

ORDERING GUIDE



Hyperion, Inc. SEWP V Contract: NG15SE07B – Group D – Full and Open (Hyperion is a qualified small business under our SEWP V contract NAICS code 541519.)

Period of Performance: through April 30, 2025

Scope of Contract: Information technology hardware, software, and ancillary services.

Obtaining a Quote: To obtain a quote for hardware, software, or services, please see Hyperion's Ordering Guide or contact Michelle Catubig at mcatubig@hyperioninc.com or (860) 961-3154.

SEWP Information

The SEWP V contracts comprise a multi-award Government-Wide Acquisition Contract (GWAC). SEWP V contracts streamline the process of providing federal agencies with state-of-the-art 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; as well as related services such as installation, training and maintenance. All federal agencies and their contractors can place orders through this GWAC. NASA's Goddard Space Flight Center in Greenbelt, Maryland, procures and manages the SEWP V effort.

FOR INFORMATION & ASSISTANCE ON:

- Policy and procedural information regarding installation, basic warranty, extended warranty, technical support, and other post-delivery issues
- How to troubleshoot a problematic order

Please contact the Hyperion SEWP V POCs listed below:

SEWP V Program Manager
David Ruesch
Email: druesch@hyperioninc.com
Phone: 703-848-8850 ex. 3033

SEWP V Deputy Program Manager
Scott Milo
Email: smilo@hyperioninc.com
Phone: 703-848-8850 ex. 3201

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Hyperion Overview:



Hyperion, Inc. is a small business with a world-wide footprint. For more than two decades we have been providing engineering and technical services, designing, acquiring, integrating, delivering, installing, operating and maintaining automated systems for Government and industry. We have deployed technical teams to consult, survey, install, maintain and/or operate automated information systems throughout the Continental US, Hawaii and Alaska; and in Korea, Japan, Great Britain, France, Belgium, The Netherlands, Germany, Italy, Romania, Greece, Turkey, Crete, Kuwait, Qatar, Afghanistan and Iraq. From digging in the dirt to data in the hands of end-users there isn't any part of the IT spectrum that Hyperion hasn't touched, and we have done it all over the world. We have a cleared facility for classified storage, and we maintain a receiving, shipping, and staging warehouse facility with storage.

Hyperion has an established international logistics network. We maintain our European Union partnerships and our German subsidiary, Deutsche Hyperion GmbH, to extend our daily operating capabilities in Europe and SW Asia. Our subsidiary and EU partners allow us to be fully compliant with all EU and host nation laws regarding conducting business within the EU. We have personnel stationed in the Asian PacRim. We have a worldwide logistics capability that permits us to acquire, inspect, package, ship and deliver products to our clients in commercial and garrison facilities and to War Zones anywhere in the world. We have scores of suppliers and manufacturers around the world that provide us with a capability to identify and acquire material that will meet US technical and safety standards or the standards of the host nations where our clients are located. We have an integration facility that allows us to coordinate the receipt of multi-vendor components and to "rack and stack", inspect, integrate and certify interoperability prior to shipment to clients. We have a security and personnel administrative system that provides us with the ability to deploy technical teams, fully credentialed and outfitted, around the world within hours of notification to proceed.

Hyperion was originally founded as an IT company. As such, our greatest wealth of past performance is based in systems engineering, communications infrastructure, and network integration. We have provided and sustained these services to a myriad of clients in resource-scarce theaters such as Iraq and Afghanistan.

We have extensive installation, configuration, and maintenance experience in the areas of:

- Voice-over I.P (VoIP) Phones
- Wi-Fi
- Cable Infrastructure
- Civil Works
 - Precast Concrete Structures
 - Fabricated Metalworks
 - Inside Plant/Outside Plant (ISP/OSP)
- In-Building Wireless Solutions
- Small Cell Deployments
- Point of sale (POS) Transaction Systems
- Internet of Things (IOT) and Systems Architecture Development



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- Command, Control, Communications, Computers, Intelligence, Surveillance and Reconnaissance (C4ISR)
- CAD Drawings
- Supervisory Control and Data Administration (SCADA)
- Webpage/Application Development
- Database Administration (DBA) Services

No matter the task, Hyperion has the tools and the talent to help your organization march through the 21st century with confidence.



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WHO CAN USE SEWP V?

The SEWP contracts are for use by NASA, all **Federal** agencies and approved federal agency support service contractors. Local and State governments and Federal Tribes are **NOT** authorized to issue orders against the SEWP V contract.

