, Economically Disadvantaged Woman Owned Small Business and the 8(a) Business Development program.

1.2. Services

Government agencies are under increased pressure to perform more efficiently and effectively, accomplishing more with fewer resources. Cynergy understands these restraints and has the capability to provide the right engineering talent to support your technical resource needs, while streamlining the information services processes, reducing waste, and improving overall productivity. With access to a nation-wide pool of top-notch IT talent, we coordinate and source the right professionals to integrate with your team and objectives.

Cynergy's scalable services and integrated solutions simplify the talent acquisition and workforce augmentation process. Our ability to identify, acquire, deploy, and retain highly

skilled professionals for contingent and augmented human capital, combined with our comprehensive managed services, make Cynergy the logical choice in IT Services.

- Systems Administration & Engineering
- Land Mobile Radio Systems Engineering & Services
- Project Management
- Software Development & Programming
- Network Management, Administration & Engineering
- Database Architecture & Administration
- Technical Support (Desktop, Helpdesk)
- Quality Assurance Engineering & Analysis
- Storage Engineering & Implementation
- Web & Graphic Design

1.3. Experience

Cynergy Professional Systems has assembled a team of experts with over 35 years of exceeding client expectations in designing, deploying and managing enterprise systems. This experience includes deployment of a 200-million-dollar contract for Microsoft products and services through an enterprise wide licensing program for 28 Department of Energy labs; IA accreditation and certification of a suite of security products. Training certifications include Network and Communications systems, Information Assurance, Storage and Cloud Computing Systems, and ITIL V3 Foundation Service Framework.

In the Land Mobile Radio arena, Cynergy has 12+ years of engineering experience with Motorola Solutions, in unified communications systems, including VOIP, Land Mobile Radio, Mobile Computing, Mobile Broadband Networks, ASTRO 25, Fire Station Alerting, 911 Systems, MOTOBRIDGE, Deployable Solutions, Physical Security Monitoring, and Information Assurance. This includes significant expertise in designing collaborative communication systems for large mobile workforces in the Department of Defense, Department of Justice, Department of Energy, and many other federal agencies. The Cynergy team has managed project deliverables spanning multi-year indefinite delivery, indefinite quantity contracts worldwide. We have successfully deployed projects and systems for key customer engagements in numerous agencies and departments of the US Federal Government. This understanding of complex contracting requirements, coupled with superior engineering expertise, makes Cynergy the ideal choice for your project.

1.4. Contact Information

The Cynergy Team includes the following individuals:

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SECTION 2: SEWP

On May 1st, 2015, NASA implemented their 5th generation of the most widely used and one of the easiest Government Wide Acquisition Contracts, SEWP V. Solutions for Enterprise Wide Procurement (pronounced "soup") is a multi-award Government-Wide Acquisition Contract (GWAC) vehicle focused on IT products and product-based services.

NASA has awarded 120 contracts to Small, Disadvantaged Business, which 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. As an OMB authorized GWAC, the SEWP V contract is utilized by all Federal Agencies.

Cynergy Professional Systems was awarded a SDVOSB contract under SEWP V offering Motorola Products and Services as a Premier Partner. We appreciate the opportunity to submit a proposal on your requirements and recommend that you utilize the SDVOSB Group B on the SEWP V contract when you start your process. It is very easy to use. Training and assistance is also available through the SEWP Program office at www.sewp.nasa.gov.

2.1. What is the SEWP Contract

SEWP is a Government-Wide Acquisition Contract

- Agencies approved by OMB for IT Product/Service GWACs
    - o GSA, NIH, & NASA
    - o Other agencies may have targeted GWAC authority
- Based on Clinger-Cohen Act
- Pre-award activities/verifications already performed at basic contract level
    - o e.g.: business size and financial responsibility determinations, etc.
- Open to All Federal Agencies and their Authorized Support Contractors
- All Federal Agencies have utilized SEWP

