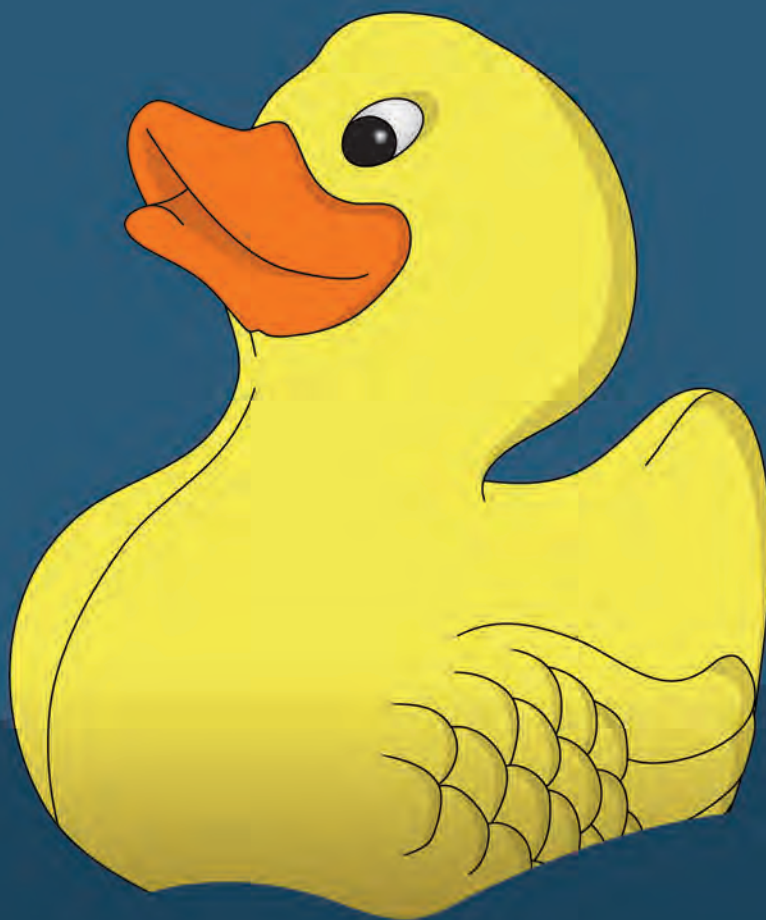


SEWP



- SEWP finds success with business-like approach • S3
- New tools assist SEWP IV customers • S6
- Agencies build clouds with SEWP IV • S8
- GWACs get thumbs up • S9
- SEWP IV strives for collaborative partnership with industry • S10
- SEWP IV contractors are blue — and that's excellent! • S11
- SEWP IV increases small business utilization • S12
- IT Acquisition Summit is big hit with feds • S13



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SEWP finds success with business-like approach

Although Joanne Woytek, NASA program manager for the Solutions for Enterprise-Wide Procurement (SEWP) IV governmentwide acquisition contract (GWAC), has been involved with the program for more than 18 years, she still conducts approximately 75 percent of its live training classes. “It’s not because I think I’m the best trainer,” said Woytek, who estimates that she personally teaches about 60 classes each year. “It’s because of the interaction and feedback I get. You never know what new question or idea someone might have, something we can use or incorporate into our program.”

The constant striving to improve program services has been a hallmark of SEWP IV since it began in 2007. As a result, SEWP IV sales have increased every year, reaching \$2.4 billion in fiscal 2010. Despite the uncertainties caused by the Congressional delay in approving the 2011 budget, SEWP IV sales through June were roughly on par with sales in 2010 during the same time period.

“The NASA SEWP contract is a premier contract because the SEWP staff has focused on making it easy and cost-effective for customers to use and by providing absolutely outstanding customer support and experience,” said Mike Cogswell, senior director of contracts and compliance for GovConnection.

