

NSSC ELMT

Salesforce SEWP Catalog Information Sheet

NASA Contract: SEWP Contract Number NNG15SC27B

Product: Salesforce Portfolio of Products

Manufacturer: Salesforce, Inc.

Vendor: Carahsoft Technology Corp.

Summary: The NASA Shared Services Center (NSSC) Enterprise License Management Team (ELMT) portfolio has added an agency agreement for Salesforce. Salesforce is a Digital Experience Platform offered by Salesforce, Inc. which gives subscribers access to a collection of software as a service (SaaS) with capabilities that include but are not limited to: account, contact and partner relationship management; activity and opportunity management; forecast management; reports and dashboards; analytics; platform integration; business process automation; and workflow automation.

Products families available under the agreement are:

- Salesforce: Sales Cloud, Service Cloud, Experience Cloud, Tableau CRM, etc.
- Marketing Cloud
- Tableau
- MuleSoft

[Link to Product List](#)

Agreement Term: 3 Year: Base period, with 2 additional one-year options

Award Date: November 1, 2019

Period of Performance: Base Year - November 1, 2019 through October 31, 2020
Option Year 1 - November 1, 2020 through October 31, 2021
Option Year 2 - November 1, 2021 through October 31, 2022

Renewal Cycle Schedule:

Annual Agency-Wide Renewal -

Renewal True-up/Discovery Phase: November - December

Finalize Agency License Requirements and Provide Funding: January

Vendor Renewal Year Start Date: February 1

Document date: October 12, 2021

RELEASED - Printed documents may be obsolete; validate prior to use.

For questions associated with this agreement contact the following:

NASA Customer Contact Center: Call: 1-877-NSSC123 (1-877-677-2123)

- Select Option 3, Select Option 1 NASA employee, Select Option 3 Procurement
(or) NSSC ELMT Team: Email: nsscelmt@mail.nasa.gov

How to Request Quotations and Place Orders:

Quote Requests:

Salesforce/Marketing Cloud

New and existing customers should contact the Enterprise Service Management Team:

- <https://nasa.sharepoint.com/sites/esmsalesforceportal>
- agency-dl-salesforce@mail.nasa.gov
- Provide the following:
 - o Business/use case.
 - o Process flow diagram, if available.
 - o Number and types of users.

Tableau

For **new** Tableau Creator licenses:

- Contact bbirnberg@tableau.com, Ben.Thompson@Carahsoft.com, TableauFed@Carahsoft.com, Andrew.Henderson@Carahsoft.com, and kfrye@tableau.com
- Provide the following:
 - o Co-term end date January 31.
 - o Portal Account Name (The Enterprise Data Platform (EDP) Account name is: National Aeronautics and Space Administration 35. If adding to a different account, contact your Tableau server administrator for this.)
 - o Any existing licenses that should be renewed/co-term to BPA along with new ones.

For **renewing** existing Tableau licenses not currently on the BPA:

- Contact soglesby@tableau.com, Jada.Cannon@carahsoft.com, Andrew.Henderson@Carahsoft.com, and kfrye@tableau.com
- Provide the following:
 - o Co-term end date January 31.
 - o Portal Account Name (The Enterprise Data Platform (EDP) Account name is: National Aeronautics and Space Administration 35. If adding to a different account, contact your Tableau server administrator for this)
 - o License keys for licenses to be renewed.

Note: Tableau **Desktop** (legacy perpetual license + maintenance) is not available on the BPA. Customers can request a conversion to Tableau Creator annual subscription via the BPA. For

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renewing the maintenance on existing Tableau Desktop licenses, customers will need to request a quote from a different reseller.

MuleSoft

Customers should contact the Enterprise Service Management Team ([AART Identifier 8556459](#)):

- Contact: brad.neal@nasa.gov, jonathan.jacobs@nasa.gov, david.aramony@mulesoft.com
- Provide the following:
 - o Current/expected number of API calls
 - o Amount of data being returned (average)

How to Order:

Once a quote is obtained, A Purchase Request (PR) is required to order under this agreement if the amount of the order exceeds the Federal Acquisition Regulation (FAR) threshold for micro-purchases.

For software procurements **at or below \$250,000** for ELMT enterprise agreement purchases, the Simplified Acquisition Threshold (SAT) team at the NSSC will process these requests.

