NASA SEWP VI

Solutions for Enterprise-Wide Procurement

Contract Holder

Diamond Information Systems

Category C Contract

80TECH24R0001

PoP: November 2026 - 2036

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SEWP VI Program Support

Order Issues and Post-Delivery Contacts

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SEWP Helpline

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

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 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 Group or based on a suggested source.

About Diamond Information Systems

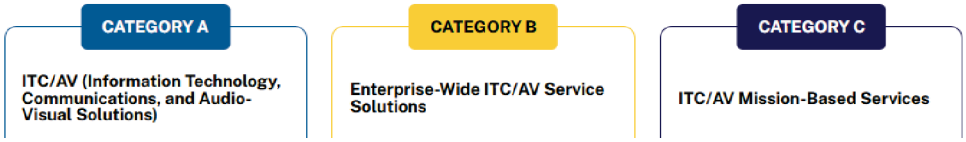
Diamond Information Systems is small business providing professional services with a focus on Cybersecurity, Program Management, AI, and Training. Visit our website: https://www.diamondinfosys.com

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).

Policy and Procedural information regarding technical support, software support, and any post-delivery issues.
Our management framework establishes a robust process for seeking warranty and technical support, problem resolution, escalation, and corrective action. Our PM is tasked with receiving communications regarding technical support, software support and post-delivery issues. As issues arise, our PM will immediately notify the customers CO or representative of major issues that could adversely impact compliance with contract/task order performance, or that could significantly impact deliverables (e.g., schedule, scope, quality), along with a corrective action plan. The corrective action includes root cause analysis, corrective action identification and resolution, and re-checking and process improvement. We are committed to addressing and resolving problems or issues that arise while they are still small and manageable. We will respond early, actively, and quickly. The contact information for our PM and DPM is listed above.

Trouble Shooting
Our problem trouble shooting and resolution process follows a mature risk identification and process improvement cycle, owned by Diamond's NASA SEWP VI PM. Identified issues are reported immediately to our PM by project personnel, as informed by clients or their own recognition. These issues are classified and tracked until resolution, given appropriate risk analysis and risk management efforts until mitigation and process improvement can take place. Issues can be raised directly with our NASA SEWP VI PM, Mr. Raghav Prasad (contact info above)