



Department of the Navy (DON)

**Ordering Guide**

for

***NetApp***

Enterprise Software Licensing (ESL) Agreement

with

**NASA SEWP**

15 May 2020



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## 1.0 Purpose

This document serves as the Ordering Guide for the Department of the Navy (DON) Enterprise Software Licensing (ESL) Agreement for NetApp. The DON ESL Agreement for NetApp refers to the Solutions for Enterprise-Wide Procurement (SEWP) Agency Catalog established by the DON; SEWP is a Government-Wide Acquisition Contract (GWAC) that is managed by the National Aeronautics and Space Administration (NASA). This Ordering Guide will assist DON customers, contracting specialists, and contracting officers with ordering NetApp hardware, software licenses, hardware/ software maintenance, and professional services. This Ordering Guide contains essential information regarding the DON ESL Agreement for NetApp, including authorized users, products available for purchase, ordering instructions and processes, and Point of Contact (POC) information.

The DON ESL Agreement for NetApp is a mandatory source of supply for NetApp hardware, software licenses, hardware/software maintenance, and professional services. Information pertaining to the NetApp contract on SEWP (e.g., Terms and Conditions, referenced attachments herein, etc.) is located on the DON ESL SharePoint portal site at: <https://navy.deps.mil/sites/PMM172/>

The POCs for the DON ESL Agreement for NetApp are listed below:

DON ESL Team			
Name	Title	Email	Telephone
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Cynthia Chen	Contract Specialist	<a href="mailto:cynthia.chen@navy.mil">cynthia.chen@navy.mil</a>	619-553-4532
NASA SEWP			
Alexander Marshall	Technical Strategy Manager	<a href="mailto:alexander.marshall-1@nasa.gov">alexander.marshall-1@nasa.gov</a>	301-614-7141
Customer Service (email responses within 1 day; helpline Mon-Fri 7:30 AM – 6:00 PM ET)		<a href="mailto:sewpprod@midatl.service-now.com">sewpprod@midatl.service-now.com</a>	301-286-1478
NetApp			
Mark Donovan	NetApp Representative	<a href="mailto:mark.donovan@netapp.com">mark.donovan@netapp.com</a>	703-946-1016
Adam Trister	NetApp Legal Director	<a href="mailto:adam.trister@netapp.com">adam.trister@netapp.com</a>	703-918-7783



## 2.0 Policy Documents

The following policy documents are applicable to this agreement, and the documents are located on the DON ESL SharePoint portal site <https://navy.deps.mil/sites/PMM172/>, under the “Policy and Governance” tab of the NetApp homepage:

- Joint Memorandum from the Assistant Secretary of Navy (Research, Development, and Acquisition) (ASN RD&A), Assistant Secretary of Navy, Financial Management & Comptroller (ASN FM&C), and the DON Chief Information Officer (CIO), subject: “Mandatory Use of Department of the Navy Enterprise Licensing Agreements,” dated 22 February 2012.
- Secretary of the Navy Instruction (SECNAVINST) 5230.15, subject: “Information Management/Information Technology Policy for Fielding of Commercial Off the Shelf Software,” dated 10 April 2009.

**Note:** NetApp software maintenance for all NetApp software used by the DON is required by SECNAVINST 5230.15. NetApp is the only acceptable source for software maintenance for its software because it owns the intellectual property rights in the source code for its software. Although other companies besides NetApp sell software maintenance for NetApp software, they do not have the source code of the software and therefore cannot provide software maintenance that meets the DON’s cybersecurity requirements.

- Naval Administrative Message (NAVADMIN) 300/18, subject: “Information Technology Procurement Request Fiscal Year 2019 Guidance,” dated 12 December 2018.

