

NASA SEWP VI ORDERING GUIDE

CATEGORY B | **CONTRACT** 80TECH26D1989

CATEGORY C | **CONTRACT** 80TECH26D1016

PERIOD OF PERFORMANCE: NOVEMBER 1, 2026 - OCTOBER 31, 2036

SEWP VI OVERVIEW

NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup," provides Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services for Federal Agencies and their approved contractors. The program is a Government-Wide Acquisition Contract (GWAC) designed to streamline access to current technology and acquisition support.

APPLICABLE SEWP VI SCOPE

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

ABOUT SENECA TECHNOLOGIES

Seneca Technologies is a tribally owned SBA-certified 8(a) Small Disadvantaged Business and a subsidiary of Seneca Nation Group. It provides mission-critical IT capabilities, products, and solutions across federal civilian, defense, and intelligence environments, with focus areas spanning cloud services, cyber security, emerging technologies, technology strategy, applications, and data analytics.

Our website: <https://senecanationgroup.com/our-companies/seneca-technologies/>

SEWP VI PROGRAM SUPPORT

ORDER ISSUES & POST-DELIVERY

Program Manager: Stephanie Gibbs
Email: sgibbs@seneca-technologies.com
Phone: (571) 206-0939

Deputy Program Manager: Eric Greiner
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CONTRACT DETAILS

CONTRACT NUMBERS:

Cat B: 80TECH26D1989

Cat C: 80TECH26D1016

CATEGORY:

B - Enterprise-Wide Services

C - Mission-Based Services

BUSINESS DESIGNATION:

Tribal 8(a) / SDB

PRIMARY NAICS:

541519

UEI:

PW9HPUGK7YM7

CAGE:

9DPG8

MAIN OFFICE:

90 Ohi:yo' Way
Salamanca, Seneca Nation (via NY)
14779

SEWP HELPLINE:

help@sewp.nasa.gov

(301) 286-1478

M-F, 7:30 AM-6 PM ET

www.sewp.nasa.gov

President: Robert Hernandez

Email: rhernandez@seneca-technologies.com

Phone: (210) 317-0282

NASA SEWP VI



Solutions for
Enterprise-
Wide
Procurement

Contract Holder

HOW TO OBTAIN A QUOTE

Customers may use the NASA SEWP Quote Request Tool (QRT) to request pricing and allow applicable Contract Holders to respond. Customers may also contact the sales representatives below for product or service information and assistance preparing a quote request.

ROLE	NAME	EMAIL	PHONE
Sales Lead	David Gladden	dgladden@seneca-technologies.com	(703) 582-1162
SEWP Program Manager	Stephanie Gibbs	sgibbs@seneca-technologies.com	(571) 206-0939

For all quote requests, identify the applicable SEWP VI contract/category, agency, requirement summary or bill of materials, requested delivery/performance schedule, and any agency-specific acquisition instructions.

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 method used to provide fair opportunity is at the discretion of the Contracting Officer, who must document the rationale for placement and price. The NASA SEWP QRT is the recommended method to support this process and automatically includes Contract Holders within the selected category or based on a suggested source.

WHAT'S IN SCOPE FOR SEWP VI?

SEWP is structured around three scope categories; the applicable categories for this ordering guide is Category B: Enterprise-Wide ITC/AV Service Solutions and Category C: Mission-Based ITC/AV Service Solutions.

If there is a question about whether a requirement is within SEWP VI scope, customers may send an overview and/or bill of materials to help@sewp.nasa.gov for review.

ORDERING PROCESS

1. Define the requirement

The agency end user identifies the need and prepares the internal purchase request and funding documentation required by the agency.

2. Obtain fair opportunity / quotes

Use the SEWP QRT or other agency-approved method to solicit the applicable Contract Holders and evaluate best value.

3. Issue the delivery order

The issuing agency procurement office issues the Delivery Order (DO). NASA SEWP does not issue agency DOs.

4. SEWP PMO validation

The NASA SEWP PMO reviews, processes, tracks, and forwards valid orders to the selected Contract Holder.

5. Contract Holder fulfillment

Seneca Technologies confirms receipt, processes the order, coordinates delivery/performance, and supports invoicing and post-delivery needs.

6. Modifications

Any order modifications must also route through the NASA SEWP PMO.

POLICY & PROCEDURAL INFORMATION

Seneca Technologies coordinates installation, warranty, technical support, software support, and other post-delivery services in accordance with the applicable manufacturer, publisher, OEM, or solution-provider terms and the requirements of the awarded SEWP VI order. Coverage, response times, and available support levels may vary by product, software license, subscription, or service solution.

Installation and Commissioning

When installation or commissioning is included in the quote/order, the applicable scope, schedule, site requirements, acceptance criteria, and responsible support contacts will be identified with the order or delivery documentation.

Basic and Extended Warranty

Warranty coverage will follow the warranty terms associated with the quoted product or solution. Extended warranty or maintenance options will be identified on the quote when available and requested. For warranty questions or claims, contact the SEWP Program Manager or Deputy Program Manager listed in this guide.

Technical and Software Support

Technical support, software support, subscriptions, maintenance, and renewals are provided in accordance with the terms included in the quote and order. The SEWP PMO team will coordinate with the appropriate manufacturer, publisher, or service provider when escalation is required.

Post-Delivery Issues

For damaged shipments, missing items, licensing or entitlement issues, delivery discrepancies, service-performance concerns, warranty matters, or other post-delivery questions, contact the Program Manager or Deputy Program Manager. Include the agency name, SEWP Tracking Number (if available), delivery order number, affected line item(s), and a concise description of the issue.

TROUBLESHOOTING A PROBLEMATIC ORDER

- Contact the SEWP Program Manager or Deputy Program Manager.
- Provide the agency/ordering office, delivery order number, SEWP Tracking Number (if available), quote/RFQ number, affected line item(s), and the requested resolution.
- The program team will review the issue, coordinate with sales, operations, OEM/publisher/service-provider contacts as needed, and provide status updates through resolution.
- If SEWP PMO assistance is required, the NASA SEWP Helpline is help@sewp.nasa.gov or (301) 286-1478.