NASA **SEWP VI**

Solutions for Enterprise-Wide Procurement

Contract Holder

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

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 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 selected Category or based on a suggested source.

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Main Office Address:
5280 Corporate Drive B101
Frederick, MD 21703

Period of Performance:
11/1/2026 – 10/31/2036

PROGRAM CONTACTS

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ABOUT R3

R3 is a cloud-first IT, cybersecurity, and compliance solutions provider, keeping organizations secure, running, and ready for the future.

Contact us: 240-654-1451 | info@r3-it.com

Visit our website: R3-IT.COM

SEWP HELPLINE

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

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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 Solutions



CATEGORY B

Enterprise-Wide ITC/AV Service Solutions



CATEGORY C

Mission-Based ITC/AV Service Solutions

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).

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ABOUT R3

R3 delivers cloud-first IT, cybersecurity, and compliance solutions that help organizations operate securely, efficiently, and at scale. As a trusted technology partner, R3 works with customers to modernize infrastructure, strengthen security, improve compliance, and accelerate business outcomes through innovative technology strategies. Combining deep technical expertise with a customer-focused approach, R3 provides scalable, cost-effective solutions designed to meet evolving mission and operational requirements.

R3 CATEGORY C FOCUS AREAS

R3 is a Category C SEWP VI contract holder that supports federal customers with secure, scalable, and mission-focused technology implementations that align with agency objectives and operational needs.

HOW TO OBTAIN A QUOTE

Federal agencies may request quotes for products and services available through the NASA SEWP VI contract vehicle. The recommended method for requesting quotations is the NASA SEWP Quote Request Tool (QRT), customers seeking assistance with quote requests, procurement planning, contract eligibility, or acquisition guidance may contact:



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WARRANTY AND SUPPORT

R3 coordinates installation assistance, warranty support, extended maintenance options, technical support, and software support for products and services acquired through the NASA SEWP VI contract vehicle.

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QUESTIONS REGARDING POST-DELIVERY ISSUES

Customers requiring assistance with an existing order should provide their agency name, delivery order number, ordering activity, a description of the issue, and any relevant supporting documentation.

For support, warranty assistance, or order-related inquiries, please contact the SEWP Program Team listed above.

ORDER TROUBLESHOOTING AND ISSUE RESOLUTION

For order-related concerns, including shipping discrepancies, incorrect items, delivery delays, invoice questions, warranty concerns, or contract administration issues, customers should:

01. **Gather all relevant order documentation.**
02. **Identify the affected delivery order number.**
03. **Document the issue and any relevant dates.**
04. **Contact the R3 customer service team.**
05. **Cooperate with R3 representatives during investigation and resolution efforts.**

R3 will acknowledge requests, coordinate with manufacturers or distributors as needed, and work with the customer to resolve issues as quickly as possible.

CUSTOMER SERVICE CONTACTS

For all order-related questions, issue resolution, warranty concerns, or general customer service inquiries, please contact:



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