All DON organizations and program offices are mandated to use DON ESL Agreements, where they exist, in accordance with the 22 February 2012 joint memorandum referenced above. The DON ESL Agreements are used to procure identified products and related services, unless a waiver is granted. Deputy DON CIO (Navy) and Deputy DON CIO (Marine Corps) are delegated authority by DON CIO to grant waivers for their respective Services, and this authority may not be re-delegated. Waivers must be provided to the DON ESL Team prior to procurement outside any DON ESL Agreement. A list of available agreements is available at: <https://navy.deps.mil/sites/PMM172/>.



### 3.0 Overview

On behalf of the DON, Marine Corps Systems Command (MARCORSYSCOM), Portfolio Manager Supporting Establishment Systems, Program Manager Customer Support and Strategic Sourcing (CS3) – PMM 172.4 has established a SEWP Agency Catalog for the purchase of all NetApp requirements. This Agency Catalog was established on 14 March 2019. The establishment of the Agency Catalog included negotiation of a 3-Party Agreement with respect to NetApp’s commercial Terms and Conditions (Ts&Cs). The results of those negotiations are memorialized as the following attachments to both the solicitation and the Agency Catalog:

- Attachment 3A - 3-Party Agreement Channel End User Terms (see Appendix A)
- Attachment 3B - 3-Party Agreement Support Services Terms (see Appendix B)
- Attachment 3C - 3-Party Agreement Professional Services Terms (see Appendix C)

Ordering and funding for this agreement are decentralized. Each program is responsible for their own processes in order to fund the purchases of new licenses, hardware, and annual maintenance for NetApp products. Decentralized funding allows each Budget Submitting Office (BSO) to maintain oversight of the licenses and hardware purchased by their organization as well as the subsequent annual sustainment.

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#### 4.0 Authorized DON ESL Agreement Users

The DON ESL Agreement for NetApp is open for ordering by the DON. The following lists the DON ordering entities considered to be authorized users:

- The executive part of the DON at the seat of Government; Headquarters, United States Marine Corps (USMC); the entire operating forces of the United States Navy (USN) and of the USMC, including the Reserve Components of such forces; all field activities, headquarters, forces, bases, installations, activities, and functions under the control or supervision of the Secretary of the Navy; and the U.S. Coast Guard when operating as a part of the Navy pursuant to law.
- Government contractors performing work for the DON may place orders under this SEWP contract on behalf of, and for the benefit of, the DON if authorized by their cognizant Contracting Officer in accordance with the requirements of Federal Acquisition Regulation (FAR) Part 51, *Use of Government Sources by Contractors*, and Defense Federal Acquisition Regulation Supplement (DFARS) Part 251, *Use of Government Sources by Contractors*, as appropriate.

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## 5.0 Ordering

All DON ordering activities will be required to order their NetApp requirements from the Agency Catalog that is established on SEWP. All orders will be required to have an approved Navy Information Technology Procurement Request (ITPR) or Marine Corps Information Technology Procurement Request/Review and Approval System (ITPRAS) routed through the appropriate channels for approval.

### 5.1 Ordering Process

The following steps (as depicted in Figure 1 below) need to be completed to place an order on SEWP for NetApp requirements:

- **Step 1:** The Customer will consult the SKU list, found within Attachment 2 – Product and Price List, posted on the SEWP Agency Catalog Website at: <https://sewp.nasa.gov/> and coordinate with a NetApp Engineer to determine the required Bill of Materials. The Product and Price List spreadsheet is also provided as Appendix D to this User Guide.
  - **NOTE:** See Section 5.2 of this Ordering Guide for guidance on navigating the SEWP website.
  - **NOTE:** This step will apply for “new” requirement purchases as well as maintenance renewals.
- **Step 2:** The NetApp Engineer will validate the required SKUs and create a Bill of Materials and provide it to the Customer.
- **Step 3:** The Customer will provide the Bill of Materials to the appropriate Ordering Activity.
- **Step 4:** The Customer will identify NetApp brand name requirements and prepare a Brand Name Exception to Fair Opportunity (EFO) Justification demonstrating the rationale for requiring the NetApp Brand Name, in accordance with FAR 16.505(a)(4).
- **Step 5:** The Ordering Activity will post a solicitation to the Agency Catalog on SEWP. See Section 5.2 of this document for further details on SEWP-specific steps).
- **Step 6:** Authorized SEWP catalog holder will submit quotes to the Ordering Activity.
- **Step 7:** The Ordering Activity will review all quotes received, determine the best value, and notify the Awardee.
- **Step 8:** The Awardee will facilitate delivery of the NetApp Bill of Materials to the Customer.
- **Step 9:** The Customer will receive the NetApp item(s) from the reseller to whom the contract was awarded.



