National Aeronautics and Space Administration

Solutions for Enterprise-Wide Procurement VI

SEWP VI Ordering Guide





Contract Number: 80TECH24R0001

Category B – Enterprise-Wide ITC/AV Service Solutions

1 Purpose

This guide provides Federal customers with information on Procentrix's NASA SEWP VI contract, available services, points of contact, quote and ordering procedures, and post-award support.

2 About Procentrix

Founded in 2006, Procentrix has *partnered with nearly 100 federal organizations to modernize complex systems, streamline operations, and make better use of their data*. Across these engagements, we've modernized enterprise and critical systems, automated labor-intensive processes, and delivered solutions that reduce processing times, expand operational capacity, and improve access to information.

As a leading federal systems integrator and Microsoft Solutions Partner, Procentrix brings deep expertise in AI, cloud and application modernization, intelligent automation, and data analytics. We combine commercial platform expertise with operationally proven frameworks *to deliver capabilities faster, reduce costs, and maximize the value of existing government technology investments*.

Headquartered in Herndon, Virginia, Procentrix maintains ISO 9001 certification, CMMI Level 3 appraisal for Development, and CMMC Level 2 status.

Procentrix Contract Information

Contract Holder	Procentrix, LLC
UEI	KPGEH1F7E1M4
CAGE	4EKY3
Contract Number	80TECH24R0001
Awarded Category	Category B – Enterprise-Wide ITC/AV Service Solutions

Through the SEWP VI contract, Procentrix provides the following solutions and services:

- Artificial Intelligence, Data Analytics, and Automation
- Enterprise Application Development and Modernization
- Business Process Automation and Case Management
- Cloud Architecture, Migration, and Modernization
- Cybersecurity, Identity, and Governance
- Enterprise Systems Integration
- IT Managed Services and Technical Support
- Enterprise IT Strategy and Program Management

For questions about Procentrix, available services, or assistance with SEWP VI quote requests and ordering, Federal customers may contact the team using the following information.

Procentrix Contact Information

Program Manager	Michael Kreutz ; mkreutz@procentrix.com; 571-228-0551
Deputy Program Manager	Beth DeBosky; bdebosky@procentrix.com; 571-342-3066
General Inquiries	info@procentrix.com

3 SEWP VI Overview

SEWP VI is a multiple-award Government-Wide Acquisition Contract (GWAC) administered by NASA that provides Federal agencies and authorized contractors a streamlined, competitive vehicle for acquiring Information Technology, Communication, and Audio-Visual (ITC/AV) products, solutions, and services. *SEWP VI significantly expands the program's scope to include enterprise-wide and mission-based IT services*, providing agencies a flexible procurement vehicle for both technology solutions and the professional services needed to implement, modernize, and sustain them.

SEWP VI is organized into three distinct scope categories:

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

Category B permits ancillary products that support an overall enterprise-wide services requirement.

SEWP VI Contract Information

Contract Type	Multiple-Award Government-Wide Acquisition Contract (GWAC)
Contracting Agency	NASA
Ordering Period	November 1, 2026 – October 31, 2036
Contract Ceiling	$20 billion per contract
Eligible Customers	All Federal agencies and authorized contractors
Website	https://www.sewp.nasa.gov/sewpvi/
Quote Request Tool	https://www.sewp.nasa.gov/sewpvi/dashboard/quote-request-tool/
Administrative Fee	0.34% (added to orders)

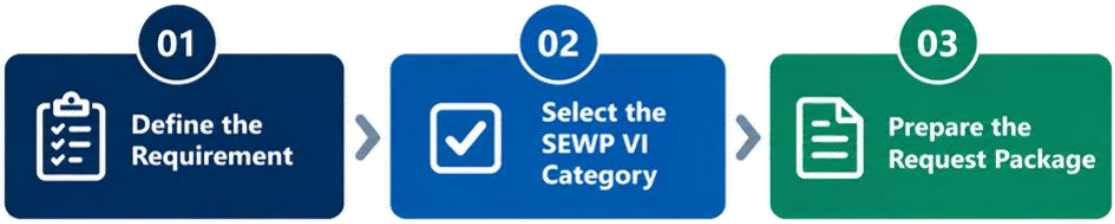
The SEWP VI Program Management Office (PMO) is the *central resource for Federal customers*, providing acquisition assistance, order processing, and contract administration support. Orders are routed through the PMO for review and processing before being forwarded to the applicable Contract Holder.

SEWP VI PMO Information

Hours of Support	Monday-Friday, 7:30 AM-6:00 PM Eastern Time
Customer Assistance	help@sewp.nasa.gov or 301-286-1478
Order Processing	sewporders@sewp.nasa.gov

4 Requesting a Quote

SEWP VI provides a streamlined process for Federal agencies to request and evaluate quotes from eligible Contract Holders. *All quote requests must be submitted through the SEWP VI Quote Request Tool*, which provides a centralized mechanism for distributing requirements and receiving contractor responses.



