



DELL FEDERAL SYSTEMS L.P.

ORDERING GUIDE

NASA SOLUTIONS FOR ENTERPRISE WIDE PROCUREMENT (SEWP) V

CONTRACT NO. NNG15SC06B

**PERIOD OF PERFORMANCE: MAY 1, 2015 – APRIL 30, 2025
(5-Year Base w/a 5-Year Option Period)**

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UEI: N!C5QLNPJLS4

Cage Code: 3XAU1



1. Overview

Dell's NASA Solutions for Enterprise-Wide Procurement (SEWP) V is a multi-award, 10-year, Indefinite Delivery/Indefinite Quantity, Government-Wide Acquisition Contract (GWAC) that offers a broad spectrum of the latest commercial-off-the-shelf (COTS) information technology (IT) products and services available for purchase by all Federal Agencies and their approved contractors. An entire team is dedicated and ready to assist on all facets of the procurement process to ensure a positive buying experience is consistently encountered when doing business with Dell!

As a pre-competed contract, no formal competition is necessary to issue orders under SEWP. But as a multi-awarded contract when orders exceed a certain dollar threshold, Fair Opportunity during the bid process must still be provided amongst Contract Holders residing in one or more of the awarded Groups (i.e., A, B, C or D) in accordance with the provisions of FAR 16.505(b). The recommended method for facilitating Fair Opportunity is using NASA's SEWP Quote Request Tool (QRT) when initiating each procurement.

<https://sewp.nasa.gov/sewp5public/security/login.sa>

The NASA SEWP Program Management Office (PMO) located at Goddard Space Flight Center operates the entire program and is self-funded by charging a small administrative handling fee on every contract order. The fee, calculated as a percentage of the awarded amount, is currently 0.34%. Contract Holder pricing already includes the fee, and it will not be separately listed or labeled on any quote or subsequent invoice. For all orders received, Dell will collect the fee and pay it to the SEWP PMO on a quarterly basis as contractually required.

When it's time to place an order, Dell can directly accept paperless credit card purchases under \$100K phoned in by US Government customers. However, all Delivery Orders of *any* dollar value and all credit card purchases with documents associated and/or over \$100K must be sent straight to the NASA SEWP PMO using one of the following methods.

- FAX orders and completed forms to: (301) 286-0317
- E-MAIL PDF or Image Files to: sewporders@sewp.nasa.gov
- MAIL orders and completed forms to:
 - NASA Goddard Space Flight Center
 - 10210 Greenbelt Road
 - Mailstop 720.4
 - Greenbelt, MD 20771

Phone: (301) 286-1478
Fax: (301) 286-0317



Under normal circumstances an order sent to the SEWP PMO is first logged then routed to the designated Contractor Holder within 1 business day of receipt.

To review SEWP V Terms & Conditions, complete ordering instructions, frequently asked questions (FAQs) or any other related information, please visit NASA SEWP's home page at: <https://sewp.nasa.gov/>.

2. Program Support Information

A. How do customers obtain a quote from Dell?

There are three methods available to obtain quotes for Dell products and services which are listed in order of preference below.

- i. Utilize the NASA SEWP QRT at the following URL:
<https://sewp.nasa.gov/sewp5public/security/login.sa>
- ii. Access the [Dell SEWP online store](#)
- iii. Contact a Dell Account Representative directly either via email or by dialing (855) 860-9606 and pressing Option 1. A complete listing by agency name is available online at the following URL: <https://www.delltechnologies.com/en-us/industry/federal/federal-government-it.htm>

B. Where can customers find policy and procedural information regarding installation, basic warranty, extended warranty, technical support, software support and other post-delivery concerns?

- i. Installation – Installation is one of the many service options available on all Dell-branded systems. Both standard and custom installation is available for a minimal fee, and a Dell Account Representative can provide the appropriate CLIN and price for this service. For information about Dell's various service offerings, please access the following URL: <https://www.delltechnologies.com/en-us/services/index.htm>
- ii. Basic warranty and extended warranty – All Dell-branded hardware products purchased in the U.S. or Canada come with a limited warranty, and the warranty period is dependent upon the specific product purchased. To determine the warranty that came with your product(s), please review your packing slip or invoice. For details about Dell's warranty policy, please access the following URL: <https://www.dell.com/learn/us/en/uscopl/terms-conditions/art-limited-hardware-warranties>

For details about warranty extension options, please access the following URL: <https://www.dell.com/en-us/shop/warranty-renewal/ab/warranty-renewal>

- iii. Technical support and software support – For any post-order hardware or software concerns surrounding your Dell SEWP purchase, the telephone support queue is available Monday thru



Friday from 8:30 AM to 5:00 PM (excluding regularly observed holidays) and online support can be accessed 7X24. Please contact Dell Technical Support by either dialing (800) 234-1490 or accessing the following URL:

<http://www.dell.com/support/home/us/en/04/?c=us&l=en&s=bsd&~ck=mn>

C. Who should customers contact to troubleshoot a problematic order including names, telephone numbers and website addresses of appropriate support staff?

For any issues or concerns surrounding Dell orders placed against the SEWP contract, Dell Customer Care is ready to serve you. Customer Care can be contacted by either dialing (855) 860-9606 or accessing the following URL:

<http://www.dell.com/support/contents/us/en/04/category/eSupport-Order-support?c=us&l=en&s=fed&~ck=mn>

When contacting Dell's Customer Care team, please have either your Dell order number or purchase order number available so the Customer Care Representative can quickly assist you.