DON ESL Agency Catalog – Ordering Guide

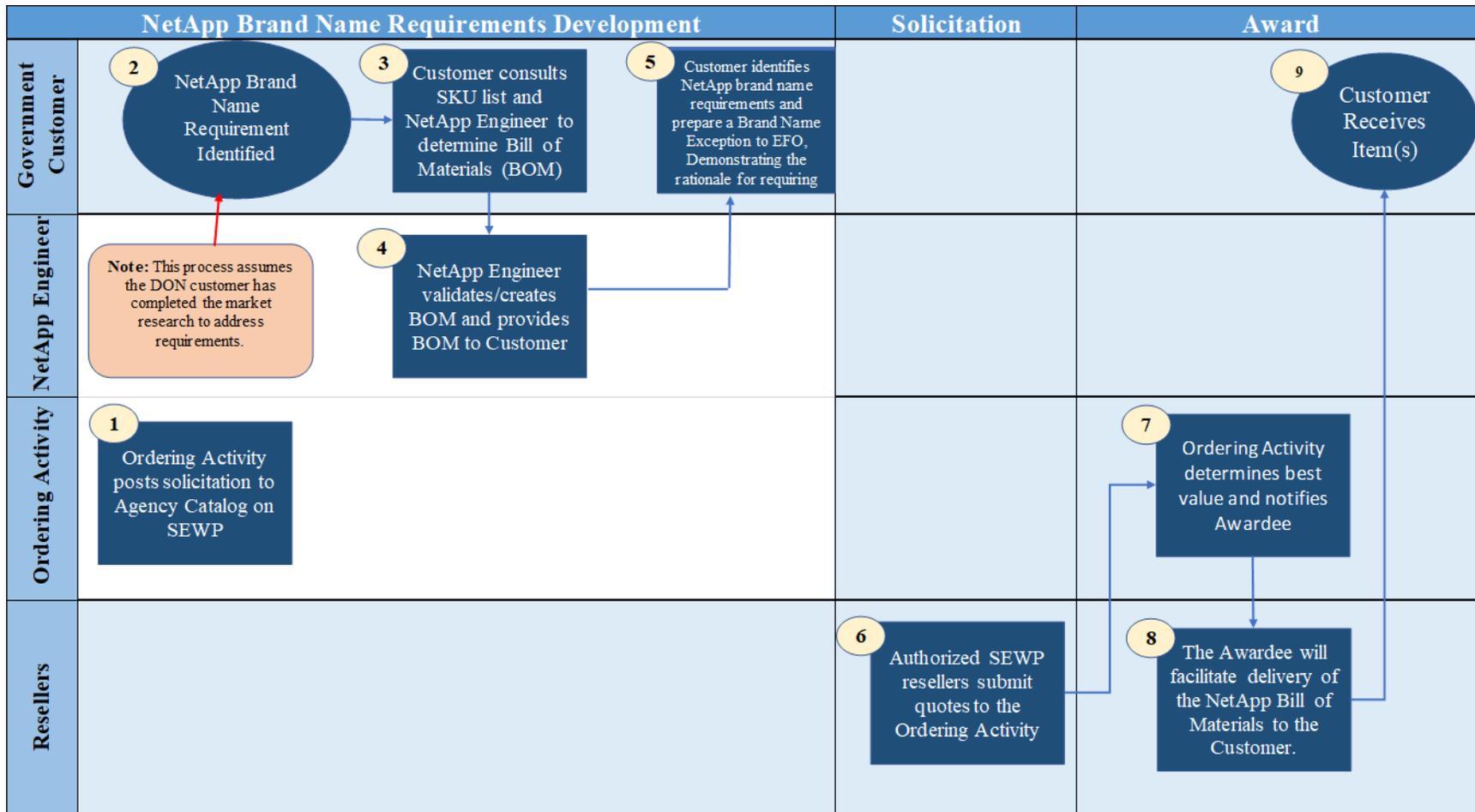


Figure 1: Customer Engagement Process

(Extracted from Attachment 1 of the Solicitation which is provided as Appendix G)



## 5.2 Guidance for Navigating the SEWP Website

The NASA SEWP website can be accessed at: <https://sewp.nasa.gov/>.

- 1) All users must already have, or create, a SEWP user account. Users can log in or request account creation via the “Log-in” link at the top of the SEWP home page.

The screenshot shows the SEWP V website home page. At the top, there is a navigation bar with the following links: FAST ACCESS, PROCUREMENT INFO, CONTRACT HOLDERS, SEWP TOOLS, CUSTOMER SERVICE, AGENCY RESOURCES, CATALOGS, CHAT NOW!, and LOG-IN. Below the navigation bar, a notice banner reads: "NASA SEWP Scheduled Maintenance -- Thurs, Mar 21, 2019, 4:00 am - 8:00 am ET -- During this time, access to the SEWP Website and Tools will be unavailable. For concerns, please send questions to [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) or access our FAQs through our [Customer Support Center](#). Updated: Wed, Mar 13, 2019".

The main content area is divided into several sections:

- Hot Topics:** "SEWP Training and Industry Day" - NASA SEWP is hosting a "SEWP Training and Industry Day" training event on April 3, 2019 at the JW Marriott Washington, 1331 Pennsylvania Ave NW, Washington, DC 20004. This event is FREE and we're excited to invite you to attend! [Information and Registration](#). Updated: Mar 6, 2019.
- Events Hot Topics:** "Webinar Sessions: Register Now for April Webinars" - Are you a NASA SEWP customer? Attend one of our informative Webinar Sessions! A webinar will take place on April 17. [Information and Registration](#). Updated: Mar 6, 2019.
