KOI COMPUTERS
SOLUTIONS TODAY WITH TOMORROW'S TECHNOLOGY

# NASA SEWP VI Ordering Guide

NASA SEWP VI

Solutions for Enterprise-Wide Procurement

## KOI COMPUTERS, INC.

Category A
80TECH26D2082
POP: November 2026 - 2036

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## 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 - 6:00 PM (EST)
www.sewp.nasa.gov

## SEWP VI General Overview

NASA SEWP VI – The NASA SEWP VI (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 VI 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 VI has continually evolved over the past 30 years, expanding its scope to meet the requests of its customers. The SEWP VI 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 VI online Quote Request Tool is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP VI Quote Request Tool (QRT) will automatically include the Contract Holders within a selected Group or based on a suggested source.

## About Koi Computers

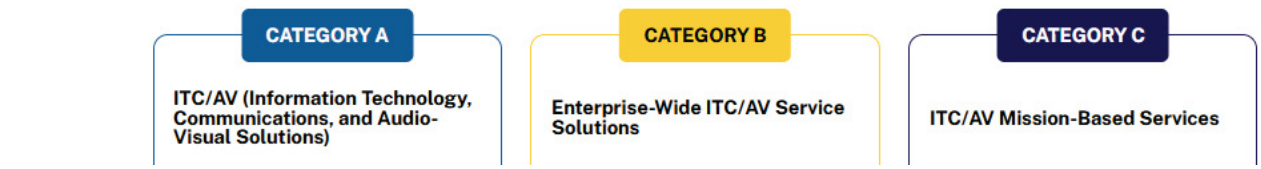
Koi Computers has been delivering information technology and high performance computing solutions to the Federal Government for the past 30 years. To learn more about us and our capabilities, please visit: www.koicomputers.com

# What is 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




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 does not issue DOs - these must be issued through the 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).

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## How to Obtain a Quote

The SEWP QRT provides customers with the ability to efficiently create Request for Information, Request for Quotes, and Market Research Request (RFI/RFQ/MRR), as part of a suite of tools available on the SEWP website to assist customers with buying decisions and as one means to provide documentation for any needed selection criteria.

Customers may also obtain a quote by contacting Koi Computers' sales team at sales@koicomputers.com or call (888) LOVE-KOI.

## Placing an Order with SEWP VI

(1) All Delivery Orders should be routed through the SEWP VI Program Office (PMO). SEWP VI orders can be placed via email or fax:

- Email a .pdf or image file to sewporders@sewp.nasa.gov
- Fax orders and completed forms to (301) 286-0317

(2) Once received from the customer, the SEWP PMO will log the order and check that the order total matches the verification file from the quote.

(3) The SEWP PMO will process your order and assign a SEWP VI Control Number (SCN). The SEWP VI Bowl will then send the order to the Contract Holder for processing.

## Fulfillment, Customer Service, Order Troubleshooting, Issue Resolution & Post-Delivery Support

Catherine Ho - Program Manager
catherine@koicomputers.com | (630) 627-8811

For questions regarding order status, shipping delays, damaged or defective products, incorrect shipments, or other post-delivery concerns, customers should contact Koi Computers' Program Manager. Please provide the applicable purchase order number, product information, and a description of the issue. Koi Computers will review the request, coordinate with the appropriate manufacturer or distributor as necessary, and provide updates through resolution.

## Warranty and Support

In accordance with the SEWP VI contract, Koi Computers shall provide an extended warranty, which can be purchased and begin at any time during the standard commercial warranty period up to and including the end of the commercial warranty period. Extended warranty packages may be invoiced and paid at the start of the warranty period. This extended warranty shall provide coverage based on the commercial warranty period.

At the Government’s discretion, the Government may order, at any time during a warranty period, monthly maintenance at a Discounted Monthly Extended Warranty amount in lieu of the extended warranty.

For installation, warranty/extended warranty, technical support, and software support, customers can either reach our Support Team via telephone at (630) 627-8811, or via email at support@koicomputers.com. Customers can also submit a support ticket online at: https://www.koicomputers.com/koicares-support/technical-support/