2.2. What makes up the SEWP Contract

SEWP V
✓ **147 Prime Contract Holders including 120 Small Businesses**
✓ **30 SDVOSB** (Service-Disabled Veteran-Owned Small Businesses)
✓ **18 HUBZone** (Historically Underutilized Business Zones)
✓ **11 EDWOSB** (Economically Disadvantaged Woman-Owned Small Businesses)
Current Figures
✓ **Thousands of Providers** including Cisco, Apple, Dell, HP, IBM, NetApp, EMC, APC, VMware, Microsoft, Oracle, etc.
✓ **Millions of Unique Products & Product Based Services**
✓ **SEWP V** began on May 1st, 2015
✓ **10-year contracts** (5-year base contract with 5-year option)

2.3. What can be procured through SEWP

Contract Vehicle for Purchase of ICT (Information and Communication Technology), Audio/Visual Product Solutions, and Related Services	
Information Technology & Networking	• Computer Hardware, Tablets • Network Appliances: Routers, Modems, VOIP, Storage • Security
Software & Cloud	• Software • Virtualization and Cloud Computing • XaaS (e.g. SaaS=Storage as a Service)
Mobility & Communications	• Telecommunication Devices and Monthly Service
Supporting Technology	• Scanners, Printers, Copiers, Shredders • Associated Supplies and Accessories • Sensors • Health IT (e.g. Fitbit)

AV/Conferencing	• A/V Equipment and Accessories • TVs, Display Monitors, Projectors and Screens
Services	• Maintenance / Warranty • Site Planning / Installation / Cabling • Product Based Training • Product Based Engineering Services

2.4. The Catalog

SEWP is 'Catalog by Request' not 'Request by Catalog'

- Not a traditional searchable catalog
- Quote Request Tool available online
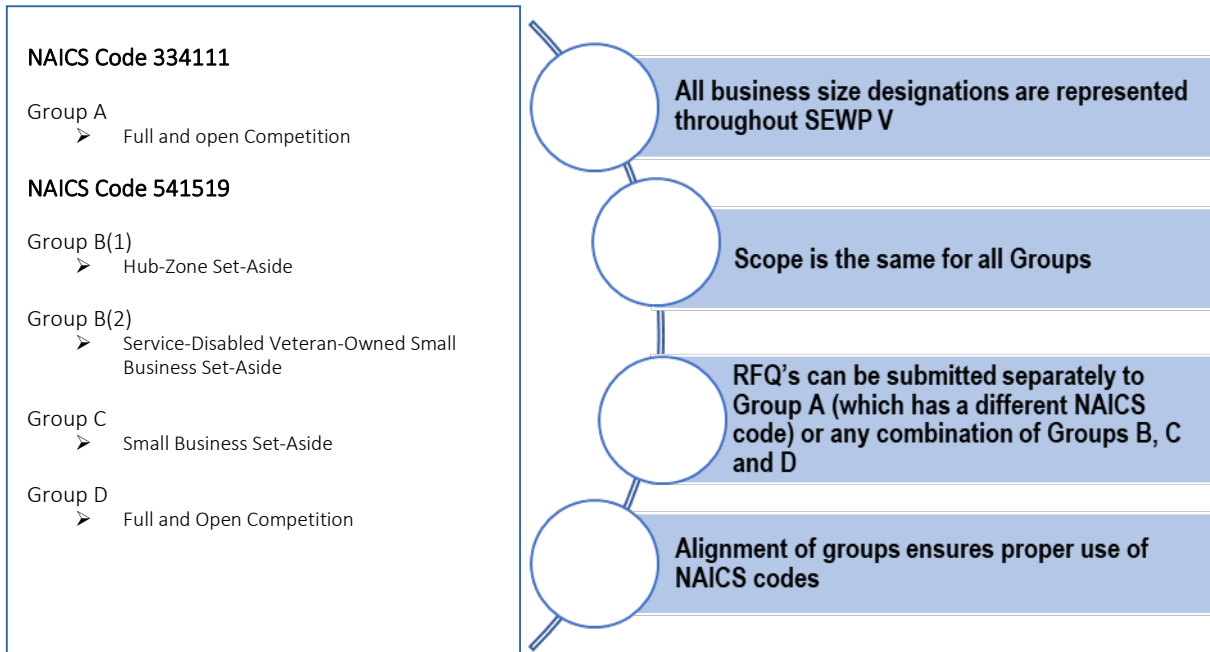- Quotes are verified against contract catalog