Contracting officers considering authorizing support service contractors should review the policy at FAR 51.101, and any agency specific guidance or policy, to make the appropriate determination and written finding which supports issuance of the authorization, as required by FAR 51.102 and FAR 51.107. (For NASA contracting officers, additional guidance is provided in the NASA Far Supplement at Subpart 1851.) Approved support service contractors must comply with the requirements at FAR 51.103. When placing a requirement through SEWP V, approved support service contractors need to include the following paragraph: This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and the SEWP contracts, the contracts shall prevail.

HOW TO AUTHORIZE A CONTRACTOR TO PURCHASE FROM SEWP V

To authorize a contractor to purchase from the SEWP contracts, the authorizing contracting officer should send a copy of the authorization letter to the SEWP Program Management Office (PMO). Upon approval of the authorization letter, the contractor's name and contract information will be added at the Approved Support Service Contractors web page. The letter must contain all of the following information:

- Authorizing Agency Name, Contracting Officer (CO) Name, Mailing Address, Phone/FAX number and the contractor corporate name, division, and address.
- Contract number and period of performance
- A statement that the contractor is authorized to purchase from SEWP contracts in support of the above contract.
- The CO's/KO's signature and date signed.

The letter should be sent in advance of or with the first order via either fax (301)286-0317, e-mail sewporders@sewp.nasa.gov or Ground Mail.

SEWP Program Management Office (PMO)
10210 Greenbelt Road
Suite #200
Lanham, MD 20706
Phone: (301)286-1478

SEWP V ORDERING PROCESS:

The internal ordering process of each agency varies. The process and accompanying forms for PR's and DO's 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 purchase request (PR). The PR along with any necessary funding information



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is sent to that Agency's procurement office which results in the issuance of a delivery order (DO). Any valid Federal Agency DO form and the associated delivery order number may be used. The NASA SEWP Program Management Office (PMO) does not issue DO's - 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).

There is a requirement that all SEWP Delivery Orders be routed through the NASA SEWP Program Management Office (PMO) to insure all ordering information is complete, accurate and in scope with the applicable contract and should not be routed directly to Hyperion. However, NASA does not issue orders for other agencies under the SEWP contracts, and other Federal Agencies do not send funds to NASA. Each SEWP Delivery Order is funded and issued to the SEWP Prime Contractor by a Contracting Officer at the ordering Federal Agency.

Some agencies have special requirements for issuing IT Delivery Orders. 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 as follows:

1ST END USER OR SEWP Contracting Officer:

- Determine best value through market research.
- Create Delivery Order - Cite NASA SEWP Contract # and Prime Contract Holder.
- Sends Order to NASA SEWP Bowl.

2ND NASA SEWP Program Management Office (PMO):

- Verifies Order.
- Forwards valid Order to the appropriate Contract Holder.

3RD SEWP Contract Holder:

- Processes Order.
- Delivers Equipment & Services.
- Invoices Agency or Contractor.

If modifications are made to any order, these modifications must also route through the SEWP Program Management Office (PMO). To assist you in preparing your delivery orders, below you will find important information in reference to processing delivery orders through the SEWP Program office. Please feel free to contact the SEWP helpline if you have any questions concerning your purchase orders, our web-tools or any SEWP related topics at 301-286-1478. Our hours of operation are as follow Monday - Friday 7:30 am to 6:00pm EST



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REQUEST FOR QUOTE:

The recommended method by the NASA SEWP Program Office for obtaining SEWP Quotes is the utilization of the SEWP Quote Request Tool available at the SEWP Website: www.sewp.nasa.gov

All Delivery Orders MUST be routed through the SEWP BOWL and should not be sent directly to Hyperion. Orders can be sent to SEWP in one of the following ways:

| METHOD: | TO: |
|----------------------------------|----------------------------------------------------------------------------------------------|
| FAX orders and completed forms: | 301.286.0317 |
| E-Mail PDF or Image Files: | sewporders@sewp.nasa.gov |
| Mail orders and completed forms: | SEWP Program Management Office (PMO) 10210 Greenbelt Road, Suite #200 Lanham, MD 20706 |

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 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

A SEWP Tracking Number (STN) will be assigned after the order is submitted and processed by the SEWP BOWL and then forwarded to Hyperion as a Delivery Order for processing.

Additional SEWP Information

- **Fair Opportunity and Requests for Quotes (Fair Opportunity clause in Hyperion’s contract)**

Contractors will be provided fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), including the SEWP RFQ tools. No documentation for the order selection is required to be submitted with the order. All such documentation is to be maintained by the issuing procurement office.

