NASA SEWP VI

Solutions for Enterprise-Wide Procurement

Contract Holder

SEWP OVERVIEW

NASA SEWP VI **(GWAC)** – 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 OPPORTUNTIY

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.

About RedMatter Solutions

RedMatter Solutions is a Minority-Owned, SBA 8(a) certified technology and management consulting firm specializing in cybersecurity, identity and access management, and IT solutions for federal and commercial clients.

Visit our website: https://www.redmattersolutions.com

RedMatter Solutions

UEI: FNDJDBCH8138

Category C Contract

80TECH26D0966

Period of Performance (PoP) : 11/1/2026 - 10/31/2036

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3030 Clarendon Blvd,
Suite #460,
Arlington, VA 22201
Phone: **703-786-7248**
Fax: **703-454-0727**

SEWP VI Program Support

Order Issues and Post-Delivery Contacts

Paul Oehling
SEWP Program Manager
paul.oehling@redmattersolutions.com
703-593-1857

Bardia Khoshnoodi
SEWP Deputy Program Manager
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703-362-7171

SEWP Helpline

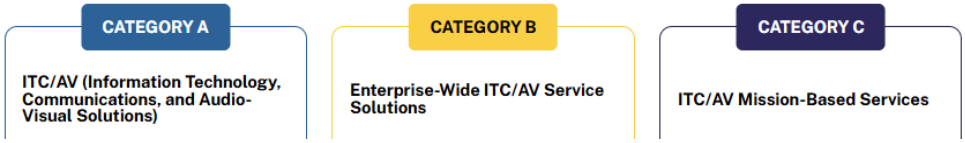
help@sewp.nasa.gov
Customer Help Desk: (301) 286-1478
SEWP PMO Hours:
M-F, 7:30 AM – 6 PM (ET)
www.sewp.nasa.gov

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).

Obtaining Quotes Through NASA SEWP VI

Requesting a Quote

Federal agencies may obtain quotations from RedMatter Solutions for software, cloud solutions, subscriptions, professional services, and other eligible SEWP VI offerings through the NASA SEWP procurement process.

The NASA SEWP Quote Request Tool (QRT) is the Government's recommended method for obtaining quotes from SEWP Contract Holders. The QRT streamlines the fair opportunity process by allowing customers to distribute requirements to eligible Contract Holders within the appropriate SEWP VI contract category.

Using the SEWP Quote Request Tool (QRT)

Customers may submit a request for quotation by utilizing the NASA SEWP Quote Request Tool (QRT) available through the NASA SEWP Program Management Office (PMO). Through the QRT, customers may:

- Submit Requests for Quotations (RFQs)
- Conduct market research
- Request pricing for software, services, and solutions
- Distribute requirements to eligible SEWP VI Contract Holders
- Facilitate fair opportunity competitions in accordance with applicable acquisition regulations

Upon receipt of a QRT request, RedMatter Solutions will review the requirement and provide a quotation responsive to the customer's stated technical, delivery, and contractual requirements.

Information to Include in a Quote Request

To ensure the most accurate and timely response, customers are encouraged to provide:

- Requirement description or Statement of Work (SOW)
- Desired software, solution, or service requirements
- Performance period or delivery requirements
- Applicable labor categories, if known
- Security and compliance requirements
- Evaluation criteria
- Point of contact information
- Any other documentation necessary to define the requirement

Quote Development

RedMatter Solutions reviews each request to ensure compliance with SEWP VI contract requirements and develops a solution that addresses the customer's stated objectives.

Quotations may include:

- Software licenses and subscriptions
- Cloud-based solutions
- Professional and technical services
- Implementation and integration services
- Training and support services
- Maintenance and renewal options, where applicable

All proposed offerings are provided in accordance with the terms and conditions of the NASA SEWP VI contract. Contract holder guidance states that quoted items must be included within contract scope and that quoted pricing must comply with applicable contract pricing require

Direct Requests for Information

Customers may also contact RedMatter Solutions directly for market research, acquisition planning support, capability discussions, and preliminary budgetary estimates. Direct communications do not replace any competition requirements established by the ordering agency.

