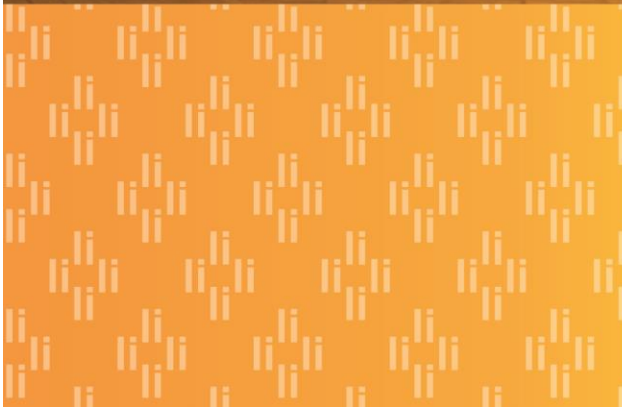
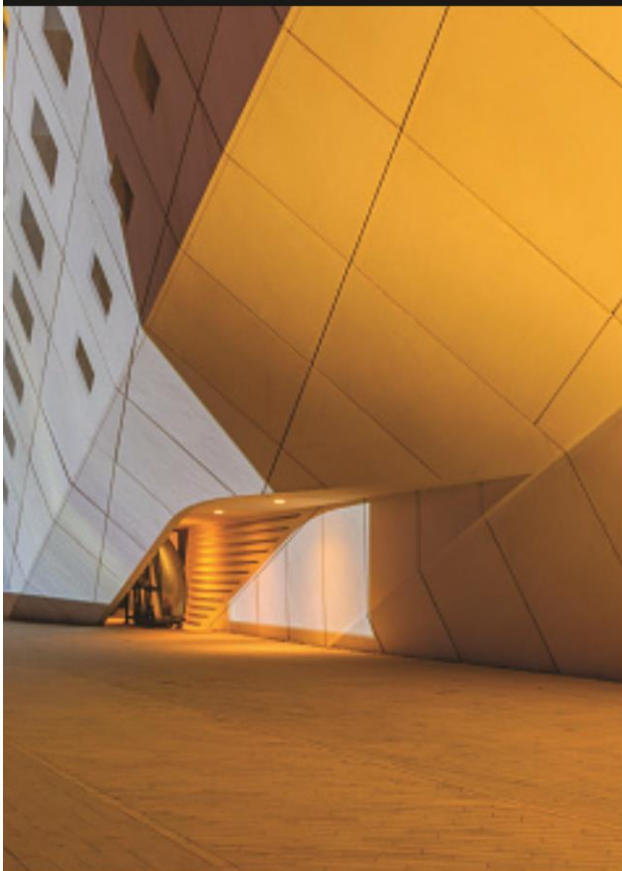


***Ordering Guide for  
NASA SEWP V  
(Solutions for Enterprise-Wide Procurement)***

*Merlin International, Inc.  
8330 Boone Blvd, 8th Floor  
Vienna, VA 22182*

Contract No. NNG15SC17B  
Group A  
Veteran Owned Small Business  
Fed Tax ID 84-1424371  
DUNS # 07-3521101  
CAGE Code 1XAZ0  
NAICS 33411  
Base Period: 5/1/15 – 4/30/20  
Option Period 1: 5/1/20 – 4/30/25

October 28, 2020



## About SEWP V

The NASA Solutions for Enterprise-Wide Procurement (SEWP) is a multi-award Government-Wide Acquisition Contract (GWAC) vehicle focused on IT products and product-based services. SEWP provides the latest in Information Technology (IT) products for all Federal Agencies, 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 contracts can be utilized by all Federal Agencies. For more information, please visit the NASA SEWP website at <https://www.sewp.nasa.gov/>

SEWP is divided into 5 Groups of contracts. Groups A, B(1), B(2), C and D were awarded through a competitive process. Group A was a full and open competition and consists primarily of large and small OEM's/manufacturers. Groups B, C, and D consists primarily of Value-Added Resellers. Group B(1) was a small business set-aside competition for HUBZone businesses. Group B(2) was a small business set-aside for Service-Disabled Veteran Owned Small Businesses (SDVOSB). Group C was a small business set-aside for Small Businesses. Group D was a full and open competition and consists of both small and large businesses

SEWP V adheres to Federal Acquisition Regulations (FAR) clause 16.505(b) Fair Opportunity Clause which provides that each contractor shall be given fair opportunity to be considered for each order exceeding \$3,000 and issued under multiple award contracts. The FAR states that the method to obtain fair opportunity is at the discretion of the CO and that the CO must document the rationale for placement and price of each order. The SEWP online RFI/RFQ tool is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP RFI/RFQ tool will automatically include the Contract Holders within a selected Group or based on a suggested source.

SEWP PMO Address: 10210 Greenbelt Road, Suite 200, Lanham, MD 20706, 301-286-1478

## About Merlin International, Inc.

Merlin International, Inc. (Merlin) is a SEWP V prime contract holder in Group A. A Veteran-owned business, Merlin provides comprehensive information technology solutions to the US Federal Government and is widely regarded as one of the foremost experts in Cyber Security offerings. Supporting clients across Defense, Civilian, and Healthcare agencies, we deliver customized technology systems and operational support services that address complex challenges in networking, communications, applications, and data systems across federal enterprises. Our portfolio of solutions includes:

- Cyber Security
- Network Performance Management
- Data Center and Storage
- Enterprise Applications

We work closely with each client to ensure the best technologies are selected to achieve optimal outcomes. The results are clear: improved productivity, lower costs and enhanced capabilities.