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The Contractor shall not market, quote or otherwise offer for sale, under this contract, any products not listed in Attachment F, Pricing Exhibits as defined in the SEWP database of record until the said products are included in the SEWP database, and available to all Government end-users.

If the Government issues a Request For Information (RFI) as part of market research, the Contractor may provide items not yet listed on their SEWP contract as part of a market research quote if:

1. all such items are clearly marked as not yet available on their SEWP contract;
2. the contractor submits a technology refreshment request to add those products to their contract

If the Government issues a Request For Quote (RFQ) or a Market Research Request (MRR), the Contractor may only respond with items available on their Contract. If the Contractor has insufficient items on their contract to fully respond to the Formal RFQ, the Contractor must respond with a No Bid.

Unless the RFQ specifically allows for partial quotes, the Contractor must respond fully to all requirements specified in the RFQ.

When the Contractor markets, quotes or otherwise offers for sale a product under this contract, the price of each item shall be the no greater than the price in Attachment F, Pricing Exhibits as defined in the SEWP database of record at the time the quote is issued (See Ordering Guide).

When submitting a quote to a Government end-user, the contractor must clearly state the length of time the quote is valid. The contractor shall honor any order submitted within the stated time period of a quote.

When responding to an RFQ or MRR issued from the NASA SEWP on-line quoting system, the Contractor must respond as outlined in Attachment D, Section D.1. On-line Quoting (See Ordering Guide).

As a result of the Small Business jobs act, the issuing Contracting Officer can set aside an order for small businesses as long as there are two or more with that designation.

- **How to Obtain a Quote**

SEWP V is composed of 197 Indefinite Delivery Indefinite Quantity (IDIQ) contracts to over 140 pre-competed Prime Contract Holders, both manufacturers and resellers of IT equipment. The contracts were awarded in 5 contract Groups - 2 full and open and 3 set-aside competitions. Since all awards were multi-award contracts, Fair Opportunity (refer to FAR 16.505(b)) must be given to all contractors in one or more Groups or set-asides.

The SEWP website provides the only SEWP recommended tools for manufacturer searches Market Research Tool and for Request for Information/Request for Quotes (RFI/RFQ) (Quote Request Tool). These tools are available to assist customers with buying decisions and as one means to provide documentation for any needed selection criteria. The following steps may assist customers in determining which contract best fulfills their requirements:

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1. Market Research: According to Federal Acquisition Regulations, (FAR) Part 10, appropriate market research based on the size and complexity of the acquisition is required. The Online Market Research Tool and Quote Request Tool SEWP tools assist in this market research process.
2. Fair Opportunity: FAR 16.505(b) (1) provides that each contractor shall be given fair opportunity to be considered for each order exceeding \$10,000 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. Using the SEWP online Quote Request Tool is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP QRT tool will automatically include the Contract Holders within a selected Group or based on a suggested source. NOTE: Fair Opportunity to all Contract Holders within one or more SEWP Groups or set-asides is required. There is no requirement to obtain 3 quotes as long as all Contract Holders within a Group or set-aside were provided opportunity to provide a quote.
3. Best Value: Once market research is completed, the end-user's needs, technical requirements, Contract Holder program performance, price, Agency policy and other factors related to the exercise of sound business judgment should be considered in making a best value determination.

For additional information on how to obtain a quote, please see Hyperion's Ordering Guide or contact Michelle Catubig at mcatubig@hyperioninc.com or (860) 961-3154.

- **Policy and Procedural Information**

For assistance or questions pertaining to installation, basic warranty, extended warranty, technical support, software support, and other post-delivery issues, or to troubleshoot a problematic order, contact Michelle Catubig at mcatubig@hyperioninc.com or (860) 961-3154. Our SEWP team will be happy to assist you with your questions and any issues.

- **Surcharge**

As of October 1, 2020, the SEWP surcharge for all orders is 0.34%. The fee is included in the price of all products 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.

RELATED LINKS:

SEWP V Ordering Process ([Link to Ordering Process page](#))

SEWP V Terms and Conditions ([Link to SEWP V Terms & Conditions](#))

SEWP V Fair Opportunity Clause ([Link to SEWP V PMO Fair Opportunity Statement](#))

NASA SEWP V Home Page ([Link to Home Page](#))

NASA SEWP V Helpline: 301 286 1478 (Mon-Fri, 7:30AM – 6:00PM(ET) or email help@sewp.nasa.gov)



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| <p>SEWP V Program Manager David Ruesch driesch@hyperioninc.com (703) 848-8850 x3033</p> | <p>SEWP V Deputy Program Manager Scott Milo smilo@hyperioninc.com (703) 848-8850 x3201</p> |
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