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NASA Solutions for Enterprise-Wide Procurement VI (SEWP VI)

Ordering Guide

Category C - Mission-Based ITC/AV Services

EPMPoint, Inc

161 Fort Evans Rd NE, Ste 250, Leesburg, VA 20176

URL: www.epmpoint.com

NASA SEWP VI
Solutions for Enterprise-Wide Procurement
Contract Holder



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1. Purpose and Contract at a Glance

This guide explains how federal customers can request a quote from EPMPoint, place an order under EPMPoint's NASA Solutions for Enterprise-Wide Procurement VI (SEWP VI) contract, and obtain support during order processing. It is a practical reference; the SEWP VI contract, current Contract Holder User Manual (CHUM), NASA SEWP Program Management Office (PMO) instructions, and the issuing agency's acquisition procedures take precedence if requirements differ.

Item	Information
Contract holder	EPMPoint, Inc.
UEI / CAGE	PMJ4SGCSR3D7 / 7LTW9
Business size / Socioeconomic status	Small Business; SBA 8(a)-certified Small Disadvantaged Business
Company website	www.epmpoint.com
Contract vehicle	NASA SEWP VI - Government-Wide Acquisition Contract (GWAC)
Category	Category C - Mission-Based ITC/AV Services
SEWP VI contract number	80TECH26D0079
Ordering period	November 1, 2026 - October 31, 2036
Contract types for orders	Firm Fixed Price, Time and Materials, Labor Hour, Fixed Price Award Fee, Fixed Price Incentive Fee, Fixed Price Economic Price Adjustment, or any hybrid. The ordering Contracting Officer includes the appropriate FAR and agency clauses.
SEWP Surcharge	0.34%
Authorized buyers	All Federal agencies and support service contractors authorized in writing by their Government Contracting Officer.

2. Program Support Information

2.1 Obtaining a Quote

The NASA SEWP **Quote Request Tool (QRT)** at www.sewp.nasa.gov is the recommended way to issue a Request for Information (RFI), Market Research Request (MRR), or Request for Quote (RFQ). Agencies may also use their own RFQ process; any resulting order must still be submitted to the SEWP PMO before we can fulfill it. EPMPoint will respond to SEWP-issued quotes through the Contract Holder Only Page (CHOP) quote tool or the agency's authorized process. Every quote states the period for which it is valid, and we honor any order submitted within that period.

2.2 How to Order - the SEWP VI Order Process

1. The agency issues the delivery order under the agency's procedures. NASA SEWP PMO processes orders; it does not issue delivery orders on behalf of other agencies.
2. The order must be routed through the approved SEWP VI ordering channel before EPMPoint can fulfill it. The published order-submission contacts **are sewporders@sewp.nasa.gov and fax 301-286-0317**; verify current SEWP VI instructions and permitted channels before submission.

3. The PMO records the order and assigns a case number.
4. Where an RFQ number is provided, the quoted CLIN list is checked against the order total and the applicable **SEWP VI Control Number (SCN)** is assigned. A CLIN list is required for new orders and modifications that change the order value.
5. If any discrepancies exist, resolve them promptly. EPMPoint will follow the current CHUM/CHOP procedure to re-enter or correct the CLIN verification file within one business day. An SCN is not assigned until verification is complete.
6. After receiving the PMO's order-entry notification, EPMPoint acknowledges receipt by replying to the order email or using the "Mark as Received" function in CHOP within one business day, consistent with the current CHUM.

2.3 Order Submission Checklist

To reduce processing delays, the ordering agency should ensure that the delivery order contains the required information. The issuing agency's forms and any additional SEWP VI requirements still apply.

- ✓ Order date and order number
- ✓ Signature of the authorized Government ordering official and contracting-officer contact information
- ✓ Issuing agency and ordering agency, if different
- ✓ Contractor name and SEWP VI contract number
- ✓ Applicable NAICS code and contract type, as required by current SEWP instructions
- ✓ Appropriation and accounting/funding data
- ✓ Billing/invoice address and ship-to or place-of-performance information, as applicable
- ✓ SEWP CLINs, service descriptions, quantities/hours, rates, and line-item pricing
- ✓ Total order amount that reconciles to the CLIN verification file
- ✓ Statement of Work, deliverables, milestones, and any mutually agreed terms
- ✓ Period of performance and authorized start date for services
- ✓ Quote/RFQ reference and any supporting documents required by the agency or SEWP

2.4 SEWP VI Agency Administrative Handling Fee

An Agency Administrative Handling Fee, not to exceed 0.34% of the total price of the delivery order, shall be applied to all orders under the SEWP VI contracts. The SEWP VI website will post the Agency Administrative Handling Fee percentage, and the Contractor shall be notified via email by the SEWP VI PMO. The fee is included in the price of every offering on our contract and is not separately listed on a quote or invoice.

2.5 Payment Terms

Payment terms and invoicing requirements will be specified at the order level in accordance with the applicable SEWP VI contract terms and the ordering agency's instructions. EPMPoint accepts Government Purchase Cards (GPCs) and other agency-approved credit card payments in accordance with NASA SEWP VI requirements. The surcharge will be clearly identified in the quotation using the PURCHASECARD-Z CLIN and must be included in the quote prior to order placement. Payment terms will be NET 30.



