HATHIANT

NASA SEWP VI Ordering Guide

Category B 80TECH26D2020 | Category C 80TECH26D1645

Period of Performance: November 1, 2026 through October 31, 2036

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1. SEWP Overview

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 other agencies. SEWP has continually evolved over the past 30 years, expanding its scope to meet the requests of its customers, and represents acquisition innovation within the Federal Government. The program is self-funded through a 0.34% usage fee and provides all Federal agencies with acquisition support for more than 50,000 orders a year.

SEWP VI is a multi-award, Government-Wide Acquisition Contract (GWAC) awarded and managed by the NASA SEWP Program Office at Goddard Space Flight Center. It is a ten-year, Indefinite Delivery/Indefinite Quantity (IDIQ) contract that is open to all Federal agencies and their authorized contractors.

2. Hathiant Contract Information

Contract Number – Category B	80TECH26D2020
Contract Number – Category C	80TECH26D1645
Contract Type	Multi-award GWAC (IDIQ)
Period of Performance	November 1, 2026 through October 31, 2036

SEWP Surcharge	0.34%
UEI	XQKKAYJMKE44

3. What’s in Scope for SEWP VI

Category B – Enterprise-Wide ITC/AV Service Solutions – Contract 80TECH26D2020

Enterprise-wide strategic solutions that improve and enhance an agency’s ITC/AV infrastructure. Category B covers large-scale requirements that span multiple departments, locations, customers, or field offices, including cloud computing, managed services, shared services, infrastructure management, cybersecurity, and wide-scale technical support.

Category C – ITC/AV Mission-Based Services (Small Business Set-Aside) – Contract 80TECH26D1645

Program- and mission-level ITC/AV services reserved for small businesses. Category C covers professional services, systems integration, software and application development, data and analytics, and agency-specific mission support that help agencies design, implement, and sustain mission-critical technology environments.

4. Fair Opportunity

A.1.13 Fair Opportunity and Requests for Quotes

> Contractors will be provided a fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), including the SEWP RFQ tools. No documentation for the order selection is required to be submitted with the order. All such documentation is to be maintained by the issuing procurement office.
>
> The Contractor shall not market, quote or otherwise offer for sale, any ITC/AV Solutions not listed under this contract, until the said solutions are included in the SEWP database of record, and available to all Government end-users.
>
> If the Government issues a Request For Information (RFI) as part of market research, the Contractor may provide items not yet listed on their SEWP contract as part of a market research quote if:
>
> 1. all such items are clearly marked as not yet available on their SEWP contract; and
> 2. the contractor submits a technology refreshment request to add those products to their contract.
>
> If the Government issues a Request For Quote (RFQ) or a Market Research Request (MRR), the Contractor may only respond with items available on their Contract and the price of each item shall be no greater than the price in Attachment F SEWP database of record at the time the quote is issued. If the Contractor has insufficient items on their contract to fully respond to the Formal RFQ, the Contractor must respond with a No Bid. Unless the RFQ specifically allows for partial quotes, the contractor must respond fully to all requirements specified in the RFQ.
>
> When submitting a quote to a government end-user, the contractor must clearly state the length of time the quote is valid. The contractor shall honor any order submitted within the stated time period of a quote.
>
> When responding to an RFI or RFQ issued from the NASA SEWP RFQ on-line quoting system, the Contractor must respond as outlined in Attachment C: Contract Holder User Manual (CHUM).

> Contract Holders are prohibited from using Government information posted on the NASA SEWP Contract Holder Only Page, such as RFQs, RFIs, etc., for purposes other than proposing on SEWP requirements. This includes Contract Holders providing third parties with SEWP information and requirements for the purpose of assisting companies, that are not SEWP Contract Holders, with providing unsolicited proposals to meet agency requirements already posted to the NASA SEWP RFQ on-line quoting system.

5. Ordering Process

1. **Define your requirement.** Identify the ITC/AV services you need and which SEWP VI category fits (Category B for enterprise-wide solutions, Category C for mission-based services). Hathiant's SEWP VI team is glad to help scope the requirement during market research.
2. **Request a quote.** Issue a Request for Quote through the NASA SEWP on-line Quote Request Tool (QRT) at sewp.nasa.gov, selecting the appropriate category and group, or email a request to Hathiant's Program Manager. RFQs issued through the SEWP tools automatically satisfy the Fair Opportunity notification to all contract holders in the selected group.
3. **Receive and evaluate quotes.** Hathiant quotes reference contract number(s) 80TECH26D2020 (Category B) or 80TECH26D1645 (Category C), state how long the quote is valid, and already include the 0.34% SEWP fee. Your contracting officer documents the selection rationale; that documentation stays with the issuing office.
4. **Place the order.** Issue the delivery or task order (or Government Purchase Card order) to Hathiant LLC, citing the SEWP VI contract number and Hathiant's quote number.
5. **Kick-off and delivery.** Hathiant acknowledges the order, confirms points of contact, and schedules a kick-off. Our Program Management Office tracks delivery through completion and acceptance.

6. Program Support

How to obtain a quote

Contact Hathiant's SEWP VI program team for quotes on ITC/AV services and solutions under Category B or Category C. Requests may also be issued to Hathiant through the NASA SEWP Quote Request Tool. We respond with a compliant quote that states its validity period.

Installation, warranty, and post-delivery support

- **Installation:** Installation, configuration, and implementation services are performed as specified in the order and the accepted quote, on a schedule coordinated with the ordering agency.
- **Basic warranty:** Any hardware or software delivered as part of a service solution carries the original equipment manufacturer's (OEM) standard warranty, which begins at Government acceptance. Hathiant coordinates warranty claims with the OEM on the customer's behalf.
- **Extended warranty:** Extended warranty and maintenance coverage is available when quoted and ordered as a separate line item.
- **Technical support:** Our support staff respond to service issues during normal business hours (0800 – 1600 EST) and escalate according to the service levels in the order.

- **Software support:** Software maintenance, subscription renewals, and license support are provided per the publisher's terms and the order; Hathiant tracks renewal dates and notifies customers in advance.
- **Returns and other issues:** Report damaged, incorrect, or non-conforming deliverables to the Deputy Program Manager, who will open a case and coordinate resolution.

Troubleshooting a problematic order

1. Contact the Deputy Program Manager with your order number, SEWP contract number, and a short description of the issue.
2. Hathiant acknowledges the request during business hours (0800 – 1600 EST) and works the issue with the customer and any suppliers until it is resolved.
3. If the issue is not resolved to your satisfaction, escalate to the Program Manager.
4. If you still need assistance, contact the NASA SEWP Program Office at help@sewp.nasa.gov or (301) 286-1478.

Support staff

Contact our SEWP VI support staff for all Online Program Support: obtaining a quote; installation, warranty & post-delivery support; and troubleshooting a problematic order.

Name	Role	Email
John Luongo	SEWP VI Deputy Program Manager	john.luongo@hathiant.com
Vishal Hathiramani	SEWP VI Program Manager	vishal.hathiramani@hathiant.com

7. Contact Information

Name	Role	Email
Vishal Hathiramani	SEWP VI Program Manager	vishal.hathiramani@hathiant.com
John Luongo	SEWP VI Deputy Program Manager	john.luongo@hathiant.com

NASA SEWP Program Office

Hours: Monday – Friday, 7:30 AM – 6:00 PM (ET)
Email: help@sewp.nasa.gov
Customer Help Desk: (301) 286-1478 | Website: www.sewp.nasa.gov