Dynamic Catalog

- Items added to contract based on customer requests
- Contract Holder requests to add products are approved or denied daily
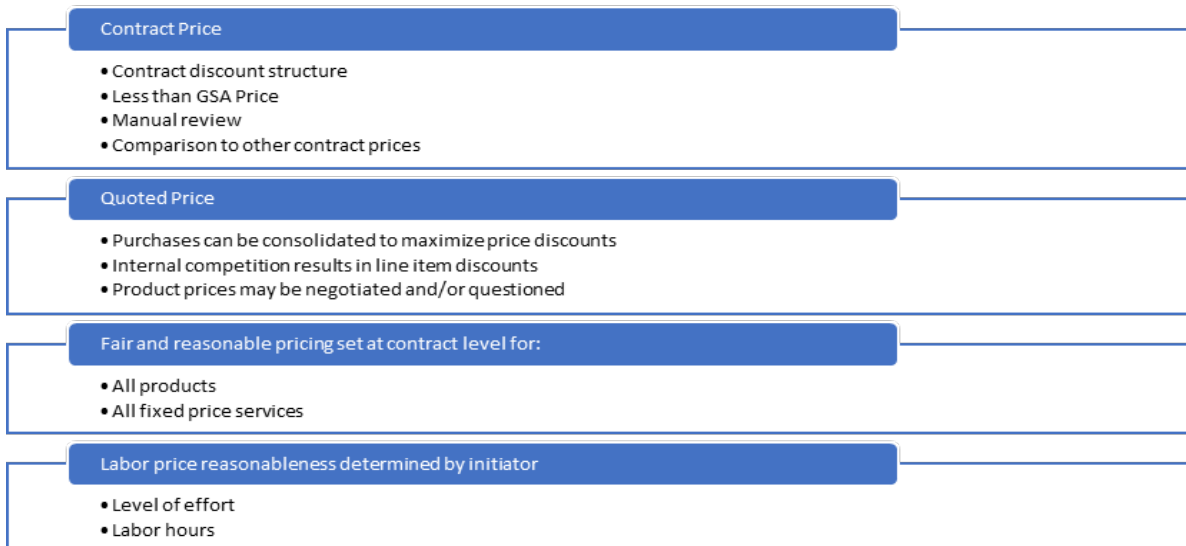- On-line contract database of record

Request for Information (RFI) Methods

- Market Research Tool (MRT) combines Search and Dynamic Updates to create an RFI
- Quote Request Tool (QRT)
- Contact Contract Holders

2.5. Groups

NAICS Code 334111

Group A
➢ Full and open Competition

NAICS Code 541519

Group B(1)
➢ Hub-Zone Set-Aside

Group B(2)
➢ Service-Disabled Veteran-Owned Small Business Set-Aside

Group C
➢ Small Business Set-Aside

Group D
➢ Full and Open Competition

All business size designations are represented throughout SEWP V

Scope is the same for all Groups

RFQ's can be submitted separately to Group A (which has a different NAICS code) or any combination of Groups B, C and D

Alignment of groups ensures proper use of NAICS codes

2.6. Pricing

Contract Price
- Contract discount structure
- Less than GSA Price
- Manual review
- Comparison to other contract prices

Quoted Price
- Purchases can be consolidated to maximize price discounts
- Internal competition results in line item discounts
- Product prices may be negotiated and/or questioned

Fair and reasonable pricing set at contract level for:
- All products
- All fixed price services

Labor price reasonableness determined by initiator
- Level of effort
- Labor hours

SECTION 3: USING THE CONTRACT

The scope of products and services that can be provided is the same for all SEWP Contract Holders.

