



Panamerica Computers, Inc., d.b.a. PCi Tec
HUBZone certified by the SBA, WOSB, SWAM certified and Minority-Owned
1386 Big Oak Road, Luray, VA. 22835 (540)635-4402 (Office) – (540)635-8871 (Fax)

NASA SEWP V Ordering Guide

Issuing Agency

U.S. National Aeronautics and Space Administration (NASA) Solutions for Enterprise-Wide Procurement

Type of Contract: Government Wide acquisition contract (GWAC) Indefinite Delivery / Indefinite Quantity (IDIQ)

Contract Number NNG15SD02B - Historically Underutilized Business Zone (HUBZone)

The NASA Solutions for Enterprise Wide Procurement (SEWP) contract is a government wide acquisition contract (GWAC) for Information Technology products and services. It is an indefinite delivery, indefinite quantity (IDIQ) contract. PCi Tec was awarded under the HUBZone Group.

Period of Performance

HUBZone (NNG15SD02B): 05/01/2015 to 04/30/2026

5 year Base Period - Period of Performance: 05/01/2015 to 04/30/2020

Option Period 1 - Period of Performance: 05/01/2020 to 04/30/2026

SEWP V Surcharge: 0.34% on all contract orders.

Overview

The principal purpose of the SEWP contracts is to provide state-of-the-art information technology and computer technologies, high-end scientific and engineering processing capabilities, network equipment and peripherals. These Government Wide Acquisition Contracts are available for ordering by all NASA centers, all federal agencies, and their contractors. NASA's Goddard Space Flight Center, Greenbelt, Maryland procures and manages the SEWP V effort.

Obtaining a Quote for Hardware, Software, and/or Services

You can contact PCi Tec at any time with SEWP questions or concerns. The PCi Tec team is ready to serve you.

Email: sewpv@pcitec.com

Tel: 540-635-4402 Option 1

Fax: 540-635-8871

*Request for quote feature is available on the SEWP site at <http://sewp.nasa.gov/>. Please note all quotes must be routed through the SEWP PMO.

Policy and Procedural Information Regarding: Installation, Basic Warranty, Extended Warranty, Technical Support, Software Support, and other Post Delivery Issues

Installation – Can be purchased at the time of the hardware procurement, but cannot be purchased as a standalone service.

Basic Warranty - Offerings are specific to each manufacturer's product.

Extended Warranty - Can be purchased anytime during the standard commercial warranty period. The extended warranty provides coverage for 12, 24 or 36 months after its initial start date, regardless of the commercial warranty period. The extended warranty coverage depends on the option purchased from the product manufacturer.

Technical Support - Each product manufacturer maintains a technical support team to assist with product problem reports on products under basic warranty, extended warranty, and assist the user towards a timely resolution of the reported problem. You are encouraged to contact us on weekdays from 8:30 am to 5:00 pm EST should you need our assistance with interfacing with the manufacturer's support team. Please call our toll-free number: 1-855-727-3975 or email sewpv@pcitec.com.

Software Support - Each product manufacturer maintains a technical support team to assist with software problems, patches and/or upgrades and assist the user towards a timely resolution of the reported problem. You are encouraged to contact us on weekdays from 8:30 am to 5:00 pm EST should you need our assistance with interfacing with the manufacturer's support team. Please call our toll-free number: 1-855-727-3975 or email sewpv@pcitec.com.

Trouble Shooting Problematic Orders and Post Delivery Issues:

Michael Shaffer – Program Manager

Email: mshaffer@pcitec.com

Tel: 540-635-4402 Ext. 304

Trent Nicholson – Deputy Program Manager

Email: tnicholson@pcitec.com

Tel: 540-635-4402 Ext. 301

Ordering Methods

All Delivery Orders must be routed through the SEWP Program Office (PMO) and should not be sent directly to PCi Tec or any other contract holder. SEWP orders can be placed via these portals:

- Email .pdf or image file to: sewporders@sewp.nasa.gov
- Fax orders and completed forms to (301)286-0317
- Mail orders to:
 - SEWP Program Management Office (PMO)
10210 Greenbelt Road, suite #200
Lanham, MD 20706

Delivery Order Information

Delivery orders are required to contain the following information for processing. If the below information does not appear on the delivery order, the order may not be processed, or processing may be delayed:

- Delivery Order Number (any valid Government DO is allowed)
- Quote from a SEWP V Contract Holder verifying the viability of the order
- SEWP Fair Opportunity Form for orders over \$5 Million [PDF DOC](#)
- Date Delivery Order Issued
- SEWP Contract Number
- SEWP Contract Holder's mailing address and phone number
- Issuing Office: Agency Name and Mailing Address
- Ship to Office: Agency Name and Mailing Address
- Total dollar amount of order
- Contracting Officer's Signature
- Contracting Officer's Phone Number
- Date Delivery Order Signed
- Line Items/Pricing

The SEWP helpline (301-286-1478) is your best resource when you have any questions concerning purchase orders, SEWP's web-tools or any SEWP-related topics. The helpline is open Monday -Friday 7:30 am to 6:00pm EST.

Credit Cards / Purchase Card Orders

SEWP Contract Holders may be authorized to accept Government credit card orders directly as long as the purchase is under \$100,000 and being made over the phone or through a website using a shopping cart/checkout ordering system. The Contract Holders will report all such orders to the NASA SEWP Program Office for tracking purposes. There is no SEWP contractual limit on credit card orders - purchase card limits are based on the individual's own agency's limit.

Delivery Orders paid by credit card, credit card orders placed via fax or e-mail and all orders over \$100,000 must be routed through the SEWP Program Management Office (PMO) and may not be sent directly to the Contract Holder. Currently all SEWP Contract Holders are authorized to accept Credit Card Orders.

Terms and Conditions

The issuing Contracting Officer (CO) may negotiate additional terms and conditions for a specific order (e.g. the ordering agency's IT security policies, procedures, and requirements or leasing of equipment may be included in individual orders). The contract shall prevail in the event of conflict with any order.

Labor and Services

SEWP focuses on IT products. Labor services other than product training, site planning, installation and initial implementation may be purchased using the Service CLINs on the contract, provided that all such labor services are firm fixed price and directly support the associated equipment purchased on that delivery order and provided that these additional services do not exceed 5% of the price of the associated equipment/products. It is also assumed that such services will be for no longer than three months and cannot be extended beyond the initial period of performance. Product training, site planning, installation, and initial implementation may be purchased without limitation and may be a stand-alone purchase.

How and Who to Contact at PCi Tec

PCi Tec is located at 1386 Big Oak Road, Luray, Virginia 22835.

Toll Free Tel: 855-727-3975 Option 1

Website: www.pcitec.com

DUNS: 166669742

CAGE: 301Q5

Michael Shaffer – Program Manager

Email: mshaffer@pcitec.com

Tel: 540-635-4402 Ext. 304

Trent Nicholson – Deputy Program Manager

Email: tnicholson@pcitec.com

Tel: 540-635-4402 Ext. 301

GOVERNMENT SEWP V Point of Contact

SEWP V Program, scope or technical questions:

Joanne Woytek

NASA SEWP Program Manager

help@sewp.nasa.gov

(301) 286-1478

Web tool questions, order processing or post-order support:

NASA SEWP Helpline

help@sewp.nasa.gov

(301) 286-1478