



NASA SEWP VI | CONTRACT HOLDER ORDERING GUIDE

Category C: ITC/AV Mission-Based Services • Contract 80TECH26D1007

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. SEWP has continually evolved over the past 30 years, expanding its scope to meet the requests of its customers. The program is self-funded through an agency administrative handling fee, applied at a ceiling rate not to exceed 0.34% of the total order price. The fee is included in the quoted price and never appears as a separate line item. SEWP supports 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 (QRT) is the recommended method to assist in this activity and to augment the required decision documentation. The QRT will automatically include the Contract Holders within a selected Group or based on a suggested source.

ABOUT SAFAL PARTNERS

Safal Partners, LLC, whose name translates to "good outcomes," is a mission-driven management consultancy founded in Houston, Texas in 2010. Safal helps public sector clients turn taxpayer investment into meaningful change across the K-to-Career continuum: K-12 student success, postsecondary education and training, and workforce and economic development.

Grounded in responsible AI and technology solutions, Safal delivers ITC/AV services at national scale to the U.S.

Safal Partners, LLC
Category C Contract
80TECH26D1007

Effective Ordering Period:
November 1, 2026 – October 31, 2036

Main Address

Safal Partners, LLC
19019 Windsor Crest Drive
Houston, TX 77094
Phone: (713) 955-2727

Safal Program Support

Quotes, Order Issues, and
Post-Delivery Contacts

Jen Sumida

SEWP Program Manager
jen.sumida@safalpartners.com
(713) 955-2323

Samantha Bennett

SEWP Deputy Program Manager
samantha.bennett@safalpartners.com
(713) 955-2727

SEWP Helpline

help@sewp.nasa.gov

(301) 286-1478

SEWP PMO Hours:

M–F, 7:30 AM – 6 PM (ET)

www.sewp.nasa.gov

Company Identity

Small Business
NAICS 541512

NASA SEWP VI



Solutions for
Enterprise-
Wide
Procurement

Contract Holder

Departments of Labor and Education, DoD Education Activity, and state education and workforce agencies. Capabilities span application development and platform modernization, data analytics and visualization, cloud solutions, cybersecurity, help desk and call center operations, digital multimedia, and training.

Safal holds ISO 9001:2015 and ISO/IEC 27001:2022 certifications and is a prime holder on GSA MAS (GS-10F-090CA), OASIS+ Small Business, DOL ETA BPAs, and the FL DMS State Term Contract.



Visit our website: <https://safalpartners.com>

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 Contract Holders to add new commercial technology and IT services to their contract daily, as requested by customers. SEWP is composed of three scope categories. If you would like SEWP to determine whether your requirement is within scope of the SEWP VI contract, send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov and the SEWP PMO will review and provide feedback.

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

Safal Partners holds a Category C contract under contract number 80TECH26D1007. Category C covers mission-based ITC/AV services.

HOW TO OBTAIN A QUOTE AND THE ORDERING PROCESS

Requests for quote are submitted to Safal Partners through the SEWP quoting tools:

- SEWP Quote Request Tool (QRT), the recommended method. Submit through www.sewp.nasa.gov.

Quote and sales contacts: **Jen Sumida**, SEWP Program Manager: jen.sumida@safalpartners.com, (713) 955-2323 · **Samantha Bennett**, SEWP Deputy Program Manager: samantha.bennett@safalpartners.com, (713) 955-2727

ORDERING PROCESS

The internal ordering process varies by agency. The process and the forms used for Purchase Requests (PRs) and Delivery Orders (DOs) issued against a SEWP contract are set by the issuing agency, not by the NASA SEWP Program Management Office (PMO). Typically, an end user identifies a requirement and generates a PR.

The PR and any necessary funding information go to that agency's procurement office, which issues the DO. Any valid federal agency DO form may be used, along with the associated delivery order number. Completed orders are submitted to the SEWP PMO at sewporders@sewp.nasa.gov or by fax to 301-286-0317. The NASA SEWP PMO does not issue delivery orders; these must be issued through the issuing agency's procurement office. The PMO reviews, processes, and tracks issued DOs and forwards them to the Contract Holder.