Catalog by request

SEWP IV is an indefinite-delivery, indefinite-quantity GWAC offering a wide variety of advanced IT products and product-related services, including hardware and software, maintenance, warranty, installation, and product training, at fixed prices. All federal agencies can use the SEWP IV contract, which consists of 38 competed prime contract holders and includes 21 small businesses.

SEWP IV is not a services contract, but agencies can purchase services to install products and software, as long as the services do not exceed 10 percent of the overall contract price.

SEWP IV has a dynamic catalog in which items are added to the contract based on customers’ requests. Therefore, rather than searching a SEWP IV catalog for products, agencies find the products and solutions they want and then request that the contractor’s items be added to the catalog. These requests are typically reviewed and either approved or denied within two to four hours. “SEWP does not have a traditional searchable catalog,” Woytek said. Instead, it is “Catalog by Request.”

As a self-funding program, SEWP IV charges agencies a 0.45 percent surcharge to pay for the 40 program managers, staff and other overhead expenses necessary to run the program. Fees are calculated against the order price and are capped at \$10,000 per order. Because the program does not aim to generate a profit, SEWP has steadily lowered its fees, which were 2.6 percent when the program was established 18 years ago, thus passing on increased efficiencies as savings to its customers.

SEWP IV officials expect the program to generate \$10 billion to \$14 billion in sales during the seven years of the contract, which runs through 2014. Because SEWP IV has a contract ceiling of \$5.6 billion for each of the 38 contract holders, there is virtually no possibility that the ceiling will be breached. Altogether, the contract holders offer more

SEWP IV at a Glance

NASA Solutions for Enterprise-Wide Procurement

IV: A governmentwide acquisition contract providing advanced information technology products and related services at fixed prices.

Contract ceiling: \$5.6 billion per contract over seven years.

Period of Performance: May 2007 to May 2014.

Number of prime contractors: 38, including 21 small businesses.

Product selection: More than 1.6 million products and product-based services from nearly 3,400 manufacturers.

Number of manufacturers added each week: About 10.

Fees: 0.45 percent annually for orders up to \$2.2 million, with a cap of \$10,000 per order on orders totaling more than that.

Fiscal 2010 activity: \$2.4 billion in sales.

Total SEWP IV sales through June 15, 2011: \$7.3 billion.

Staff: 40.

Web address: www.sewp.nasa.gov.

Source: SEWP IV Program Office

“Having a strong customer service team has always been one of our strengths, but we never want to be satisfied.”

— Joanne Woytek,
SEWP IV program manager

SEWP IV Numbers

Total Revenue: \$7,312,006,091

Total Orders: 98,370

Average Order Size: \$74,331.94

Source: SEWP IV Program Office, June 2011

than 1.6 million products and product-based services from nearly 3,400 manufacturers.

“SEWP is used in every agency and by 12,000 government users,” Woytek said.

Thinking like a business

To a large degree, SEWP is successful because it is run like a business that pays careful attention to its customers’ needs, said Ray Bjorklund, senior vice president and chief knowledge officer at Deltek Information Solutions. “I’ve always [had] the impression that Joanne Woytek thinks like a business person, asking: How can I improve this operation so I can cut my fees and have broader offerings to make my vehicle more attractive? These are things that any business should do,” Bjorklund said.

SEWP IV also strives to address issues within one business day — and often sooner — such as adding new products, processing orders, and responding to questions. “It’s like the SEWP staff never sleeps,” Cogswell said. “You submit things and they are dealt with promptly.”

Many people also point to Woytek’s experience and leadership. Not only has she been with the program for 18 years, but she is actively involved in the government procurement community, and most recently organized the Federal IT Acquisition Summit, which the SEWP IV program co-hosted with *Federal Computer Week*. And, of course, Woytek, interacts with customers and contract holders at training sessions and other events. “She really has a good pulse of her customers and contract holders,” said Marcus Fedeli, SEWP IV business manager. “Her involvement enables her to keep the program relevant and ever-evolving.”

