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NASA SEWP VI
ORDERING GUIDE



CATEGORY B

#80TECH26D1372

NASA **SEWP VI**

Solutions for Enterprise-Wide Procurement

Contract Holder

Ordering Period

Base Period: Nov. 1, 2026 - Oct. 31, 2031

Option Period: Nov. 1, 2031 - Oct. 31, 2036

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NASA SEWP VI Overview

NASA SEWP (Solutions for Enterprise-Wide Procurement, pronounced "soup") gives all federal agencies and their approved contractors access to current Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services. Launched in 1993, SEWP I was the first Government-Wide Acquisition Contract (GWAC) in federal acquisition. It began by offering technology products to NASA and other agencies, and over 30 years, it has grown its scope to meet customer needs. Today, SEWP is a model of acquisition innovation in the federal government. The program is self-funded through usage fees (0.34%) and provides agencies with acquisition support for over 50,000 orders each year.

Link for More Information: https://www.sewp.nasa.gov/sewpvi/

About ITC Federal

ITC Federal is a Prime Contractor on NASA SEWP VI in Category B, Enterprise-Wide ITC/AV Service Solutions. ITC Federal helps federal agencies modernize, secure, and optimize their IT environments through enterprise-wide services.

Services Under Category B

Under the NASA SEWP VI Statement of Work, Category B covers enterprise-wide strategic solutions that improve and enhance an agency's ITC/AV infrastructure. Examples include:

- Cloud and Infrastructure Services
- Application Modernization
- IT Service Management
- Artificial Intelligence Services
- Digital Transformation
- Enterprise Networking
- Managed IT Services
- DevSecOps
- IT Program Management

NASA SEWP VI
Solutions for Enterprise-Wide Procurement
Contract Holder

CATEGORY B CONTRACT
80TECH26D1372
POP: 11/2026 – 10/2036

Main Office Address:
12150 Monument Drive,
Suite 300, Fairfax, VA 22033
Phone: 703.894.4444
Fax: 802.242.0433

SEWP VI Program Support
Order Issues &
Post-Delivery Contacts
Cris Watkins
SEWP VI Program Manager
Phone: 571.545.7169
cwatkins@itcfederal.com

Umme Hasnain
SEWP VI Deputy Program Manager
Phone: 571.251.8687
uhasnain@itcfederal.com

NASA SEWP Helpline
help@sewp.nasa.gov
SEWP PMO Hours:
M-F, 7:30 AM – 6:00 PM EST
www.sewp.nasa.gov

Other ITC/AV services are also in scope when they form an enterprise-wide solution, and they can be tailored to an agency's mission needs. Hardware or software may be included only when it is integral to delivering the overall services solution.

What's In Scope for SEWP VI?

SEWP is designed to provide a broad suite of Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services. Technology is ever-evolving, so SEWP's processes enable Contract Holders to add new commercial technology and IT services to their contract daily, as requested by customers. SEWP focuses on a full suite of technology offerings that simplify Government access to industry offerings across the entire ITC/AV solutions and services landscape.

SEWP is composed of three (3) scope categories detailed below. If you would like the NASA SEWP Program Management Office (PMO) to determine if your requirement is within the scope of the SEWP VI contract,

please send an overview and/or bill of materials (BOM) to **help@sewp.nasa.gov**, and the SEWP PMO will review it and provide feedback. The SEWP Contracts were awarded by scope category; the three categories are:

- **Category A - ITC/AV Solutions**
- **Category B - Enterprise-Wide ITC/AV Service Solutions**
- **Category C - Mission-Based ITC/AV Service Solutions**

Fair Opportunity When Using SEWP Contracts

Under FAR 16.505(b)(1), every contract holder must get a fair opportunity to be considered for each order exceeding the micro-purchase threshold (currently $15,000) placed under a multiple-award contract. The contracting officer chooses how to provide fair opportunity and must document the rationale for the award and price of each order. The SEWP Quote Request Tool (QRT) is the recommended way to meet this requirement. It automatically sends your request to all contract holders in the Group you select, or to a suggested source, and its records support your decision documentation.

Ordering Process

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase Requests (PRs) and delivery orders (DOs) that are issued against a SEWP contract are defined by the issuing Agency, not the SEWP PMO. The typical process is for an end-user to determine a requirement and generate a Purchase Request (PR). The PR, along with any necessary funding information, is sent to that Agency's procurement office, which results in the issuance of a DO.

Any valid Federal Agency DO form and the associated delivery order number may be used. The SEWP PMO does not issue DOs - these must be issued through the issuing Agency's procurement office. The SEWP PMO reviews, processes, and tracks issued DOs and forwards them to the Contract Holder(s). Some Agencies have special requirements for issuing IT delivery orders.

It is the Issuing Agency's Contracting Officer's (CO) 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. If modifications are made to any order, these modifications must also route through the SEWP PMO.

How to Place an Order for Services

Who Can Order Through NASA SEWP VI?

NASA SEWP VI contracts are available to NASA and all federal agencies, including the Department of Defense (DoD), and authorized federal support service contractors. Government Contracting Officers and authorized representatives may place orders through the SEWP VI site. Federal support service contractors may also purchase on behalf of the government with approval from their Government Contracting Officer. Services may be performed at government or contractor locations worldwide, as specified in each order. Performance outside the continental United States (OCONUS) is available through mutually agreed arrangements.