- About SEWP:** Solutions for Enterprise-Wide Procurement (SEWP, pronounced 'soup'), is a multi-award Government-Wide Acquisition Contract (GWAC) vehicle focused on commercial IT products and product based services. With over 140 pre-qualified Prime Contract Holders, SEWP offers a wide range of commercial advanced technology including tablets, desktops and servers; IT peripherals; network equipment; storage systems; security tools; software products; cloud based services; telecommunications; Health IT; sensors; video conferencing systems and other IT, Communication and Audio-Visual products. Product based Services such as installation, training, maintenance and warranty and a full range of product based services are also available through SEWP. [More About SEWP V...](#)
- SEWP Mission:** The SEWP Program Office manages a suite of government-wide IT products and services contracts that enable NASA and all Federal Agencies to achieve their missions and strategic initiatives by providing streamlined access to critical technologies and solutions. The Program provides best value for the Federal Government and American taxpayer through innovative procurement processes, premier customer service and outreach, acquisition insight, and partnership with Government entities and Industry.
- SEWP Vision:** SEWP will provide Federal Agencies high availability access and insight to strategic solutions through utilization of SEWP's suite of ICT products and services. High level agency decision makers will have direct access to their acquisition data to assist with strategic oversight and control of internal ICT acquisition and external supply chain processes.