Woytek prefers to credit her entire staff, which also brings many years of acquisition experience to the program. Some of the senior staff have been with SEWP for eight to 10 years.

But SEWP IV’s chief distinguishing characteristic is that it is a

program, not a contract, Woytek said. The SEWP IV staff view their mission as supporting the contract, not merely setting it up. “We’re here to be a customer services team that is always trying to figure out how to make the contract work for both our customers and contract holders,” she said.

Not satisfied by success

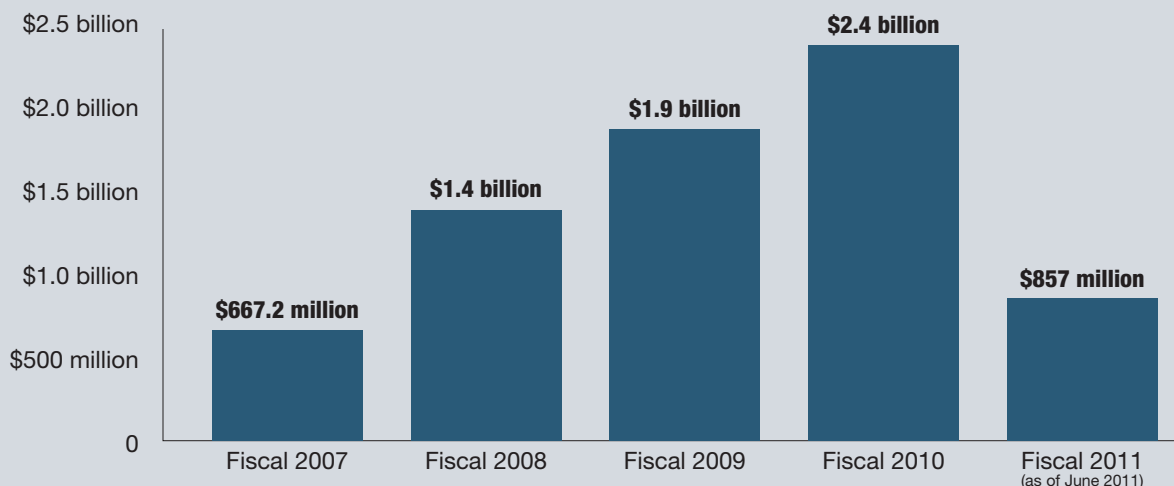
During the past year, the SEWP IV program added several new tools to help agency customers find the products they need. This includes a new ticketing system for tracking help-desk issues, live chat for customer support, and a more transparent process for obtaining pricing quotes from vendors. “SEWP continues to be one of the most popular contract vehicles among federal agencies because it’s open to all, easy to use, efficient, cost effective and flexible,” said Jennifer Keating, director of federal civilian sales at CDW Government. And with a wide range of available products from 38 businesses, SEWP IV enables “contracting officers to easily fulfill the requirement to provide fair opportunity to all contract holders within a particular category,” she said.

As a result of its success, SEWP has grown from what Woytek describes as a mom-and-pop program run by 15 staffers to a midsize program with 40 federal and contractor professionals on staff. To ensure that the program continues serving its customers’ needs, SEWP IV officials have begun a strategic planning exercise to update the SEWP IV vision and mission objectives. “We will spend the summer looking at ourselves to see what we do well and where we can get better and come up with a plan in the next few years based on that,” Woytek said.

In addition, this spring, SEWP IV officials hired consulting firm HDI to evaluate its help-desk support for agency customers. The consultants spent a week interviewing staff and examining the entire structure of SEWP IV’s customer service organization, including staffing, processes and practices, and then delivered a 127-page report with recommendations and best practices for improving customer service. The SEWP IV staff is now reviewing the report that Woytek said provides valuable insights into how they can improve customer support.

