



NASA SEWP VI Ordering Guide

1. Overview Information

About CivicActions

CivicActions is a Contract Holder for the NASA SEWP VI contract, providing Information Technology solutions and services to the Federal Government.

CivicActions is a mission-driven digital services firm with over 20 years of experience delivering open-source, user-centered solutions that improve public services and build government capability.

Our teams modernize federal infrastructure by implementing, maintaining, and contributing to Free and Open Source Software (FOSS) using skilled, certified practices in DevSecOps, accessibility, and user experience (UX).

For clients in HHS, NSF, VA, and more, we deliver with transparency and outcomes in mind, ensuring agencies retain system ownership and value while reducing vendor dependency.

SEWP VI Award and CivicActions' Company Information

Category B	Contract Number: 80TECH26D1077
Category C	Contract Number: 80TECH26D0625
UEI	XSZFHRS5QFL5
Business Size	Small Business
Period of Performance	November 2026 - November 2036

NASA SEWP VI Overview

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 its customers' requests. 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.

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 whether your requirement is within the scope of the SEWP VI contract, please send an overview and/or a bill of materials (BOM) to help@sewp.nasa.gov, and we will review it quickly and provide feedback.

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

Fair Opportunity

FAR 16.505(b) (1) provides that each contractor shall be given a fair opportunity to be considered for each order exceeding the micro-purchase threshold issued under multiple award contracts. The FAR states that the method for obtaining fair opportunity is at the Contracting Officer's (CO) discretion and that the CO must document the rationale for the placement and price of each order. Using the SEWP online Quote Request Tool is the recommended method for supporting this activity and augmenting 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.

2. Program Support Information

The information provided in this section complies with the requirements of the SEWP Contract Holder User Manual.

A. How to Obtain a Quote

To obtain a quote for hardware, software, or services, please contact our dedicated CivicActions SEWP program team. Quotes will automatically include the SEWP 0.34% administrative handling fee, inclusive of all costs, in the total price of the quoted offerings.

Role	Name	Phone	Email Address
Program Manager	Keith Kawasaki	(615) 943-2441	keith.kawasaki@civicactions.com
Deputy Program Manager	Montana Singer	(706) 910-4551	montana.singer@civicactions.com

B. Post-Delivery Policies and Support

CivicActions provides comprehensive support regarding installation, basic warranty, extended warranty, technical support, software support, and other post-delivery issues. Ensure any inquiries regarding End-User License Agreements (EULAs) or specific warranties are directed to the team below.

Role	Name	Phone	Email Address
Program Manager	Keith Kawasaki	(615) 943-2441	keith.kawasaki@civicactions.com
Deputy Program Manager	Montana Singer	(706) 910-4551	montana.singer@civicactions.com

C. Troubleshooting a Problematic Order

If you experience any issues with a placed order, delivery discrepancies, or need to escalate a problem, our designated order troubleshooting staff is ready to assist you in ensuring a swift resolution.

Role	Name	Phone	Email Address
Program Manager	Keith Kawasaki	(615) 943-2441	keith.kawasaki@civicaactions.com
Deputy Program Manager	Montana Singer	(706) 910-4551	montana.singer@civicaactions.com

3. Ordering Process

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase Requests (PRs) and Delivery Orders (DOs) issued against a SEWP contract are defined by the issuing Agency, not by 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, they must also be routed through the SEWP Program Management Office (PMO).

4. SEWP VI Program Support Contacts

For general inquiries regarding the SEWP Program, order issues, and post-delivery contacts at the SEWP PMO, please refer to the contact details below:

- **Theresa Kinney**, SEWP Program Manager: Theresa@nasa.gov
- **George Nicol**, SEWP Deputy Program Manager: George@nasa.gov
- **SEWP Helpline**: help@sewp.nasa.gov | (301) 286-1478
- **SEWP PMO Hours**: M-F, 7:30 AM - 6 PM (ET)