The left sidebar contains a "FAST ACCESS" menu with links to SEWP Log-in, FAQ, TRAINING VIDEOS, OUTREACH/EVENTS, SEWP V CONTRACT INFO, REQUEST A QUOTE, CREDIT CARD / REORDERING, ADDRESS AND DIRECTIONS, and GIVE US YOUR FEEDBACK. Below this are "Resources" (FCW SEWP Contract Guide, On The Frontlines SEWP Contract Guide, SEWP Training Document, SEWP Specs, SEWP Issues, RPO Best Practices) and "SEWP Newsletters" (October 2018, Nov 2018, January 2018). A "Featured FAQs" section includes the question "I am an IT vendor, how do I become a SEWP Prime Contract Holder?" and a link to "For more Frequently Asked Questions, visit our [FAQ Knowledgebase](#)".

The right sidebar contains "Upcoming Events" (3/26 - SYNEX Red White and You, 3/28 AFCEA Bethesda Breakfast Series Roundtable, 4/3 SEWP Training and Industry Day, 4/15 - 2019 Southwest Defense, 4/16 Contracting Summit) and "SEWP in the News..." with several news items including "Listen to SEWP's PM, Joanne Woytek, talk about staff retention and the complexity of GWACs" and "Read about SEWP's fiscal year end procurement support for Federal Agencies".

- 2) Either enter login information or register for an account on the following page:



## DON ESL Agency Catalog – Ordering Guide

SEWP V

Helpline: (301) 286-1478 [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) Orders: FAX (301) 286-0317 [sewporders@sewp.nasa.gov](mailto:sewporders@sewp.nasa.gov) [Customer Support Center](#)

FAST ACCESS | PROCUREMENT INFO | CONTRACT HOLDERS | SEWP TOOLS | CUSTOMER SERVICE | AGENCY RESOURCES | CATALOGS | **CHAT NOW!** | LOG-IN

\*\*\* Notice -- NASA SEWP Scheduled Maintenance -- Thurs, Mar 21, 2019, 4:00 am - 8:00 am ET -- During this time, access to the SEWP Website and Tools will be unavailable. For concerns, please send questions to [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) or access our FAQs through our [Customer Support Center](#). Updated: Wed, Mar 13, 2019 \*\*\*

**Log In**

Please enter your information to continue.

User ID:  [Forgot your User ID?](#)

Password:  [Forgot your Password?](#)

**Create a SEWP Account**

Create a SEWP account today and start saving. With a SEWP account, you'll be able to conveniently request quotes, view responses, create orders and much more.

[Register Now](#)

3) Once logged in, select “Agency Catalog Tool” from the “Catalogs” menu at the top of the page.

SEWP V

Helpline: (301) 286-1478 [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) Orders: FAX (301) 286-0317 [sewporders@sewp.nasa.gov](mailto:sewporders@sewp.nasa.gov) [Customer Support Center](#)

FAST ACCESS | PROCUREMENT INFO | CONTRACT HOLDERS | SEWP TOOLS | CUSTOMER SERVICE | AGENCY RESOURCES | **CATALOGS** | **CHAT NOW!** | LOG-IN

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QRT HOME | REQUESTS | SEARCH | PROFILE | LOGOUT

**AGENCY CATALOG** (highlighted)

- AGENCY CATALOG INFO
- AGENCY CATALOG TOOL** (circled in red)

Home

The results below show all open solicitations or any that have ended within the past 30 days. Select [View All](#) to see all of your past requests.

[Watch our 4-minute how-to video for the Question and Answer feature](#)

One Request found.

REQUEST SEQ	REQUEST TYPE	CLOSING TIME (ET)	STATUS	QUOTES	DESCRIPTION	AGENCY INTERNAL TRACKING ID	ALTERNATE CONTACTS	ACTION

Export options: [CSV](#) | [Excel](#) | [XML](#) | [PDF](#)

4) You will be presented with a list of all SEWP Agency Catalogs accessible to your organization, including the NetApp DON ESL. Click on the link to the NetApp Agency Catalog.