SEWP Program Management Office Support

The NASA SEWP Program Management Office (PMO) provides acquisition assistance throughout the procurement lifecycle and is available to assist customers with the quote request process, contract guidance, and use of SEWP ordering tools. SEWP guidance identifies the PMO as a resource for facilitating the acquisition process and supporting both government customers and industry partners.

Customer Point of Contact

Customers interested in obtaining a quotation from RedMatter Solutions through NASA SEWP VI should contact the designated RedMatter Solutions SEWP Program Manager, Paul Oehling (paul.oehling@redmattersolutions.com, 703-593-1857), or submit their requirements through the NASA SEWP Quote Request Tool (QRT).

Customer Support Contacts:

For Post-Delivery support, in case of problematic orders, to resolve order issues, or for any other questions, please contact our Post Delivery Support and Customer Service/Order Troubleshooting Team:

Sales: Mohammad Khattak, mohammad.khattak@redmattersolutions.com, 571-639-9783
Product Manager: Rahul Dua, rahul.dua@redmattersoltuions.com, 703-786-7248
IT Support and Maintenance: Anish Khatri, anish.khatri@redmattersolutions.com, 240-449-6394

Support Procedures
Installation and Implementation Support
RedMatter Solutions provides installation, implementation, configuration, and deployment assistance for software and professional service solutions when specified in the applicable task order. Services are performed in accordance with the requirements defined in the customer order and may include system configuration, integration support, testing assistance, and knowledge transfer activities. Installation and implementation services are coordinated with the customer's designated technical representatives to ensure alignment with operational and security requirements.
Warranty Support
For software and professional services provided under NASA SEWP VI, warranty support is offered in accordance with the manufacturer, publisher, or service agreement applicable to the awarded solution.
RedMatter Solutions will provide reasonable assistance in addressing issues that are directly attributable to services performed by RedMatter personnel and will coordinate with software publishers, licensors, or authorized providers as necessary to facilitate issue resolution.
Specific warranty terms, coverage periods, limitations, and exclusions will be identified in the applicable quotation, task order, license agreement, or statement of work.
Extended Warranty and Maintenance Support
When available through the software publisher or service provider, RedMatter Solutions may facilitate the acquisition and management of extended maintenance and support agreements. Such support may include:
- Software maintenance renewals
- Access to software updates and enhancements, as authorized by the publisher
- Vendor maintenance coordination
- Subscription renewal management
- Ongoing support services specified within the awarded task order

Extended maintenance and support options will be provided in accordance with the terms established by the applicable software publisher or service provider.
Technical Support
RedMatter Solutions provides technical support for software solutions and professional services delivered under NASA SEWP VI. Technical support services may include:
- Incident management and troubleshooting
- Configuration and operational guidance
- Issue identification and resolution
- Escalation management
- Coordination with third-party software vendors and publishers
- Support for system implementation and operational issues

Support requests are prioritized based on mission impact, severity, and any service-level requirements identified in the awarded order.
Software Support
For software products, subscriptions, and software-related services acquired through RedMatter Solutions, support may include:
- License management assistance
- Software deployment and activation guidance
- User access support
- Vendor coordination and issue escalation
- Software maintenance and update management
- Subscription renewal assistance

Software support services are provided in accordance with the terms and conditions established by the software publisher. RedMatter Solutions serves as the customer's advocate and liaison when coordinating support activities with software providers.
Escalation Procedures
Should an issue remain unresolved through normal support channels, RedMatter Solutions will employ a structured escalation process that includes:

1. Review and assignment of the issue to the appropriate technical resource.
2. Escalation to senior technical personnel, software publisher, or authorized support organization, as appropriate.
3. Ongoing communication with the customer regarding issue status and resolution efforts.
4. Validation of corrective actions and confirmation of issue resolution.