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 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 Easy Dynamics

Easy Dynamics has nearly two decades of hands-on experience designing, deploying, and managing cybersecurity solutions across organizations of every size.

Visit our website: https://www.easydynamics.com/

Easy Dynamics Corporation

Category B Contract
80TECH26D1571
Category C Contract
80TECH26D1182

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SEWP VI Program Support

Order Issues and Post-Delivery Contacts

Kurt Whiting
SEWP Program Manager
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315-542-5489

Lina Jahangir
SEWP Deputy Program Manager
ljahangir@easydynamics.com
646-327-5498

SEWP Helpline

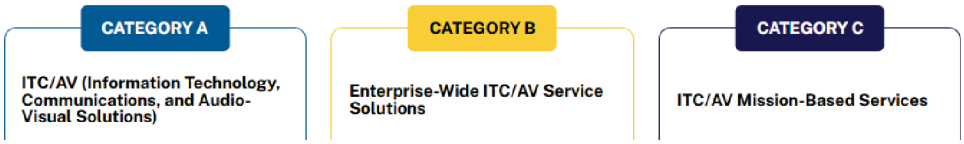
help@sewp.nasa.gov
(301) 286-1478
SEWP PMO Hours:
M-F, 7:30 AM – 6 PM (ET)
www.sewp.nasa.gov

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**



REQUESTING A QUOTE

Easy Dynamics Corporation provides Information Technology, Communication, and Audio-Visual (ITC/AV)
solutions and services through the NASA SEWP VI Government-Wide Acquisition Contract (GWAC).

Government customers seeking quotations for hardware, software, or services are encouraged to utilize the

NASA SEWP Quote Request Tool (QRT), which is the recommended method for requesting and obtaining
competitive quotations under the SEWP contract vehicle.

Customers may obtain a quote by following these procedures:

1. Access the NASA SEWP website at www.sewp.nasa.gov.
2. Navigate to the SEWP Quote Request Tool (QRT).

3. Identify the applicable contract category and provide a description of the required hardware, software, or services.
4. Include relevant specifications, quantities, delivery requirements, and any additional technical or administrative information.
5. Submit the quote request through the QRT to the applicable SEWP Contract Holders.
6. Review the quotations received and coordinate with the appropriate agency Contracting Officer to proceed with an order.

Customers may also contact Easy Dynamics directly for assistance with product or service inquiries, technical requirements, and quotation preparation. All resulting orders must comply with applicable SEWP ordering procedures and fair opportunity requirements.

SALES AND QUOTATION SUPPORT

Easy Dynamics provides designated personnel to assist customers with SEWP VI contract inquiries, quotation requests, and procurement coordination.

Primary SEWP Program Contact
Kurt Whiting
SEWP Program Manager
Phone: 315-542-5489
Email: kwhiting@easydynamics.com

Alternate SEWP Program Contact
Lina Jahangir
SEWP Deputy Program Manager
Phone: 646-327-5498
Email: ljahangir@easydynamics.com

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).

POST-DELIVERY SUPPORT CONTACTS

Customers requiring assistance following delivery, including installation inquiries, warranty claims, technical support coordination, and software-related issues, may contact the following SEWP Program representatives:

Primary SEWP Program Contact
Kurt Whiting
SEWP Program Manager
Phone: 315-542-5489
Email: kwhiting@easydynamics.com

Alternate SEWP Program Contact
Lina Jahangir
SEWP Deputy Program Manager
Phone: 646-327-5498
Email: ljahangir@easydynamics.com

Support requests will be reviewed and coordinated with the appropriate internal personnel, manufacturer, subcontractor, or service provider, as applicable.

ORDER TROUBLESHOOTING AND ISSUE RESOLUTION

Easy Dynamics is committed to addressing customer concerns and resolving issues associated with orders placed under its SEWP VI contracts.

Customers experiencing issues involving order processing, delivery discrepancies, incorrect or damaged items, missing products, warranty concerns, or other order-related matters should contact the designated SEWP Program representatives.

To facilitate timely review and resolution, customers should provide the following information when reporting an issue:

1. Applicable SEWP contract number and Delivery Order number.
2. Customer agency and designated point of contact.
3. Description of the issue or discrepancy.
4. Relevant product or service information, including part numbers or quantities, if applicable.
5. Supporting documentation, including shipping records, invoices, or photographs, as appropriate.

Upon receipt of an order-related inquiry, Easy Dynamics will review the reported concern, coordinate with the appropriate internal teams or external providers, and communicate the applicable next steps to the customer.

Resolution procedures may include verification of order details, coordination of replacement or corrective actions, warranty support, delivery status inquiries, or other appropriate measures consistent with the terms of the applicable Delivery Order.

Issues requiring contractual changes will be coordinated with the authorized Government Contracting Officer and processed in accordance with applicable SEWP procedures.

CUSTOMER SERVICE AND ORDER ISSUE CONTACTS

For assistance with order discrepancies, delivery concerns, customer service inquiries, or unresolved order-related issues, customers may contact:

Primary Customer Service Contact
Kurt Whiting
SEWP Program Manager
Phone: 315-542-5489
Email: kwhiting@easydynamics.com

Alternate Customer Service Contact
Lina Jahangir
SEWP Deputy Program Manager
Phone: 646-327-5498
Email: ljahangir@easydynamics.com

Customers may also contact the NASA SEWP Program Management Office for additional assistance:

NASA SEWP Helpdesk
Phone: 301-286-1478
Email: help@sewp.nasa.gov