## DON ESL Agency Catalog – Ordering Guide

5) On the resulting page, click “I would like to create a catalog RFQ based on the Navy Catalog.”

6) The remaining steps are the same as the normal NASA SEWP Request for Quotation process.

### 5.3 Use of Government Sources by Contractors

Contractors are authorized to purchase off this SEWP contract when permitted in writing by the Contracting Officer for that contractor’s contract or solicitation. In order for a contractor to order from the SEWP catalog,



## DON ESL Agency Catalog – Ordering Guide

the cognizant Contracting Officer is required to comply with FAR part 51 and DFARS 251. A Letter of Authorization (LOA) must be completed, signed by the Contracting Officer, and provided to the contractor. Please note that the Contracting Officer granting authorization is the one responsible for the support contract under which the Contractor is performing and is NOT necessarily the Contracting Officer who would normally handle NetApp buys for the BSO.

The LOA shall designate the owning organization name and customer ID number that will be responsible for future maintenance payments. The contractor will provide this LOA to the Ordering Activity as proof that authorization has been granted. A sample of the LOA format to be used is located at DFARS PGI 251.102, and can be accessed at the following link:

[http://farsite.hill.af.mil/reghtml/regs/far2afmcfars/fardfars/dfars/PGI%20251\\_1.htm#TopOfPage](http://farsite.hill.af.mil/reghtml/regs/far2afmcfars/fardfars/dfars/PGI%20251_1.htm#TopOfPage).

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## 6.0 Funding

The funding of orders under the DON ESL Agreement for NetApp will be the responsibility of each activity based on the current funding processes of each organization. Customers should use their current financial systems and processes to budget and fund orders in coordination with their organization/program office POCs. These organizations will be responsible for:

- Ensuring the proper funding appropriation is assigned to each order.
- Ensuring budget and funding are available for new product requirements and annual maintenance in future years.

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## 7.0 Acronyms

Acronym	Definition
ASN (FM&C)	Assistant Secretary of Navy, Financial Management & Comptroller
ASN (RD&A)	Assistant Secretary of Navy (Research, Development, and Acquisition)
BSO	Budget Submitting Office
CIO	Chief Information Officer
CS3	Customer Support and Strategic Sourcing
DFARS	Defense Federal Acquisition Regulation Supplement
DON	Department of the Navy
EFO	Exception to Fair Opportunity
ESL	Enterprise Software Licensing
FAR	Federal Acquisition Regulation
GWAC	Government-Wide Acquisition Contract
ITPR	Information Technology Procurement Request
ITPRAS	Information Technology Procurement Request/Review and Approval System
LOA	Letter of Authorization
MARCORSSYSCOM	Marine Corps Systems Command
NASA	National Aeronautics and Space Administration
NAVADMIN	Naval Administrative Message
POC	Point of Contact
SECNAVINST	Secretary of the Navy Instruction
SEWP	Solutions for Enterprise-Wide Procurement
Ts&Cs	Terms and Conditions
USMC	United States Marine Corps
USN	United States Navy



## 8.0 Appendices

All appendices have been posted to the “Ordering Guide” tab of the NetApp home page of the DON ESL SharePoint portal at: [https://navy.deps.mil/sites/PMM172/\\_layouts/15/start.aspx#/SitePages/Home.aspx](https://navy.deps.mil/sites/PMM172/_layouts/15/start.aspx#/SitePages/Home.aspx)

**Appendix A** – Attachment 3A - 3-Party Agreement Channel End User Terms

**Appendix B** – Attachment 3B - 3-Party Agreement Support Services Terms

**Appendix C** – Attachment 3C - 3-Party Agreement Professional Services Terms

**Appendix D** – Attachment 2 - Product and Price List

**Appendix E** – DON ESL Agency Catalog Terms and Condition

**Appendix F** – Attachment 6 - Report of Sales Format

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