NASA SEWP VI

Solutions for Enterprise-Wide Procurement

Contract Holder

SYSUSA

NASA SEWP VI Ordering Guide

Category B: Enterprise-Wide ITC/AV Service Solutions, and

Category C: Mission-Based ITC/AV Service Solutions

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1. Contract Overview

Contract Holder	SYSUSA, Inc.
Category B Contract Number	80TECH26D1002 — Group B2 Small Business Set-Aside
Category C Contract Number	80TECH26D0912 — Group C1 Small Business Set-Aside
Contract Type	Multiple-award, Indefinite Delivery/Indefinite Quantity (IDIQ) Government-Wide Acquisition Contract (GWAC)
NAICS Code / Business Size	541512 – Computer Systems Design Services / Small Business; 8(a), Woman-Owned Small Business (WOSB), Economically Disadvantaged WOSB (EDWOSB), HUBZone
Base Period	November 1, 2026 – October 30, 2031
Option Period	November 1, 2031 – October 30, 2036
UEI / CAGE Code	F757FPK9RFN5 / 3YLT4
SEWP Administrative Fee	0.34%, included in all quoted prices (never listed as a separate line item)
Authorized Users	NASA, all Federal agencies, and Federal support-service contractors authorized by their Contracting Officer
Main Office	SYSUSA, Inc., 8565 Sudley Road, Suite C, Manassas, VA 20110 Phone: (202) 800-6040 Email: procurement@sysusa.com
SYSUSA SEWP Web Page	**[https://www.sysusa.com/sewp]**
SYSUSA on the SEWP Site	**[https://www.sewp.nasa.gov/sewp6public/contractholders#/detail/XX]**

2. NASA SEWP VI Overview

NASA SEWP (Solutions for Enterprise-Wide Procurement, pronounced "soup") is a multi-award GWAC managed by the NASA SEWP Program Management Office (PMO). SEWP provides Information Technology, Communication, and Audio-Visual (ITC/AV) products, solutions, and services to NASA, all Federal agencies, and their authorized support contractors. Created in 1993, SEWP was the first GWAC in Federal acquisition. The program is funded through a 0.34% administrative fee built into Contract Holder pricing and supports more than 50,000 contract actions each year. SEWP VI is awarded in three scope categories:

- **Category A:** ITC/AV Solutions (products and product-based services)
- **Category B**: Enterprise-Wide ITC/AV Service Solutions (SYSUSA is a Category B Contract Holder)
- **Category C**: Mission-Based ITC/AV Service Solutions (SYSUSA is a Category C Contract Holder)

To confirm whether a requirement is within SEWP VI scope, send an overview or bill of materials to help@sewp.nasa.gov.

3. About SYSUSA, Inc.

SYSUSA is a small business (8(a), WOSB, EDWOSB, and HUBZone) serving Federal, state, and local government and commercial organizations. We implement, configure, integrate, and support cloud-based solutions built on commercial off-the-shelf (COTS) platforms, covering functions such as IT service management, IT asset management, IT operations management, integrated risk management, security operations, strategic portfolio management, customer service management, HR service delivery, field service management, and workplace service delivery. We also provide cybersecurity services, including assessments of application, network, infrastructure, and cloud security.

Certifications: ISO 9001, ISO 20000, ISO 27001, and CMMI Level 3.

Website: www.sysusa.com

4. SYSUSA SEWP VI Contracts and Scope

Both categories are service categories. Product-only requirements are not in scope for Category B or C; ancillary ITC/AV products and software may be included in an order only when they are integral to and necessary for the IT services-based effort. Services may be performed at Government and/or contractor locations, as specified in each order. Authorized order types include Firm Fixed Price, Time and Material, Labor Hour, Fixed Price Award Fee, Fixed Price Incentive Fee, Fixed Price with Economic Price Adjustment, and hybrids.

4.1. Category B – Enterprise-Wide ITC/AV Service Solutions

For large-scale requirements spanning multiple departments, locations, customers, or field offices of an agency. Representative technical areas:

1b	Enterprise-Wide Network Services
2b	IT Managed Services
3b	Enterprise-Wide Innovation Services
4b	IT Service Management (ITSM)
5b	Enterprise Service Program Integration
6b	Enterprise-Wide Information and Data Analytics Services
7b	Enterprise-Wide Application Services / Software Development
8b	Enterprise-Wide Cybersecurity Services
9b	Enterprise-Wide Cloud Services
10b	Enterprise-Wide Digital Multimedia and Technical Communications
11b	Program Management / Ancillary Services and Supplies

4.2. Category C – Mission-Based ITC/AV Service Solutions

For mission- or program-level requirements. Representative technical areas:

1c	Innovation Services
2c	Information and Data Analytics Services
3c	Application Services / Software Development
4c	Cybersecurity Services
5c	Cloud Services
6c	Digital Multimedia and Technical Communications
7c	IT Operations and Maintenance / Help Desk / Call Center
8c	Network Services
9c	Database Services
10c	In-Scope Training

11c	Program Management / Ancillary Services and Supplies

Category C order threshold: $2 million per order (inclusive of options) during the first year of contract performance and $10 million per order during the second year. These thresholds are subject to removal beginning in the third year.

A requirement with both product and service components may need separate requests by category. The SEWP PMO recommends sending each Request for Quote (RFQ) to only one category.