All business sizes are represented on SEWP. Set asides, such as, economically disadvantaged woman owned or HUBZone small businesses, can be issued at the RFQ level.

The SEWP website provides the only SEWP recommended tools for product and provider searches and for Request for Information/Request for Quotes (RFI/RFQ) — the Quote Request Tool (QRT).

Use of the SEWP Quote Request Tool method for obtaining quotes automatically incorporates price reasonableness, scope and availability determination, Fair Opportunity compliance, Program level tracking and support, and display and flagging of issues at the contract, manufacturer and line item level, among other factors.

2.7. How it works

1 IT Buyer/Contracting Officer

- Has It Product /Service requirement and decides to use a GWAC for purchase.
- IT Buyer Must Do Market Research to develop Purchase Request (PR). Where to go?

2 Go to SEWP Website (updated daily)

- More than 3,000 providers; 3 million unique products and product-based services and growing)
- Arrange to get SEWP training (In Person, WebEx Online or Video) if you don't have it.

3 Use SEWP Online Tools to Gather Pricing and Product Source Information for PR:

- Market Research Tool (MRT)
- Quote Request Tool (QRT
- Quote Verification Tool

4   Make Your IT Product Service Decision

- Procurement Issues Delivery Order (DO) specifying NASA SEWP Contract Holder
- Use Email tracking to track orders from beginning to end keeping customers and Contract Holders in the loop and accountable

5   DO sent to SEWP

- SEWP PMO also: Resolves Issues (CHRM); Manages technology refreshments; Provides quality assurance; Monitors Contract Holder performance
- Within 1_Business Day SEWP: Verifies Order; Sends DO to Contract Holder

6   SEWP Contract Holder gets DO from SEWP and then:

- Processes Order
- Delivers Order

7   Order Delivered to IT Buyer

2.8. Delivery

The delivery time varies based on the size, complexity and type of the order. Quotes should include a delivery timeline. If one is not provided on the quote, a 30-day delivery time is assumed.

2.9. Warranty

OEM provided warranty, extended warranty, customized warranty, and maintenance plans, which include software updates and security patches are available upon request.

2.10. Post Delivery Issues

Should any issues arise during or after fulfillment of a SEWP related task order, please contact the Cynergy SEWP Program Manager, Charlotte Borg (800) 776-7978 x232 charlotte.borg@cynergy.pro, directly for immediate support.

2.11. Product Returns

In accordance with FAR Part 52.212-4, The Government may require repair or replacement of nonconforming supplies or re-performance of nonconforming services at no increase in contract price. The Government must exercise its post-acceptance rights — (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) Before any substantial change occurs in the condition of the item, unless the change is due to the defect of the item.

SECTION 4: REASONS TO USE SEWP

✓ **Low Price and Fee** Product prices, in general, are consistently lower on SEWP due to contractual set-up, oversight and intense internal competition.	✓ **Availability** ICT and A/V Product Solutions and related Services can be added in one day. There are more than 4 million unique products currently on contract.
✓ **Set-asides** Earn credits for your agency ordering from Small Businesses, HUBZone, Service-Disabled Veteran-Owned (SDVOSB), and Economically Disadvantaged Woman-Owned (EDWOSB).	✓ **Speed** Products are added, orders are processed and inquiries are responded to —all within one business day.
✓ **Online Tools** Cut down on paperwork. Submit requests for quotes or product additions at www.sewp.nasa.gov and have requests archived for future reference.	✓ **Customer Service** Staff is available every step of the way to work with users and Contract Holders to resolve any issues.
✓ **Government Oversight** SEWP's online tools assist acquisition shops with competition and compliance with FAR rules and regulations.	✓ **Tracking & Communication** SEWP tracks all orders through delivery and provides continuous feedback and reporting to customers and contract holders.
✓ **Free On-Site Training** Training is delivered at your agency at no cost to you! WebEx training and online training videos are also available. Emailhelp@sewp.nasa.gov to learn more.	✓ **Assistance** If problem, alert us. We will get it resolved you get what you want.