Some agencies have special requirements for issuing IT delivery orders. It is the issuing agency's Contracting Officer's responsibility to be aware of any agency-specific policies governing orders placed through an existing contract vehicle or a Government-Wide Acquisition Contract. The SEWP contracts impose no requirement for issuing agencies to use an intermediary procurement office, except as directed by their own internal policies.

If modifications are made to any order, those modifications must also route through the SEWP PMO.

Safal Partners marks each order as received in the SEWP Contract Holder Order Processing (CHOP) system within one business day of receipt, and posts order status updates in CHOP within two business days of any status change. Customers can view current order status through the SEWP website, and the SEWP PMO can assist with order status questions at any time.

Payment and Order Administration

Payment methods: Safal accepts Electronic Funds Transfer (EFT) and the Government Purchase Card or other agency-approved credit card for orders of any size. Safal does not have a surcharge for credit card payments.

Performance start: The performance schedule is established in each order. Safal begins fulfillment only after the delivery order has been processed by the SEWP PMO and assigned a SEWP Control Number (SCN). Expedited or non-standard schedules may be proposed per CLIN or at the time of quote and mutually agreed.

Contract changes: Certain Safal contract-level changes require a modification executed by the SEWP Contracting Officer before Safal may fulfill additional delivery orders. These include, but are not limited to, novation or change of name, change of address, CAGE code, DUNS number, and assignment of claims. Safal reissues this ordering guide within 10 business days of any contract modification.

POST-DELIVERY SUPPORT AND POST-AWARD ISSUES, AND TROUBLESHOOTING A PROBLEMATIC ORDER

Because Safal holds a services category, "post-delivery" support is handled through order-level service management rather than product warranty administration. The following applies to every order.

Support staff contacts. Jen Sumida, SEWP Program Manager: jen.sumida@safalpartners.com, (713) 955-2323. Samantha Bennett, SEWP Deputy Program Manager:

samantha.bennett@safalpartners.com, (713) 955-2727. Either contact can route a post-delivery issue to the responsible service manager for the order.

Order start-up and transition. Safal holds a kickoff with the issuing CO and COR promptly after award to confirm scope, deliverable schedule, points of contact, reporting cadence, and any Agency-specific security or onboarding requirements.

Service quality and remedy. Deliverables are subject to inspection and acceptance by the issuing CO or authorized representative under the terms of each order. Where a deliverable does not conform, Safal re-performs or corrects it at no additional cost within the timeframe agreed with the CO.

Software, licensing, and maintenance. Where an order includes software or subscriptions, Safal manages license assignment, renewals, patching, and version upgrades as specified in that order. Geographic restrictions in delivered software are identified and disabled by default.

Accessibility. ICT deliverables conform to the Revised Section 508 Standards as specified in each order. An Accessibility Conformance Report (typically a VPAT) is available to the Government on request.

Reporting. Safal submits monthly consolidated Reports of Work covering all active orders through the Contract Holder Only Page (CHOP), and a Final Order Report within 30 days of each order's completion.

HOW TO TROUBLESHOOT A PROBLEMATIC ORDER

If an order is delayed, incomplete, incorrectly filled, or otherwise not proceeding as expected, contact Safal using the escalation path below. Please have the Delivery Order number, the SEWP quote number, and a description of the issue available.

Level	Contact	Reach	Acknowledgment
First	Samantha Bennett SEWP Deputy Program Manager	samantha.bennett@safalpartners.com (713) 955-2727	Within 2 business days
Second	Jen Sumida SEWP Program Manager	jen.sumida@safalpartners.com (713) 955-2323	Within 2 business days

Order issues may also be raised with the NASA SEWP PMO at help@sewp.nasa.gov or (301) 286-1478. The SEWP PMO tracks all issued Delivery Orders and can assist agencies with order status questions.

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