## Online Program Support Information

### How to obtain a Quote

1. **Create** a SEWP User Account
  - a. <https://www.sewp.nasa.gov/sewp5public/registration/registration.sa>
2. **Watch** the SEWP Training video, then click 'Update Training' button.
  - a. <https://www.sewp.nasa.gov/events/multimedia/index.shtml>

### How to place an Order:

<https://www.sewp.nasa.gov/ordering.shtml>

The internal ordering process of each agency varies. The process and accompanying forms for any Purchase Requests (PRs) and/or Delivery Orders (DOs) that are issued against a SEWP contract is defined by the issuing agency and not the NASA SEWP Program Management Office (PMO). The typical process, however, is for an end-user to determine a requirement and generate a PR. The PR, along with any necessary funding information is sent to that Agency's procurement office, which results in the issuance of a DO. Any valid Federal Agency DO form and the associated DO number may be used. The NASA SEWP Program Management Office (PMO) does not issue DOs - these must be issued through the issuing Agency's procurement office. The SEWP Program Management Office (PMO) reviews, processes and tracks issued DOs and forwards them to the Contract Holder(s.)

Some agencies have special requirements for issuing IT DOs. It is the Issuing Agency's Contracting Officers' (COs/KOs) responsibility to be aware of any agency-specific policies regarding issuing orders via an existing contract vehicle and Government Wide Acquisition Contracts. There are no requirements under the SEWP Contracts for issuing agencies to use other intermediary procurement offices, except as directed through their own internal policies.

Regardless of Agency-specific Ordering processes, the general flow for SEWP orders is:

1. END USER OR SEWP Contracting Officer
  - a. Determine best value through market research
  - b. Create Delivery Order – Cite NASA SEWP Contract # and Prime Contract Holder.
  - c. Sends Order to NASA SEWP Bowl.
    - i. [sewporders@sewp.nasa.gov](mailto:sewporders@sewp.nasa.gov)
2. NASA SEWP Program Office (PMO)
  - a. Verifies Order.
  - b. Forwards valid Order to the appropriate Contract Holder.
3. SEWP Contract Holder (Merlin International)
  - a. Confirms receipt.
  - b. Processes Order.
  - c. Provides Proof of Delivery.
  - d. Invoices Agency.

**Follow the steps below to place an order:**

1. Govt will generate an RFI, MRR or RFQ using SEWP's Quote Request Tool.
2. Select Group A
3. Merlin will submit a compliant quote for the desired products and/or services. The quote in response to the RFQ will serve as product/service availability and pricing assurance.
4. After receipt of an RFQ response via the NASA SEWP on-line RFQ tool, the Agency will create an Order to Merlin. Please be sure to include the following information on the Govt Order:
  - ✓ Delivery Order Number
  - ✓ Quote from a SEWP Contract Holder verifying the viability of the order
  - ✓ 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, Mailing Address, Email and Phone
  - ✓ Line Items/CLINS/Pricing
  - ✓ Total dollar amount of order
  - ✓ Contracting Officer's Signature
  - ✓ Contracting Officer's Phone Number
  - ✓ Date Delivery Order Signed

**Surcharge (SEWP FEE)**

As of October 1, 2020, the SEWP surcharge for all orders is a 0.34%. The fee is included in the price of all products (incorporated on each line item) and is not separately listed on quotes. It is the Contract Holder's responsibility to pay the fee from their quoted product prices.

NASA SEWP reserves the right to adjust all surcharge rates as the SEWP Program Management Office (PMO) budget so requires.

Note that the NASA SEWP Program Management Office (PMO) operates on a non-profit, self-contained Full Cost Accounting Budget. The fees are set solely to fund the services and staff provided by the NASA SEWP Program Management Office (PMO). Collection of excess fees will result in either an increase in services, a decrease in the fee structure or a combination of the two.

## Post Award Policies and Procedures

After SEWP approves and provides Contractor with a SEWP Tracking Number:

1. Merlin confirms receipt.
2. Merlin processes Govt Order.
3. Merlin provides Proof of Delivery to Contracting Officer and End Users.
4. Merlin invoices Govt Agency, per instruction on Order.

## How to trouble shoot problematic orders

- For any issues, please contact Merlin's SEWP Program Manager (PM)
  - Ms. Melika Naghizadeh, mnaghizadeh@merlincyber.com, 703-915-6898

## Web Resources and Contact Information

### SEWP V

- SEWP Homepage: <https://www.sewp.nasa.gov/index.shtml>
- SEWP Helpline: 301-286-1478
- SEWP Orders: [seworder@sewp.nasa.gov](mailto:seworder@sewp.nasa.gov)
- SEWP Customer Support Center: <https://sewpprod.servicenowservices.com/support>

### Merlin International, Inc.

- Merlin Homepage: <https://merlincyber.com/>
- Merlin General Order Inquiries: [insidesales@merlincyber.com](mailto:insidesales@merlincyber.com)
- Merlin SEWP PM
  - Ms. Melika Naghizadeh, mnaghizadeh@merlincyber.com, 703-915-6898
- Merlin SEWP Deputy PM
  - Mr. Michael Spies, mspies@merlincyber.com, 703-752-5482