“Having a strong customer service team has always been one of our strengths, but we never want to be satisfied,” Woytek said. ♦

SEWP IV Sales





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New tools assist SEWP IV customers

Officials with NASA's Solutions for Enterprise-Wide Procurement (SEWP) IV program are testing and introducing new features to help federal agencies obtain the products and solutions they need through the SEWP IV contract. They get many of their best ideas from their agency customers and contract holders, gathering information and soliciting suggestions at training sessions, quarterly meetings, surveys and, most importantly, the Annual SEWP Conference.

"We listen to people and try to give them what they want," said Joanne Woytek, SEWP IV program manager.

Currently, SEWP IV officials are working on improvements to the Request a Quote tool to enable agencies to obtain price quotes and product information more quickly and easily from the catalog. In addition, the tool will provide more information to customers, such as special issues or problems that might delay delivery or affect product availability. Customers in the Department of Veterans Affairs and NASA are testing the new Request a Quote capabilities

Fierce competition spurs lower prices

The prices that agency buyers see in the SEWP IV catalog are the highest prices that contract holders are allowed to charge. Prices may be negotiated, and contract holders are highly encouraged to offer discount prices in their quoted prices or bids for delivery orders. As a result, given the strong competition among SEWP IV vendors, the quoted price for products and related services is on average 27 percent lower than the catalog price.

before they are rolled out to all agencies. "The goal is to provide transparency to customers and to flag any issues that we can at the line item level," Woytek said.

One of SEWP IV's most valuable customer service tools is its Help Desk Ticketing system, which was implemented about a year ago. The ticketing system, which is provided as software-as-a-service from Parature Inc., tracks all of the help-desk interactions, including live chats, e-mails and phone calls. The system improves customer service by ensuring that requests are monitored from start to completion and by providing information about recurring problems or issues that should be addressed. "Previously, any question-and-answer exchanges went into a black hole, but now everything we do is ticketed and reviewed, so we can actually see if there are any trends or issues underlying the problems that come in," Woytek said.

The SEWP IV program also has implemented a live chat capability, which offers a quick way for customers to communicate with

SEWP IV officials. The program office engages in about five live chat sessions each day.

A charming offensive

One of SEWP IV's unique features is its Contract Holder Relationship Manager (CHRM). The program has two full-time staff members assigned as CHRMs who serve as liaisons between the program management office, the contract holders and agency customers. They work directly with contractors, interacting daily to answer questions, resolve problems, inform them of new policies and ensure that the contract is implemented correctly. The CHRMs also assist customers and help resolve issues, providing mediation with contractors, research and recommendations. They act as advocates for customers but also provide a balanced perspective that helps parties approach problems collaboratively, said SEWP officials and contractors.

SEWP IV officials also use the quarterly meetings with contractors to keep them informed and aligned with the program's objectives. "They get us all together in a room, at least quarterly, to hash out contract issues and changes they may want to make. They also ask the contract holders what works and what doesn't, and help us work together to support the contract, so we're not just competing with each other," said Mike Cogswell, senior director of contracts and compliance for GovConnection.

New enhanced training

As a new training feature, SEWP IV recently began offering more in-depth training for customers who want to learn more about specific aspects of the contract, such as contract scope, or how to use the SEWP IV website and tools. "Enhanced training on request can be customized for agencies based on their needs," said Marcus Fedeli, SEWP IV business manager.

The enhanced training would complement existing training venues, which include online training video and live training, which can be requested by agencies. SEWP IV officials, who conduct about 80 training sessions each year, will usually come to an agency's location to perform the training. SEWP IV officials also offer training every day at the FOSE conference in Washington, D.C., the annual SEWP Conference, and a number of other events.