To proceed via SAT: click the link [NSSC PR Services Support Requests](#), then go to **NSSC Simplified Acquisition Customer Portal** to initiate the purchase. When creating a ticket please include the ELMT agreement number in the “Give a brief description” field.

All purchases for software **over \$250,000**, for ELMT enterprise agreement purchases, ELMT will process these requests. To initiate, send an email to the ELMT at nsscelmt@mail.nasa.gov with the PR number for awareness and approval tracking.

For Purchase Request (PR) Funded Orders:

Authorized Center POC	<ul style="list-style-type: none">- A Center POC coordinates and obtains quotation from the vendor or Enterprise Service Management Team- Quotation should include: (Product Name, Description, Part Number, Quantity, End User Name, Phone Number and E-mail Address)- Coordinate with a NASA Procurement POC** or Resource Analyst to submit a Purchase Request (PR) (or confirmation that funds are available)* PR Instructions- Finalize PR (funding) to NSSC Procurement <p><i>(If requirements are complex and you have questions, please contact the ELMT for assistance)</i></p>
<p>* Per FAR Subpart 32.7: Before executing any contract, the contracting officer shall—</p> <p>(a) Obtain written assurance from responsible fiscal authority that adequate funds are available or</p>	

(b) Expressly condition the contract upon availability of funds in accordance with 32.703-2.	
** NSSC Procurement can only accept funding from other NASA Center Procurement offices for Salesforce Contract transactions.	
NSSC Team	<ul style="list-style-type: none"> - Review the PR submission to validate requirements detail and current pricing against current SEWP Catalog pricing, etc. - Finalize funding requirement
NSSC Procurement	<ul style="list-style-type: none"> - Execute Task Order to vendor for procurement
Vendor	<ul style="list-style-type: none"> - Process Task Order - Invoice NASA (NSSC)
NSSC	<ul style="list-style-type: none"> - Route invoice for payment approval – Finance -> Procurement -> COR -> Procurement -> Finance
NSSC Procurement	<ul style="list-style-type: none"> - Courtesy copy of approved invoice routed to license account manager
ELMT	<ul style="list-style-type: none"> - Add product line item(s) information to the NSSC Enterprise Asset Tracking System (EATS) for license management

Payment with a Government-wide Purchase Card (GPC) is authorized when an order does not exceed the Federal Acquisition Regulation (FAR) micro-purchase threshold, currently **\$10,000.00**. [However for software purchases, you should check with your Center’s Chief Information Officer’s policies for proper guidance.](#)

For NASA P-Card Orders:

Authorized Center POC or GPC holder	<ul style="list-style-type: none"> - A Center POC coordinates and obtains quotation from the vendor or Enterprise Service Management Team - Quotation should include: (Product Name, Description, Part Number, Quantity, End User Name, Phone Number and E-mail Address) - License Number, if applicable <p><i>(If requirements are complex and you have questions, please contact the ELMT for assistance)</i></p>
Center GPC holder	<ul style="list-style-type: none"> - Place Order with Carahsoft: Andrew.Henderson@Carahsoft.com - Center POC would Email final quotation to the nsscelmt@mail.nasa.gov
** Payment by GPC for ELMT purchases shall be made in accordance with FAR 52.212-4, Contract Terms and Conditions – Commercial items, which provides for funding through a Work Breakdown Structure (WBS) number.	
Vendor	<ul style="list-style-type: none"> - Provide transaction-specific documentation to the NASA Contracting Officer within 3 to 5 business days: <ol style="list-style-type: none"> 1. Contract/BPA Number 2. Order Log Number

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	<ol style="list-style-type: none"> 3. Confirmation/Transaction Number 4. Product Name 5. Product Description/Item Number 6. Quantity Purchased 7. Unit Price 8. Extended Price 9. Date of Transaction and Date of Delivery 10. NASA GPC holder name and associated Center (including contact information) 11. License and/or maintenance user's name and contact information (if different from card holder)
ELMT	<ul style="list-style-type: none"> - Add product line item(s) information to the NSSC Enterprise Asset Tracking System (EATS) for license management

Additional Information:

Vendor Address:

Carahsoft Technology Corp.
11493 Sunset Hills Road Suite 100
Reston, Virginia 20190

Salesforce Info

Salesforce website: www.salesforce.com

Center IT Asset Managers: [\(ITAM\)](#)

ELMT contact information

Email: nsscelmt@mail.nasa.gov

ELMT Website: <https://nasa.sharepoint.com/sites/nssc/SitePages/ELMT.aspx>