5. Fair Opportunity

SEWP VI is a multiple-award GWAC. The Fair Opportunity clause in the body of the SYSUSA contracts (Section A.1.13, Fair Opportunity and Requests for Quotes) states:

> *"Contractors will be provided a fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), including the SEWP RFQ tools. No documentation for the order selection is required to be submitted with the order. All such documentation is to be maintained by the issuing procurement office."*

The method used to provide a fair opportunity, including any exception such as a sole-source justification, brand-name requirement, or logical follow-on, is determined by the ordering Contracting Officer in accordance with the FAR and agency policy. The SEWP online Quote Request Tool (QRT) is the recommended way to provide fair opportunity and document the decision: by default, it sends a request to all Contract Holders in the selected category that match the chosen NAICS code and business size.

6. How to Obtain a Quote

Quotes for services and solutions are obtained through the SEWP online Quote Request Tool (QRT), the method recommended by the NASA SEWP Program Office. SYSUSA's SEWP Program Manager and sales team are available to assist with any quote: email procurement@sysusa.com or call Muneer Baig, SEWP Sales Lead, at (202) 800-6041.

7. Ordering Process

The internal ordering process of each agency varies. The process and 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). Typically, an end user identifies a requirement and generates a PR, which, with funding information, goes to the agency's procurement office and results in a DO. Any valid Federal agency DO form and DO number may be used.

The SEWP PMO does not issue DOs; they are issued by the agency's procurement office. The issuing agency sends the order to the SEWP PMO at sewporders@sewp.nasa.gov, and the PMO reviews, processes, and forwards it to SYSUSA with a SEWP Control Number (SCN). SYSUSA begins work only after the SCN is assigned. If an order is sent directly to SYSUSA, we forward it to the SEWP PMO. Modifications to any order must also route through the SEWP PMO.

The issuing Contracting Officer is responsible for any agency-specific policies on ordering through GWACs. The SEWP contracts do not require agencies to use intermediary procurement offices unless their own policies direct it. Federal support-service contractors may order after their Contracting Officer sends a Letter of Authorization to sewporders@sewp.nasa.gov.

8. Post-Award Support Policies

SYSUSA SEWP orders under Categories B and C are services-based. The policies below apply unless the order specifies different terms.

TOPIC	SYSUSA POLICY AND PROCEDURE
Installation and implementation	Implementation, configuration, integration, and deployment are performed as defined in the order SOW/PWS. A SYSUSA project or task manager is assigned to each order and holds a kick-off with the customer after the SCN is assigned.
Basic warranty	Basic warranty for COTS software, cloud subscriptions, and any ancillary products included in an order is provided by each manufacturer or platform provider and varies by product. Warranty terms for services, if any, are as specified in the individual order.
Extended warranty	Extended warranty and support offerings are available from various OEMs and platform providers, covering periods of 12, 24, 36, 48, or 60 months (not all coverage periods are available from all manufacturers). SYSUSA provides all necessary information and assistance to obtain them.
Software support and maintenance	Software subscriptions and maintenance are subject to the manufacturer's terms, including patches, updates, and upgrades. Configuration and development work after go-live is provided as a service under the order.
Technical support	Available Monday – Friday, 8:00 AM – 6:00 PM ET by email at help@sysusa.com or by phone at (202) 800-6041.
Other post-delivery issues	Contact the assigned SYSUSA manager for the order or the support contacts below.

8.1. Support contacts

Name	Role	Email	Phone
Muneer Baig	Technical Support Lead	help@sysusa.com	(202) 800-6041
Sumara Baig	Delivery Manager	sumara.sewpvi@sysusa.com	(202) 800-6042
Muneer Baig	Contracts Administrator	muneer.sewpvi@sysusa.com	(202) 800-6041

9. Troubleshooting a Problematic Order

If you have a concern about an order (status, schedule, invoicing, performance, or a modification), use the escalation path below. Each level responds within one business day.

LEVEL	CONTACT	ROLE	EMAIL	PHONE
1	Muneer Baig	Contracts Administrator (order status, mods, invoices)	muneer.sewpvi@sysusa.com	(202) 800-6041

2	Atif Abrar	SYSUSA SEWP Program Manager	atif.sewpvi@sysusa.com	(469) 501-1302
3	Jazlah Rehmani	SYSUSA SEWP Deputy Program Manager	jazlah.sewpvi@sysusa.com	(469) 501-1332
4	Sumara Baig	Executive Sponsor	sumara.sewpvi@sysusa.com	(202) 800-6042

You may also contact the SEWP PMO at any time at help@sewp.nasa.gov or (301) 286-1478 for help with an order.

10. Program Management Contacts

10.1. SYSUSA SEWP Program Office

NAME	ROLE	EMAIL	PHONE
Atif Abrar	SEWP Program Manager	atif.sewpvi@sysusa.com	(469) 501-1302
Jazlah Rehmani	SEWP Deputy Program Manager	jazlah.sewpvi@sysusa.com	(469) 501-1332

10.2. NASA SEWP Program Management Office

Customer Helpline	help@sewp.nasa.gov | (301) 286-1478
Order Submission	sewporders@sewp.nasa.gov
Hours	Monday – Friday, 7:30 AM – 6:00 PM Eastern
Website	www.sewp.nasa.gov