

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.

ABOUT FOURNET SOLUTIONS

FourNet Solutions is an SBA-approved Mentor-Protégé Joint Venture of Four Points Technology, LLC and Netizen Corporation, a Service Disabled Veteran Owned Small Business (SDVOSB). Our SEWP contracts are listed under Groups B and C. As a SEWP VI Contract Holder, FourNet Solutions offers firm fixed pricing and IT needs.

Visit our website: <https://www.fournetsolutions.com>



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Category B Contract:
80TECH26D1189

Category C Contract:
80TECH26D0044

PoP: November 1, 2026 –
October 31, 2036

Main Office Address:
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SEWP VI Program Support Order Issues and Post-Delivery Contacts

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SEWP Helpline

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SEWP PMO Hours:
M-F, 7:30 AM – 6:00 PM (ET)
www.sewp.nasa.gov



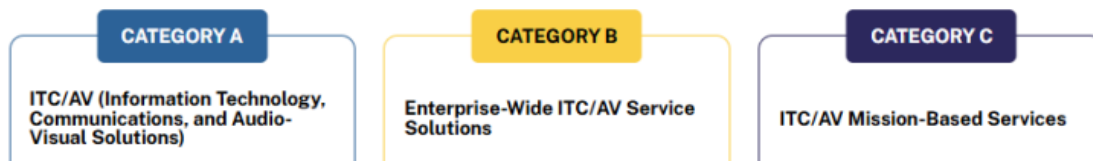
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WHAT'S IN SCOPE FOR SEWP VI?

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).

PROGRAM SUPPORT

Obtaining a Quote

Follow the steps below to obtain a quote:

- Generate a Request for Quote (RFQ) through the SEWP Quote Request Tool (QRT)
- FourNet Solutions will provide a quote for the desired products and/or services. The quote in response to the request will serve as product/service availability and pricing assurance. For a direct contact at FourNet Solutions, please see page one.
- After receiving the quote response via the SEWP QRT, the ordering Contracting Officer creates a PR or DO (depending on Agency process). Please be sure to include the following information with your order (NOTE: If this information is missing, processing may be delayed):
 - Date of order
 - Name of authorized Government Ordering Official;
 - Contracting Officer for order
 - Credit Card Holder Name for credit card orders
 - Name, phone number, and email address of authorized Government Ordering Official
 - Name of Issuing Agency
 - Name of Ordering Agency (if different from Issuing Agency)
 - Order Number
 - Unique order number for the Ordering Government entity - Ordering Agency determines the Order Number
 - Contract Holder's name
 - Appropriation and accounting data
 - Billing and invoice address
 - Shipping address
 - SEWP CLINs and product descriptions to be delivered
 - Total order amount
 - Additional mutually agreed-upon Terms and Conditions, Statement of Work, etc.
 - Period of performance for any associated services
- The order must be faxed (301-286-0317) or emailed (sewporders@sewp.nasa.gov) to the SEWP Program Management Office (PMO). Upon receipt of the order, the SEWP PMO will assign a SEWP Control Number (SCN) and route the order to FourNet Solutions.

CLINs and Pricing

Contract CLINs are available on NASA's website at <https://www.sewp.nasa.gov/sewpvi/>. If you require a new product to be added to FourNet Solutions' SEWP contract, we can typically accommodate the change in three business days or less.



Policy and Procedures

Below are overviews of our policies and procedures. For more in-depth questions or information, please contact our team directly (contact information on page one).

Installation

FourNet Solutions provides coordination and deployment support to ensure products and solutions are transitioned efficiently into operational environments. Support may be delivered remotely or onsite, as required by the order.

Warranty

FourNet Solutions serves as a single point of contact for warranty support, coordinating with manufacturers and technology partners to facilitate claims, track resolutions, and support timely issue remediation.

Technical Support

FourNet Solutions provides technical assistance for delivered products and solutions, including troubleshooting, configuration guidance, and coordination with OEM support organizations when needed.

Software Support

FourNet Solutions supports software products throughout their lifecycle, including installation, licensing, updates, renewals, and vendor coordination to help ensure continued performance and compliance.

Troubleshooting a Problematic Order

If an issue arises with an existing order, we aim to resolve it as quickly as possible. As always, please feel free to reach out directly to the FourNet Solutions staff (contact information on page one). Examples of common order issues and their resolution approach are described below.

Delivery Status

FourNet Solutions maintains current delivery status of open orders in the SEWP Contract Holder Only Page (CHOP) and provides updates to customers upon request. If a delivery date changes, customers will be notified in advance.

Order Modifications

If requirements change after an order is placed, the ordering Contracting Officer may submit a modification through the SEWP PMO. Modifications and CLIN verification files will be promptly returned within one business day of the modification.

Incorrect Deliverables

If a delivered service/product does not match the specifications of the delivery order, contact FourNet Solutions immediately. We will coordinate through the manufacturer and track the issue through resolution.



Billing and Invoice Questions

For questions about invoicing, payment, or order amounts, contact the FourNet Solutions Support Staff (contact information on page one).

Escalation

If an issue is not resolved to the customer's satisfaction through normal channels, customers may escalate concerns to the NASA SEWP Program Management Office at chhelp@sewp.nasa.gov or by visiting <https://www.sewp.nasa.gov>.

