NASA SEWP VI ORDERING GUIDE

VersaTech, Inc.

Category B Contract #: 80TECH26D1089

Category C Contract #: 80TECH26D0926

Period of Performance: Nov 1, 2026 - Oct 31, 2036

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VersaTech SEWP VI Program Support: Order Issues and Post-Delivery Contacts

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SEWP VI Overview

NASA's Solutions for Enterprise-Wide Procurement (SEWP, pronounced "soup") gives every federal agency, and the contractors they authorize, access to current Information Technology, Communication, and Audio-Visual (ITC/AV) products, solutions, and services. SEWP I launched in 1993 as the first government-wide acquisition contract (GWAC) in federal contracting, and at the start it offered only technology products to NASA and other agencies.

Over three decades, SEWP has grown in step with customer needs and remains a model for acquisition innovation across government. The program funds itself through a 0.34% usage fee and supports more than 50,000 agency orders each year.

About VersaTech

VersaTech, Inc. is a small, disadvantaged business headquartered in the Washington, DC and Baltimore region. We deliver IT infrastructure, audio-visual integration, managed services, and cybersecurity solutions to federal, state, local, and commercial clients. Under SEWP VI, VersaTech holds awards in both Category B (Enterprise-Wide ITC/AV Service Solutions) and Category C (Mission-Based ITC/AV Service Solutions), giving agencies one partner for enterprise programs and mission-specific requirements alike.

Fair Opportunity

Under FAR 16.505(b)(1), every contract holder on a multiple award contract must receive a fair opportunity to be considered for each order over $10,000. The Contracting Officer (CO) decides how fair opportunity is provided and must document the reasoning behind each order's placement and price.

The SEWP Quote Request Tool (QRT) is the recommended way to meet this requirement and to support the CO's decision record. The QRT automatically includes all contract holders in the selected group, or those tied to a suggested source.

What's in Scope for SEWP VI?

SEWP VI covers a wide range of ITC/AV products, solutions, and services. Because technology changes quickly, SEWP allows contract holders to add new commercial technology and IT services to their contracts on a daily basis as customers request them. The program's goal is to make the full ITC/AV landscape easy for agencies to reach.

SEWP VI is organized into three scope categories:

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

VersaTech holds Category B and Category C contracts.

Category	VersaTech Contract	What it Covers
Category B: Enterprise-Wide ITC/AV Service Solutions	80TECH26D1089	Services delivered across an agency or enterprise, such as [managed IT services, network and infrastructure operations, enterprise AV support, cybersecurity operations, help desk]
Category C: Mission-Based ITC/AV Service Solutions	80TECH26D0926	Services tied to a specific mission, program, or site, such as [AV integration for a facility, infrastructure deployments, project-based engineering, targeted cybersecurity assessments]

To confirm whether a requirement falls within SEWP VI scope, send a requirements overview and/or bill of materials (BOM) to help@sewp.nasa.gov. The SEWP team will review it and respond promptly.

Ordering Process

Each agency sets its own internal ordering process. The forms used for Purchase Requests (PRs) and Delivery Orders (DOs) placed against a SEWP contract are determined by the ordering agency, not by the NASA SEWP Program Management Office (PMO).

1. An end user identifies a requirement and prepares a Purchase Request (PR).
2. The PR and its funding information go to the agency's procurement office, which issues a DO. Any valid federal agency DO form and DO number may be used.
3. The SEWP PMO reviews, processes, and tracks the DO, then forwards it to VersaTech. The PMO does not issue DOs; only the ordering agency's procurement office can.

Some agencies have additional rules for IT orders. The ordering agency's Contracting Officers (COs/KOs) are responsible for knowing any agency-specific policies on using existing vehicles and GWACs. SEWP does not require agencies to route orders through intermediary procurement offices unless their own policies call for it.

All order modifications must also be routed through the SEWP PMO. Orders, including credit card orders, must be submitted to the SEWP PMO, processed, and assigned a SEWP Control Number (SCN).

Requesting a Quote

VersaTech quotes all in-scope SEWP VI services under both Category B and Category C, including [managed services, IT infrastructure, AV integration, cybersecurity, engineering, and program management support, plus related hardware and software].

Customers can request a quote through the NASA SEWP Quote Request Tool (QRT) or by contacting VersaTech directly. For a direct request, please include:

- Agency name
- Point of contact details
- Statement of Work (SOW), Performance Work Statement (PWS), or a description of the requirement
- Bill of Materials (BOM), if applicable
- SEWP VI category requested (Category B or Category C), if known
- Ordering details and required delivery date

Submit quote requests to the VersaTech SEWP VI Program Manager or Deputy Program Manager listed on the cover page via email at sales@versatechinc.com. VersaTech will confirm receipt within one business day and work with you on a response timeline that fits the size and complexity of the requirement.

Support Services

All support requests below go to the VersaTech SEWP VI Program Manager or Deputy Program Manager listed on the cover page, by email or phone. Support hours are Monday through Friday, [8:00 AM to 5:00 PM] Eastern Time.

Installation Support

When a delivery order includes installation, VersaTech schedules the work directly with the customer. Installation support can include site surveys, equipment deployment and configuration, system integration, testing and validation, and user transition support. Installations that require on-site work are assigned a dedicated VersaTech project lead.

Basic Warranty Support

Unless the order states otherwise, products delivered under SEWP VI carry the manufacturer's standard commercial warranty. To request warranty support:

1. Contact VersaTech support.
2. Share the order number and the product serial number.
3. Describe the problem.
4. VersaTech will work with the manufacturer to resolve it on your behalf.

Extended Warranty Options

Where manufacturers offer them, VersaTech can supply extended warranties, maintenance agreements, and manufacturer support plans. These options are identified during quoting and can be added to an order in line with SEWP contract requirements.

Technical Support

VersaTech coordinates technical support for every product and service delivered under its SEWP VI contracts. This includes troubleshooting, configuration help, escalation to manufacturers, defect reporting, and tracking issues through resolution.

Software Support

VersaTech works with software publishers and OEM partners to support license activation, installation, access and entitlement questions, version upgrades, and manufacturer support coordination.

Post-Delivery Support

On delivery, customers should inspect all products and services for completeness and accuracy and report any issue to VersaTech within five business days of finding it. Common issues include damaged shipments, missing or incorrect items, license discrepancies, and service performance concerns. VersaTech will acknowledge each issue within one business day and agree on a corrective action plan with the customer.

Order Troubleshooting and Escalation

For any order issue, please provide the agency name, Delivery Order number, SEWP VI category (B or C), a description of the product or service, a description of the issue, and any supporting documents.

VersaTech will keep the customer updated until the issue is fully resolved.

SEWP Helpline

SEWP Program Management Office (PMO) hours: Monday through Friday, 7:30 AM to 6:00 PM Eastern Time

- Email: help@sewp.nasa.gov
- Phone: 301-286-1478
- Website: www.sewp.nasa.gov