NASA SEWP VI | SOLUTIONS FOR ENTERPRISE-WIDE PROCUREMENT

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 ACG Systems, Inc

ACG Systems is a leading systems integration and technical service provider for mission-critical wireless communication systems serving the defense, federal, and commercial industries.

Since its founding in 1995, ACG has built a reputation for world-class engineering expertise and small company agility, specializing in complex, integrated communication solutions for essential functions like air-to-ground, LMR, tactical, and command and control. ACG is proficient in leveraging a broad range of expertise in analog, digital, and IP communication solutions to support customers across commercial aerospace, aviation, government, defense, and infrastructure.

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

ACG Systems

Category A Contract

80TECH26D2085

PoP: November 2026 - 2036

Main Office Address:

ACG Systems, Inc
133 Defense Highway
Annapolis, MD 21403
Phone: 800-719-8850

SEWP VI Program Support

Order Issues and Post-Delivery Contacts

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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**

CATEGORY A	CATEGORY B	CATEGORY C
ITC/AV (Information Technology, Communications, and Audio-Visual Solutions)	**Enterprise-Wide ITC/AV Service Solutions**	**ITC/AV Mission-Based Services**

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).

Customer Support

Department	Contact	Telephone	Email
Sales	Jared Marvel	443-433-7052	jmarvel@acgsys.com
Order status	Karen Reynolds	443-433-0975	kreynolds@acgsys.com
Warranty and Technical Support	Joe Williamson	443-433-0977	joe@acgsys.com
Escalation	Morgan Hensley	443-433-0974	mhensley@acgsys.com

ACG will confirm the order requirements, performance locations, implementation schedule, transition activities, access requirements, acceptance criteria, deliverables, and authorized customer contacts before beginning performance. Installation, configuration, integration, transition, documentation, and service commencement will follow the accepted quote and resulting order. Customers should promptly notify ACG of service deficiencies, access constraints, nonconforming deliverables, schedule issues, or other conditions requiring corrective action.

Warranty and Technical Support Applicable warranty, maintenance, licensing, and software-support provisions will be identified in the accepted quote and resulting order. Customers requesting support should provide the SEWP Tracking Number, agency order number, affected system or service, problem description, mission impact, and troubleshooting already completed. ACG will coordinate with the appropriate technical, software, cloud, or service provider and communicate status through resolution.

NASA SEWP resources

NASA SEWP VI website
https://www.sewp.nasa.gov/sewpvi/

NASA SEWP VI Quote Request Tool
https://www.sewp.nasa.gov/sewpvi/dashboard/quote-request-tool/

NASA SEWP customer support center
https://support.sewp.nasa.gov/

NASA SEWP VI contract holder directory
https://www.sewp.nasa.gov/sewpvi/chprovider/chcategory/

NASA SEWP customer support: (301) 286-1478 | help@sewp.nasa.gov
Order submissions: sewporders@sewp.nasa.gov