NASA SEWP VI ORDERING GUIDE

EMW, INC. | CATEGORY C | SMALL BUSINESS

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. SEWP has continually evolved over the past 30 years, expanding its scope to meet the requests of its customers. 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

FAR 16.505(b)(1) provides that each contractor shall be given fair opportunity to be considered for each order exceeding $10,000 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 (QRT) is the recommended method to assist in this activity and to augment the required decision documentation. The QRT will automatically include the Contract Holders within a selected Category or based on a suggested source.

About EMW, Inc.

Established in 1995, EMW, Inc. is a systems integration company headquartered in Fairfax, Virginia, providing Systems Engineering and Technical Assistance (SETA), Engineering and Installation (E&I), Operations and Maintenance (O&M), and Cyber Security services. Visit our website: www.emw.com

EMW, Inc.

Category C Contract
80TECH26D1446

PoP: 11/1/2026 – 10/31/2036

SEWP Fee: 0.34%

Main Office Address

EMW, Inc.
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EMW SEWP VI Program Contacts

Christopher Welch
Program Manager
cwelch@emw.com
(703) 273-5801 ext. 405

Elizabeth Glista
Deputy Program Manager
eglista@emw.com
(703) 273-5801 ext. 202

NASA SEWP Program Office

SEWP Helpline
help@sewp.nasa.gov
(301) 286-1478

SEWP Orders
sewporders@sewp.nasa.gov

SEWP PMO Hours
M–F, 7:30 AM – 6 PM (ET)
www.sewp.nasa.gov

What’s in Scope: Category C

SEWP VI contracts were awarded by scope category. EMW, Inc. holds a **Category C – Mission-Based ITC/AV Service Solutions** contract in the Small Business lane. SEWP’s processes allow Contract Holders to add new commercial technology and IT services to their contracts as requested by customers. If you would like SEWP to determine whether your requirement is within scope of the SEWP VI contract, send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov.

Ordering Process

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase Requests (PR) and Delivery Orders (DO) issued against a SEWP contract are defined by the issuing Agency, not the NASA SEWP Program Management Office (PMO). Typically, an end-user determines a requirement and generates a PR, which is sent with any necessary funding information to the Agency's procurement office, which issues a DO. Any valid Federal Agency DO form and 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. It is the issuing Agency's Contracting Officer's responsibility to be aware of any Agency-specific policies for issuing orders via a GWAC. If modifications are made to any order, those modifications must also route through the SEWP PMO.

How to Obtain a Quote – Sales Contacts

Agencies request quotes through the NASA SEWP Quote Request Tool at www.sewp.nasa.gov, selecting Category C. For quotes, pricing, and solution questions, contact EMW's sales representatives:

ROLE	NAME	TELEPHONE	EMAIL
Deputy Program Manager	Elizabeth Glista	(703) 273-5801 ext. 202	eglista@emw.com
Program Manager	Christopher Welch	(703) 273-5801 ext. 405	cwelch@emw.com

Installation, Warranty, Technical Support, and Post-Delivery Issues

Installation, basic and extended warranty, technical support, software support, and other post-delivery terms are stated in each EMW quote and the resulting delivery order. For any of these issues, contact Christopher Welch, Program Manager, at (703) 273-5801 ext. 405 or cwelch@emw.com.

Customer Service and Order Troubleshooting Contacts

ROLE	NAME	TELEPHONE	EMAIL
Customer Service – Contracts Manager	Heather Stevens	(703) 273-5801 ext. 200	hstevens@emw.com
Escalation – Program Manager	Christopher Welch	(703) 273-5801 ext. 405	cwelch@emw.com

Troubleshooting a Problematic Order

If an order has a problem (for example, incorrect items or pricing, delivery delays, missing or damaged items, modification needs, or invoicing questions), please follow these steps:

1. Contact Heather Stevens, Contracts Manager, at (703) 273-5801 ext. 200 or hstevens@emw.com. Include the contract number (80TECH26D1446), your delivery order number, the ordering agency, and a description of the issue.
2. EMW will acknowledge the request, research the issue with the ordering and contracting offices, and agree on a corrective action and timeline with you.
3. If the issue is not resolved to your satisfaction, escalate to Christopher Welch, Program Manager, at (703) 273-5801 ext. 405 or cwelch@emw.com.
4. If the issue still cannot be resolved, contact the NASA SEWP Program Office helpline at (301) 286-1478 or help@sewp.nasa.gov.

Contract Clause 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 IT 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 the 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 online quoting system, the Contractor must respond as outlined in Attachment C: Contract Holder User Manual (CHUM).