



NASA SEWP VI ORDERING GUIDE



Category B Contract

Contract #: 80TECH26D1707

PoP: November 2026 – November 2036

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TA Federal 2 SEWP VI Program Support Order Issues and Post-Delivery Contacts

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SEWP VI Deputy PM: Mark Birch, mark@tafederal.com, 703-918-6312

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SEWP VI OVERVIEW

The NASA Solutions for Enterprise-Wide Procurement (SEWP), 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.

ABOUT TA FEDERAL 2

TA Federal 2 LLC is an 8(a) small business Joint Venture established through the partnership of Tanvi IT Solutions, an SBA certified 8(a) small minority-owned business enterprise, and AAC Inc., a veteran-owned small business. Tanvi IT and AAC established a working relationship combining AAC's 40+ years of Federal IT experience and Tanvi IT's 15+ years Federal and Commercial applications development and modernization experience.

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 online SEWP Quote Request Tool (QRT) is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP QRT will automatically include the contract holders within a selected group or based on a suggested source.

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; 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 scope categories detailed below.

- **Category A** - ITC/AV Solutions
- **Category B** - Enterprise-Wide ITC/AV Service Solutions
- **Category C** - Mission-Based ITC/AV Service Solutions

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.

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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).

REQUESTING A QUOTE

TA Federal 2 provides quotations for all in-scope SEWP VI products and services, including hardware, software, cloud solutions, cybersecurity solutions, engineering services, program management support, and mission-based IT services.

Customers may request quotations through the NASA SEWP Quote Request Tool (QRT) or directly from TA Federal 2.

To obtain a quote directly from TA Federal 2, customers should provide:

- Agency name
- Point of contact information
- Statement of Work (SOW), Performance Work Statement (PWS), or requirements description
- Bill of Materials (BOM), if applicable
- Desired contract vehicle and ordering information
- Required delivery date

Quote requests may be submitted to:

Nagoor Inaganti
SEWP VI PM
nagoor@tafederal.com
703-864-7551

Mark Birch
SEWP VI Deputy PM
mark@tafederal.com
703-918-6312

TA Federal 2 will acknowledge receipt of quote requests within one business day and will work with customers to establish the appropriate response schedule based on complexity and requirements.

INSTALLATION SUPPORT

When installation services are included in a delivery order, TA Federal 2 will coordinate directly with the customer to schedule installation activities.

Installation support may include:

- Equipment deployment
- Equipment configuration
- System integration
- Site surveys
- Testing and validation
- User transition support

A TA Federal 2 project lead will be assigned for installations requiring on-site support.

Installation-related questions should be directed to:

Nagoor Inaganti
SEWP VI Program Manager
nagoor@tafederal.com
703-864-7551

Mark Birch
SEWP VI Dep Program Manager
mark@tafederal.com
703-918-6312

BASIC WARRANTY SUPPORT

Products provided under SEWP VI are covered by the manufacturer's standard commercial warranty unless otherwise specified on the order.

Customers seeking warranty support should:

1. Contact TA Federal 2 support.
2. Provide the order number and product serial number.
3. Describe the issue encountered.
4. TA Federal 2 will coordinate resolution directly with the manufacturer.

Warranty requests should be submitted to:

Nagoor Inaganti
SEWP VI Program Manager
nagoor@tafederal.com
703-864-7551

Mark Birch
SEWP VI Dep Program Manager
mark@tafederal.com
703-918-6312

EXTENDED WARRANTY OPTIONS

Where available from the manufacturer, TA Federal 2 can provide extended warranty coverage, maintenance agreements, and manufacturer support plans.

Extended warranty options are identified during the quotation process and may be added to orders in accordance with SEWP contract requirements.

Customers seeking extended warranty information should contact:

Nagoor Inaganti
SEWP VI Program Manager
nagoor@tafederal.com
703-864-7551

Mark Birch
SEWP VI Dep Program Manager
mark@tafederal.com
703-918-6312

TECHNICAL SUPPORT

TA Federal 2 provides technical support coordination for all products and services delivered under SEWP VI.

Technical support services include:

- Product troubleshooting
- Configuration assistance
- Escalation to manufacturers
- Defect reporting
- Resolution tracking

Support requests may be submitted by email or telephone.

Nagoor Inaganti
SEWP VI Program Manager
nagoor@tafederal.com
703-864-7551

Mark Birch
SEWP VI Dep Program Manager
mark@tafederal.com
703-918-6312

Hours of Operation:

Monday-Friday

8:00 AM – 5:00 PM Eastern Time

SOFTWARE SUPPORT

TA Federal 2 coordinates software support services with software publishers and OEM partners. Software support requests may include:

- License activation issues
- Software installation assistance
- Access and entitlement questions
- Version upgrades
- Manufacturer support coordination

Software support requests should be submitted to:

Nagoor Inaganti
SEWP VI Program Manager
nagoor@tafederal.com
703-864-7551

Mark Birch
SEWP VI Dep Program Manager
mark@tafederal.com
703-918-6312

POST-DELIVERY SUPPORT

After delivery, customers should inspect all products and services to verify completeness and accuracy. Customers experiencing any issue should notify TA Federal 2 within five business days of discovery.

Post-delivery issues may include:

- Damaged shipments
- Missing items
- Incorrect products
- License discrepancies
- Service performance concerns

TA Federal 2 will acknowledge all issues within one business day and work with the customer to establish an appropriate corrective action plan.

Post-delivery support requests should be submitted to:

Nagoor Inaganti
SEWP VI Program Manager
nagoor@tafederal.com
703-864-7551

Mark Birch
SEWP VI Dep Program Manager
mark@tafederal.com
703-918-6312

ORDER TROUBLESHOOTING PROCEDURES

For issues related to an order, customers should provide:

- Agency name
- Delivery Order number
- Product or service description
- Description of the issue
- Relevant supporting documentation

The following escalation process will be used:

Level 1 – Program Support

Nagoor Inaganti
SEWP Program Manager
703-864-7551
nagoor@tafederal.com

Level 2 – Management Escalation

Mark Birch
Deputy SEWP Program Manager
703-918-6312
mark@tafederal.com

TA Federal 2 will provide status updates until the issue is resolved.

SEWP HELPLINE

SEWP Program Management Office (PMO) Hours:

M-F, 7:30 AM – 6:00 PM (ET)

help@sewp.nasa.gov

301-286-1478

www.sewp.nasa.gov