To facilitate an accurate and responsive quote, agencies should include the following information in their request package, as applicable:

- Agency name and primary points of contact
- Description of the requirement, objectives, and anticipated outcomes
- Statement of Work, Performance Work Statement, or other supporting documentation
- Anticipated period and place of performance
- Required labor categories, qualifications, and security requirements, if applicable
- Contract type and pricing requirements
- Proposal submission instructions and response deadline
- Applicable evaluation criteria and special terms or conditions

Procentrix reviews quote requests received through the QRT and prepares responses addressing the technical requirements, proposed approach, pricing, and other requested information.

Federal customers are encouraged to contact the Procentrix SEWP VI team (**Section 2**) for information about our capabilities, pre-solicitation assistance, or clarification of requirements and Category B scope.

5 Fair Opportunity

SEWP VI orders are subject to the fair opportunity requirements of FAR 16.505 and the applicable contract terms. Ordering agencies are responsible for providing eligible Contract Holders a fair opportunity to compete for requirements within the applicable SEWP VI category, unless an authorized exception applies.

The SEWP VI Quote Request Tool supports this process by distributing requirements to eligible Contract Holders and providing a centralized mechanism for receiving and evaluating quotes.

When conducting a fair opportunity competition, ordering agencies should:

- Identify the applicable SEWP VI category and eligible Contract Holders.
- Provide a clear description of the requirement, evaluation criteria, and response instructions.
- Allow a reasonable response period based on the complexity of the requirement.
- Evaluate responses in accordance with the stated evaluation criteria.
- Document the basis for the award decision in accordance with applicable acquisition requirements.

Exceptions to Fair Opportunity

FAR 16.505(b)(2) permits exceptions to fair opportunity under specific circumstances, including urgent requirements, requirements that only one Contract Holder can satisfy, and certain logical follow-on orders. Ordering agencies are responsible for determining whether an exception applies and preparing the required justification and documentation.

Customers should consult the current SEWP VI ordering guidance and their agency's contracting office for applicable procedures and approval requirements.

6 Placing an Order

Following evaluation and selection of a SEWP VI Contract Holder, the ordering agency prepares and issues a delivery or task order in accordance with FAR 16.505 and applicable SEWP VI procedures.

All SEWP VI orders must be submitted to the NASA SEWP Program Management Office (**Section 3**) for review and processing before being forwarded to the selected Contract Holder.



Order Submission Requirements

To facilitate timely processing, orders should include the following information, as applicable:

- Ordering agency name, address, and Contracting Officer contact information
- Applicable SEWP VI contract number and selected Contract Holder
- Delivery or task order number
- Description of services, including Statement of Work or Performance Work Statement
- Contract type, pricing, and total order value
- Period and place of performance
- Funding information and applicable accounting data
- Invoicing and payment instructions
- Applicable security requirements, deliverables, and special terms or conditions

Order Processing and Acceptance

The NASA SEWP PMO reviews submitted orders for compliance with applicable contract and program requirements. Following processing, the PMO forwards the order to Procentrix for review and acceptance.

Procentrix coordinates with the ordering agency to confirm requirements, establish delivery expectations, and initiate performance in accordance with the accepted order.

Orders and related correspondence should be submitted to sewporders@sewp.nasa.gov. Ordering agencies may contact the Procentrix SEWP team (**Section 2**) for assistance with order-related questions.

7 Order Delivery and Post-Delivery Support

Procentrix provides implementation, technical support, and post-delivery services in accordance with its SEWP VI contract and the requirements of each task order. Applicable service levels, warranty provisions, support arrangements, and acceptance criteria are identified in the Procentrix quote and resulting order.

Procentrix Support

Installation and Transition	Installation, configuration, integration, migration, deployment, transition, and decommissioning services are provided when included in the order. Procentrix coordinates schedules, access, security requirements, Government-furnished resources, testing, and acceptance with the ordering agency.

Basic Warranty	Applicable warranty terms are identified in the quote and order documentation. For authorized ancillary products, manufacturer or provider warranties may apply, including available repair, replacement, or other remedies.
Extended Warranty	Extended warranty, maintenance, or support coverage, when available, is identified in the quote and resulting order, including applicable coverage periods, pricing, and support terms.
Technical Support	Technical support is provided in accordance with ordered services and support model. Applicable support hours, response targets, escalation procedures, reporting requirements, and support arrangements are established by the order.
Software Support	Software support, maintenance, subscription, or publisher support terms, when applicable, are identified in the quote and order documentation.
Post-Delivery and Acceptance	Procentrix coordinates deliverable reviews, testing, and acceptance activities with the ordering agency. Service deficiencies and other post-delivery issues are addressed in accordance with applicable contract and order requirements.
Section 508 Accessibility	Procentrix addresses applicable Revised Section 508 accessibility requirements in the design, implementation, and delivery of ordered solutions and services, consistent with agency requirements and the resulting order.

Procentrix works directly with ordering agencies to address technical, operational, and contractual concerns promptly. Issues may be escalated to the Procentrix Program Manager and Deputy Program Manager for attention and resolution.