What to Have Ready

Before submitting a quote request through NASA SEWP VI, have the following information available, as applicable:

- **Agency Information:** Agency name, ordering office, and point of contact
- **IT Requirements:** IT services that include a statement of work (SOW) or performance work statement (PWS
- **Performance Details:** Anticipated period and place of performance
- **Relevant Acquisition Details:** Requested contract type (Ex., Category B, FFP/T&M), evaluation criteria, and response deadline

ITC Federal can provide information about our Category B capabilities and services to support your market research and acquisition planning.

How to Place an Order

Before requesting a quote, have the following information available, as applicable.

1. **Access NASA SEWP VI.** Visit www.sewp.nasa.gov/sewpvi and sign in to access the SEWP Marketplace.
2. **Find ITC Federal.** Search for ITC Federal under **Category B – Enterprise-Wide IT Services** to review our contract information and capabilities.
3. **Request a Quote.** Use the NASA SEWP Quote Request Tool (QRT) to submit your requirements and pricing. The tool supports fair opportunity among eligible contract holders in accordance with FAR 16.505(b).
4. **Place Your Order.** Review the quotes received, evaluate responses in accordance with your agency's acquisition procedures and FAR 16.505, and select the best-value solution. Your agency's Contracting Officer issues the delivery order, which is routed through the NASA SEWP Program Management Office for processing.

Need Assistance?

ITC SEWP VI Program Support team is available to discuss your agency's technology needs, explain our NASA SEWP VI Category B capabilities, and provide information about our services and innovative solutions that support your mission requirements. For assistance with the SEWP ordering process, including quote requests, training, and scope reviews, contact the NASA SEWP Customer Support Center.

Ordering Issues and Post-Delivery Support

Post-delivery support covers all services delivered by ITC Federal under the order, and ordering agencies who encounter issues or require updates must follow a specific process defined below.

1. **Reporting the Issue:** The ordering agency reports the issue by contacting the ITC team at **sewpvi@itcfederal.com** or **703.894.4444** with the SEWP VI contract number, delivery order number, Contracting Officer's name, and a description of the problem.
2. **Initial Response:** ITC acknowledges the notification within two business days and then collaborates on an action plan, identifies the root cause, and delivers a proposed resolution and timeline to the Contracting Officer.
3. **Escalation:** If the issue remains unresolved, the issue will be escalated to ITC Federal's NASA SEWP VI Program Manager or Deputy Program Manager using the details under *ITC's NASA SEWP Program Support and Contracts*, which triggers a formal written response from ITC Federal within three business days.

4. **SEWP Processing Issues:** For administrative processing problems such as unprocessed orders, modifications, or handling fee questions, agencies must contact the SEWP PMO Help Desk directly at **help@sewp.nasa.gov** or **301.286.1478**.
5. **Order Modifications:** Only the ordering Contracting Officer may authorize changes to an order's terms, pricing, or scope on any SEWP VI delivery order that ITC Federal is responsible for delivering, and ITC Federal will implement these changes only after receiving the processed modification through the SEWP PMO.

Service Warranty

All services are warranted to conform to the requirements and acceptance criteria in the delivery order's Statement of Work (SOW) or Performance Work Statement (PWS). If a deliverable does not conform during the warranty period stated in the order, notify ITC Federal in writing at sewpvi@itcfederal.com within the period. ITC Federal will promptly correct the nonconforming work.

ITC NASA SEWP VI Program Support

ITC Federal uses the following Program Management Office structure to coordinate the NASA SEWP VI vehicle. Please use the shared mailbox (**sewpvi@itcfederal.com**) so all actions, assignments, and tracking are captured throughout the life of the contract. Note the following:

Point of Contact	SEWP VI Support	Contact Information
ITC NASA SEWP VI Support ITC NASA SEWP VI PMO	Quotes, order status, support intake, and coordination of unresolved issues	sewpvi@itcfederal.com 703.894.4444
Cris M. Watkins SEWP VI Program Manager	Program Oversight and Contract Order Escalation	Phone: 571.545.7169 sewpvi@itcfederal.com cwatkins@itcfederal.com
Umme Hasnain Deputy SEWP VI Program Manager	Program Oversight and Contract Order Escalation	Phone: 571.251.8687 sewpvi@itcfederal.com uhasnain@itcfederal.com
Zhenia Klevitsky Post-Delivery Support Lead	Sales and Warranty Support	Phone: 202.361.0657 sewpvi@itcfederal.com zklevitsky@itcfederal.com

NASA SEWP Helpline

Contact the NASA SEWP Program Management Office (PMO) for help with the SEWP ordering process, including Quote Request Tool (QRT) questions, training, scope reviews, and delivery order processing. Program information and ordering tools are available at www.sewp.nasa.gov/sewpvi.

- **PMO Hours:** Monday – Friday, 7:30 AM – 6:00 PM ET
- **Customer Help Desk:** 301.286.1478
- **Email:** help@sewp.nasa.gov
- **Customer Support Center:** support.sewp.nasa.gov (Live Chat, Service Tickets, and FAQs)
- **Delivery Orders:** sewporders@sewp.nasa.gov or fax 301.286.0317