The training, which provides federal employees with two continuous learning points, typically lasts about two hours and is free. The topics covered include the general concepts and scope of the contract, customer service and the ordering process, the four SEWP IV contract groups and fair opportunity, and the SEWP IV website's features and tools. ♦



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Agencies build clouds with SEWP IV

When NASA officials created the Solutions for Enterprise-Wide Procurement (SEWP) IV governmentwide acquisition contract (GWAC) four years ago, they were not necessarily thinking about cloud computing, but they included in the contract's scope of work technologies that today are essential to the cloud, such as virtual computing and virtual storage. "We didn't have the words 'cloud computing' in the contract, but we had all of the pieces as part of the SEWP capability and scope," said Joanne Woytek, SEWP IV program manager.

"The cloud works. Software as a service works."

— Joanne Woytek,
SEWP IV program manager

The ability to provide the IT products and solutions required for cloud computing is extremely important to both the SEWP IV program and its agency customers, who are fulfilling federal mandates to put in place new cloud programs and services. The White House directed federal agencies last December to move one service to the cloud in 12 months and two more services in 18 months. Administration officials estimate that 25 percent of annual federal IT spending — or about \$20 billion — will eventually go to cloud computing initiatives.

Federal agencies have already begun using SEWP IV to help meet federal cloud computing goals. "Our customers are already buying to implement cloud solutions today, some more aggressively than others, but it's hard to go a week, if not a day, without having a cloud discussion with either our partners or our customers," said Jennifer Keating, director of civilian sales at CDW-Government Federal.

NASA's private cloud solution, Nebula, was purchased through SEWP IV, Woytek said. Nebula, which is an open-source cloud computing platform, provides NASA scientists with infrastructure as a service for scalable computing and storage for science data and Web-based applications. "I'm currently in conversations with the NASA CIO's office regarding what else NASA might want to do with the cloud and how they might leverage SEWP for that effort," she said.

In fact, the SEWP IV program is a user of cloud services. SEWP IV's new Web-based customer service software is outsourced to a cloud provider, as is its FAQ page. Woytek said she is also considering using NASA's cloud services for disaster recovery and other requirements.

"The cloud works. Software as a service works," she said. ♦

SEWP IV goes green

The Solutions for Enterprise-Wide Procurement (SEWP) IV program is launching its own internal green initiative.

The SEWP IV office recently received its first report, prepared by an IT staff researcher, on actions the program can take to use energy more efficiently in conducting day-to-day SEWP operations. Over the next few months, SEWP IV will be evaluating and adopting the report's energy-saving recommendations.

"We want to get better with our own usage of technology, such as turning off the lights and doing other things to reduce our carbon footprint at the SEWP program office," said SEWP IV Program Manager Joanne Woytek.

GWACs get thumbs up

3 agencies receive GWAC approval as NASA's SEWP IV prepares for 2012 review

Just one year ago, it appeared that the Office of Management and Budget might try to reduce the number of governmentwide acquisition contracts. Concerned about the proliferating number of federal contract vehicles, OMB officials were reviewing policies for creating and managing GWACs and multi-agency contracts (MACs). At the same time, Congress asked the Government Accountability Office to investigate the use of enterprisewide contracts, increasing doubts about their future within government.

However, the questions surrounding GWACs appear to have been answered. During the past year, OMB's Office of Federal Procurement Policy (OFPP) granted GWAC designations to three agencies:

Top agency SEWP IV spending	
Department/agency	Total SEWP IV spending (millions of dollars)
Department of Defense/ Army/ Air Force/Navy	\$2,177
Department of Veterans Affairs	\$1,702
Department of Justice	\$807
NASA	\$405
Social Security Administration	\$377
General Services Administration	\$266
Department of The Treasury	\$262

Source: SEWP IV Program Office, June 2011

- The National Institutes of Health to award two GWACs with a focus on health-related IT services: the Chief Information Officer Solutions and Partners (CIOSP3) GWAC and the CIOSP3-Small-Business GWAC.
- The General Services Administration to award a follow-on to its 8(a) Streamlined Technology Acquisition Resources for Services (STARS) contract, which is set aside for small, disadvantaged businesses in the Small Business Administration's 8(a) business development program.
- The Department of Homeland Security to award a GWAC for Technical Investigative Surveillance Equipment.