2.6 Installation, Warranty, Support, and Other Post-Delivery Issues

EPMPoint provides IT operations and maintenance, software system administration, technical support, warranty, and operational support under its SEWP VI Category C contract, as required by the applicable order. Services may include software updates and patches, configuration management, troubleshooting, system monitoring, installation of new software releases, and ongoing operational support.

For policy and procedural information on installation, basic warranty, extended warranty, support, and any other post-delivery issue, contact the EPMPoint team. Specific requirements will be defined at the individual order level.

2.7 How to Troubleshoot a Problematic Order

For questions regarding an order's status, delivery, invoicing, performance, or post-delivery support, contact the EPMPoint Program Manager **Gagan Goel** or Deputy Manager **Nidhi Goel**. For unresolved NASA SEWP order-processing questions or SEWP program support, contact NASA **SEWP Customer Support at (301) 286-1478 or help@sewp.nasa.gov, Monday to Friday, 7:30 AM to 6:00 PM ET**.

3. NASA SEWP VI and EPMPoint Overview

About NASA SEWP VI

The NASA Solutions for Enterprise-Wide Procurement (SEWP), pronounced "soup", provides 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. The program is self-funded through usage fees (0.34%) and supports more than 50,000 orders a year.

SEWP VI is a multiple-award GWAC with a 10-year ordering period, awarded in three categories: **Category A**, ITC/AV Solutions; **Category B**, Enterprise-Wide ITC/AV Service Solutions; and **Category C**, Mission-Based ITC/AV Services. Category C provides customized mission- and program-level solutions such as custom computer programming, data processing and analysis, hosting, ITC/AV management and consulting services, digital government services, and cybersecurity services. To check whether a requirement is in scope, send an overview or bill of materials to help@sewp.nasa.gov.

3.1 Fair Opportunity When Using SEWP VI Contracts

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 used 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 (QRT) is the recommended method to assist in this activity and augment the required decision documentation. The QRT automatically includes the appropriate Contract Holders within a selected Group or based on a suggested source.



Contract clause §A.1.13 - Fair Opportunity and Requests for Quotes

Contractors will be provided a fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), including the SEWP RFQ tools. No documentation for the order selection is required to be submitted with the order. All such documentation is to be maintained by the issuing procurement office.

The Contractor shall not market, quote, or otherwise offer for sale any IT Solutions not listed under this contract until the said solutions are included in the SEWP database of record and available to all Government end-users.

If the Government issues a Request for Information (RFI) as part of market research, the Contractor may provide items not yet listed on their SEWP contract as part of a market research quote if: (1) all such items are clearly marked as not yet available on their SEWP contract; and (2) the Contractor submits a technology refreshment request to add those products to their contract.

If the Government issues a Request for Quote (RFQ) or a Market Research Request (MRR), the Contractor may only respond with items available on their Contract, and the price of each item shall be no greater than the price in the Attachment F SEWP database of record at the time the quote is issued. If the Contractor has insufficient items on their contract to fully respond to the Formal RFQ, the Contractor must respond with a No Bid.

Unless the RFQ specifically allows for partial quotes, the Contractor must respond fully to all requirements specified in the RFQ.

When submitting a quote to a government end-user, the contractor must clearly state the length of time the quote is valid. The contractor shall honor any order submitted within the stated time period of a quote.

When responding to an RFI or RFQ issued from the NASA SEWP RFQ online quoting system, the Contractor must respond as outlined in Attachment C: Contract Holder User Manual (CHUM).

Contract Holders are prohibited from using Government information posted on the NASA SEWP Contract Holder OnlyPage, such as RFQs, RFIs, etc., for purposes other than proposing on SEWP requirements. This includes Contract Holders providing third parties with SEWP information and requirements for the purpose of assisting companies that are not SEWP Contract Holders with providing unsolicited proposals to meet agency requirements already posted to the NASA SEWP RFQ online quoting system.

About EPMPoint, Inc.

EPMPoint, Inc. is a premier IT consulting firm specializing in Microsoft-powered digital transformation, headquartered in Leesburg, Virginia. We are a Microsoft Solutions Partner and an SBA 8(a)-certified Small Disadvantaged Business. Through **our Category C Small Business Set-Aside contract**, agencies can order mission-based services, including Agile PMO services; Microsoft 365, Power Platform, and SharePoint solutions, including intranet and records

management; low-code and pro-code application development; data analytics; cloud migration and modernization; cybersecurity; training; and operations and maintenance.

4. SEWP VI Point of Contact

EPMPoint Team	
Program Manager	Name: Gagan Goel Phone: (302) 420-1642 Email: Gagan.Goel@epmpoint.com
Deputy Program Manager	Name: Nidhi Goel Phone: (301) 787-2056 Email: Nidhi.Goel@epmpoint.com
Sales	Name: Rebecca Rouse Phone: (561) 234-6563 Email: Rebecca.Rouse@epmpoint.com

NASA Helpline	
NASA SEWP Program Management Office	Email: help@sewp.nasa.gov Phone: (301) 286-1478 SEWP PMO hours: Mon–Fri, 7:30 AM – 6:00 PM ET www.sewp.nasa.gov | www.sewp.nasa.gov/sewpvi
Orders and order modifications	Email: sewporders@sewp.nasa.gov Fax: 301-286-0317