



ORDERING GUIDE

SEWP OVERVIEW

NASA SEWP VI – The NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup", provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services for all Federal Agencies and their approved contractors. Created in 1993, SEWP I was the first Government-Wide Acquisition Contract (GWAC) in the federal acquisition space. Originally, the contract vehicle provided only technology products for NASA and all other agencies. SEWP has continually evolved over the past 30 years, expanding its scope to meet the requests of its customers. The SEWP vehicle represents acquisition innovation within the Federal Government. The program is self-funded through usage fees (0.34%) and provides all Federal agencies with acquisition support - more than 50,000 orders a year.

FAIR OPPORTUNITY AND REQUESTS FOR QUOTES

FAR 16.505(b) (1) provides that each contractor shall be given fair opportunity to be considered for each order exceeding \$15,000 and issued under multiple award contracts. The FAR states that the method to obtain fair opportunity is at the discretion of the Contracting Officer (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 Quote Request Tool (QRT) will automatically include the Contract Holders within a Category or based on a suggested source.

ABOUT Enterprise Solutions, Inc.

Founded in 1999, Enterprise Solutions, Inc. (ESI) has over 20 years of experience across the public and private sectors, helping our clients bridge operational challenges to advance them from where they are today to where they want to be tomorrow.

Visit our website: www.enterprisesolutions.net

ENTERPRISE SOLUTIONS, INC. (ESI)

ESI Contract Info

Category C Contract
Contract #: 80TECH26D1530
UEI: C4WLVCJ9ZXH3
Contract Type: GWAC
PoP: Nov 2026 – Oct 2036
ESI SEWP VI Page:
enterprisesolutions.net/sewpvi

Main Office Address:

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SEWP VI Program Support

SEWP Program Manager

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SEWP Deputy Program Manager

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Sales/Procurement

Terri Trinchera
+1-855-374-4663 x707
ttrinchera@enterprisesolutions.net

SEWP Helpline

(301) 286-1478
SEWP PMO Hours:
M-F, 7:30 AM – 6 PM (ET)
help@sewp.nasa.gov
www.sewp.nasa.gov/sewpvi

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 and for that reason SEWP's processes enable our Contract Holders to add new commercial technology and IT services to their contract daily, as requested by our customers. The focus of SEWP is on the full suite of technology offerings that simplify Governmental access and 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 SEWP to determine if your requirement is within scope of the SEWP VI contract, please send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov and we will quickly review and provide feedback.

The SEWP Contracts were awarded by scope category, the three categories are:

CATEGORY A

ITC/AV (Information Technology,
Communications, and Audio-Visual
Solutions)

CATEGORY B

Enterprise-Wide ITC/AV
Service Solutions

CATEGORY C

ITC/AV Mission-Based
Services

ORDERING PROCESS

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase Requests (PR) and Delivery Orders (DO) that are issued against a SEWP contract is defined by the issuing Agency, not the NASA SEWP Program Management Office (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 NASA SEWP Program Management Office (PMO) does not issue DOs - 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).

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.

If modifications are made to any order, these modifications must also route through the SEWP Program Management Office (PMO).

POLICY AND PROCEDURAL INFORMATION

Basic Warranty:

ESI offers a standard 90-day warranty on all services delivered under an agreement. This warranty covers service defects, performance gaps, or deliverables that do not meet agreed-upon specifications. During the warranty period, ESI will promptly correct any identified deficiencies at no additional cost to our client.

Service requests or warranty claims may be submitted via phone, email, or our online service request form below. Each request will be logged, tracked, and assigned to the appropriate technical or project lead for resolution. We maintain clear escalation paths to ensure urgent issues are addressed quickly and transparently.

If our client requires a longer warranty period or a service-level agreement (SLA)-based support model, ESI is prepared to tailor warranty terms accordingly during task order negotiation. Our goal is to ensure ongoing performance, client satisfaction, and accountability throughout the lifecycle of each engagement.

Extended Warranty, Installation, Technical Support, Software Support, and Post-Delivery Issues:

When extended warranty coverage, maintenance, or Service Level Agreement (SLA)-based support is required, ESI will work with the customer to establish appropriate terms based on the specific requirements of the order.

For assistance regarding installation, technical support, software support, warranty service, or other post-delivery issues, customers may contact ESI's SEWP VI Program Manager or Deputy Program Manager:

SEWP Program Manager

Michael Lee

+1-855-374-4663 x703

mlee@enterprisesolutions.net

SEWP Deputy Program Manager

JiAe Sohn

+1-855-374-4663 x701

jsohn@enterprisesolutions.net

HOW TO TROUBLESHOOT A PROBLEMATIC ORDER

For assistance with a problematic order, including order status, delivery, invoicing, discrepancies, or other order-related concerns, customers should contact ESI's SEWP Deputy Program Manager or Sales/Procurement representative. ESI will review the issue and coordinate with the appropriate parties to facilitate resolution.

SEWP Deputy Program Manager

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