The designations for NIH and GSA allow those agencies to continue managing existing or follow-on GWAC programs, while the designa-

tion for DHS is first-time authority for the department. The approvals for these three agencies are good news for the SEWP IV program, which is being reviewed for renewal of its GWAC authority in 2012.

GWACs are information technology contracts that are authorized

"I think OFPP is being very thoughtful about the market dynamics and how to make interagency contracting work better in response to GAO criticisms."

— Ray Bjorklund, senior vice president chief knowledge officer, Deltek Information Solutions

and tightly managed by OFPP. In contrast, MACs are established by individual agencies, which allow other agencies to use the MACs, as dictated by the Economy Act. OFPP Administrator Daniel Gordon said that his office is developing guidance for managing GWACs and MACs that contains many aspects of existing GWAC management. "The guidance will retain many of the basic elements that have been used successfully to evaluate proposed GWACs," Gordon said in a May 25 statement before the Senate Committee on Homeland Security and Governmental Affairs.

Ray Bjorklund, senior vice president and chief knowledge officer for Deltek Information Solutions, praised this approach, saying, "I think OFPP is being very thoughtful about the market dynamics and how to make interagency contracting work better in response to GAO criticisms."

The SEWP IV office is preparing for its 2012 review, and so NASA Program Manager Joanne Woytek declined to speculate about whether she expects OFPP to renew NASA's authority to manage the SEWP IV program. However, it appears now that OFPP believes GWACs have a place within government.

"Our goal is to provide a useful service to agencies. There is no hidden agenda in terms of trying to make money [for NASA] or anything else. We just want to help people," Woytek said. ♦

SEWP IV strives for collaborative partnership with industry

The relationship between government acquisition officials and contractors can be clouded by mutual suspicion and, when problems arise, thinly veiled hostility. The Solutions for Enterprise-Wide Procurement (SEWP) IV program avoids this problem by providing multiple avenues for communication between program officials and contractors, recognizing that the two groups must work together to help government customers. “Industry is not the enemy. Industry is our partner,” said Joanne Woytek, SEWP IV program manager.

For their part, contract holders say the SEWP IV program office works just as hard to support them as it does to help customers. “I have never worked with a contracting shop that spends as much time and energy making sure that all parties are treated fairly and well,” said Mike Cogswell, senior director of contracts and compliance at GovConnection, who has been in the business for 40 years.

Contract holders can ask questions and raise issues with the SEWP IV staff through a dedicated e-mail address, regular face-to-face meetings and an open-door policy with SEWP IV officials. “SEWP makes it very easy for us to address any issues or challenges or problems that may arise,” said Jennifer Keating, director

“[Contractors] don’t always like us, but they know that we will be fair and listen to them, and that we will help them sell their products and services.”

— Joanne Woytek,
SEWP IV program manager

of civilian sales at CDW-Government Federal.

Contract holders also said SEWP IV is easy to maintain, and they especially like how quickly they can add new products for their customers. “It typically only takes us 24 hours to add a new product onto SEWP,” Keating said.

Woytek said the key to good contractor relations is continuous, effective communication. The SEWP IV staff won’t hesitate to tell contractors if there is a problem or they need to improve, but the staff will also help contractors rectify problems. “They are very strict, but at the same time very supportive,” GovConnection’s Cogswell said.

Referring to the SEWP IV staff’s relationship with contract holders, Woytek said, “They don’t always like us, but they know that we will be fair and listen to them, and that we will help them sell their products and services. At the same time, we listen to the government folks and help them too. We’re an advocate for all sides.” ♦

Top 10 SEWP IV contract holders

**Contractor total SEWP IV revenue
(in millions of dollars)**

World Wide Technology	\$890.7
CDWG	\$592.4
GTSI	\$591.5
Affigent (formerly TKC Integration Services)	\$394.5
ImmixGroup	\$363.4
Sword & Shield Enterprise Solutions	\$346.3
PC Mall Gov-GMRI	\$319.3
HP	\$316.5
Dell	\$301.2
FORCE 3	\$270.3
Merlin	\$262.9

Source: SEWP IV Program Office, June 2011

SEWP IV contractors are blue — and that’s excellent!

People often ask why nearly all of the contract holders for NASA’s Solutions for Enterprise-Wide Procurement IV have excellent ratings on the program performance system, said SEWP IV Program Manager Joanne Woytek. After all, one might expect at least a few problems among the 38 companies on the governmentwide acquisition contract (GWAC).

The reason for virtually across-the-board excellence is simple, Woytek said. When an issue or problem between an agency and a contractor arise, the SEWP IV office focuses on resolving the problem and helping the agency get what it needs. The program office would rather have a satisfied customer than a poorly rated contract holder. “Our goal is not to punish people but to push them to be excellent,” Woytek said. “The rating system is a powerful tool to encourage people to show their excellence.”

“Ultimately, the goal of the contract is to have excellent companies providing excellent service to our customers.”

— Joanne Woytek,
SEWP IV program manager

The program performance rating tool is accessible online and can be viewed by anyone — agencies, contract holders and the general public. Agency procurement officers, of course, can use the evaluations to help guide their decision-making, particularly when they are awarding orders based on best value. The SEWP IV program office tracks the performance of each contract holder based on feedback from agency customers in five categories:

- **Reports** — includes timeliness and accuracy of reporting.
- **Customer satisfaction** — includes the quality of products and services as well as responsiveness to customer complaints.
- **Information distribution** — complies with customer contract guidelines, including correct information on the company’s Web site, marketing materials and quotes.
- **Contract adherence** — attends required meetings, follows SEWP IV’s delivery policy, submits accurate reports and provides quotes in accordance with SEWP IV rules.
- **Delivery** — delivers orders by the expected delivery date and follows SEWP IV’s delivery procedures.

Contractors are awarded color-coded ratings of blue (excellent), green (very good), yellow (good) and red (poor) in each of these categories. In general, contractors that have multiple problems in a specific area within a three-month period will have their rating downgraded; they can raise the rating by performing without problems for three months.

Although SEWP IV officials tracked “delivery” in the past, it was added this fiscal year as a category that is publicly rated for contractors’ past performance. In addition, the program performance Web site provides the total number of orders delivered by each contract holder under SEWP IV and the average delivery time (measured in days).

Contractor holders pay careful attention to their ratings, said Mike Cogswell, senior director of contracts and compliance for GovConnection. “SEWP officials continuously monitor what’s going on in the contract, and they let us know what is expected of us,” he said. “If an agency customer has a problem or issue, I can assure you that the SEWP staff will follow up with the contract holders to make sure they are responsive.”

“We get phone calls from CEOs and presidents if their companies are downgraded from excellent, and so we explain why and what they need to do,” Woytek said. She considers the phone calls to be a good sign because it shows that the companies’ top officials are committed to the SEWP IV program and, consequently, will provide their program managers with the resources necessary to resolve issues and complaints.

“I don’t expect companies to not have problems; I expect companies to fix them,” Woytek said. “Ultimately, the goal of the contract is to have excellent companies providing excellent service to our customers.” ♦

Excellent

Very Good

Good

Poor

SEWP IV increases small business utilization

The portion of sales going to small businesses in the Solutions for Enterprise-Wide Procurement (SEWP) IV reached 42 percent last year, an increase of 7 percent from the previous year, according to SEWP IV officials.

“The NASA SEWP program office has always promoted the use of small businesses,” said Joanne Woytek, SEWP IV program manager. “Two of our four contract groups are forms of small business set-asides, which all agencies can utilize to help meet their small business goals.”

SEWP IV has 38 contract holders, including 21 small businesses. Of the 21 small businesses, six are 8(a) small, disadvantaged businesses and 10 are veteran-owned small businesses, including seven service-disabled veteran-owned small businesses (SDVOSBs). SEWP IV has set-aside authority for small business task orders and SDVOSB task orders. Last year, SEWP IV sales going to SDVOSBs reached 7.2 percent, up from 6 percent the previous year.

SEWP IV’s pool of small businesses also includes woman-owned businesses, Alaska Native businesses, and businesses in historically underutilized business (HUB) zones. Agencies can hold competitions among all small businesses, but then give preference to these other sub-categories in addition to the 8(a) companies. ♦

- 42 percent of SEWP IV spending goes through SEWP’s small businesses.
- 7.2 percent of SEWP IV spending goes through SEWP’s Service-Disabled Veteran-Owned Small Businesses (SDVOSB).

IT Acquisition Summit is big hit with feds

SEWP IV officials make plans to do it again

Encouraged by the surprising success of the Federal IT Acquisition Summit held in April, officials with NASA's Solutions for Enterprise-Wide Procurement (SEWP) IV are already making plans for an even more ambitious seminar next year.

Presented by SEWP IV and *Federal Computer Week* magazine, the one-day seminar featured speakers and panelists from throughout government and industry who addressed a wide variety of topics related to federal acquisition. Among the participating leaders were:

- Daniel Gordon, administrator for Office of Federal Procurement Policy.
- Roger Baker, assistant secretary for information and technology at the Veterans Affairs Department.
- Linda Cureton, CIO, NASA headquarters.
- Simon Szykman, CIO at the Commerce Department.
- Mary Davie, assistant commissioner in the Office of Integrated Technology Services, Federal Acquisition Service, at the General Services Administration.
- Joanne Woytek, program manager for SEWP IV.

"Acquisition officials are hungry for information but often don't have time to seek it out," Woytek said. So her program office spearheaded the event to provide a forum for federal acquisition professionals to discuss issues in depth, get help with their careers and education and share insights into common challenges.

The one-day seminar did not promote SEWP IV or any specific contract vehicle but addressed a wide range of topics such as opportunities for professional development and how to use assisted acquisition solutions. The seminar attracted 370 people — many more than expected — of which 80 to 90 percent were government employees. "When we started, we didn't know whether people would want to be on the panels," Woytek said. But organizers had no trouble garnering top-level federal executives "because they caught the vision of what we were trying to achieve, which was to help people learn more about acquisition issues."

One of the most satisfying panels for the SEWP IV staff was the industry panel discussing the contract proposal process from the contractors' perspective. Before the event, people had warned that an industry panel would likely draw little interest from government employees. But the panelists provided valuable insight and generated lively interaction with the audience as contractors explained why they might be confused by solicitation language or hesitate to respond to certain requests for proposals. "The feedback regarding the panel was extremely positive," Woytek said. "People said, 'We really learned a lot from industry.'"

The conference also highlighted Woytek's knowledge and commitment to the acquisition community. "She has been successful and has been willing to share lessons learned and best practices with people within the IT acquisition community," said Ray Bjorklund, senior vice

president and chief knowledge officer for Deltek Information Solutions. "And she stepped forward to organize the summit and make things happen. That's leadership."

SEWP IV officials are planning to organize the summit again next year with *FCW*. They are considering making it a two-day event that includes a day of training with specific courses for acquisition professionals. In addition, they might ask other organizations within the acquisition community to provide information about their activities and services that would be useful. "Attendees gave us a lot of ideas for how to make it better next year," Woytek said. ♦

"[Joanne Woytek] has been successful and has been willing to share lessons learned and best practices with people within the IT acquisition community."

— Ray Bjorklund, senior vice president chief knowledge officer, Deltek Information Solutions

