

# NASA SEWP VI **Ordering Guide**

A practical, step-by-step reference for agency buyers working with DivIHN Integration Inc. under NASA SEWP VI.

**80TECH26D0045**

CONTRACT NO.

**B**

CATEGORY

**NJY2E3ATLXJ5**

UEI

**11/1/26 – 10/31/36**

PoP

**0.34%**

USAGE FEE

## **START HERE**

## **How to Use This Guide**

This guide follows the life cycle of a SEWP VI order with DivIHN, from confirming scope through resolving a problem order. Jump to the section that matches where you stand.

### **1. Confirm Your Requirement Is In Scope**

Check whether your requirement fits DivIHN's Category B contract.

### **2. Request a Quote**

Prepare and submit a quote request, and know what to expect back.

### **3. Fair Opportunity and Requests for Quotes**

The required notice, reproduced exactly as written in the contract.

### **4. Track Your Order**

Follow your order from Purchase Request to fulfillment.

### **5. Get Support**

Reach the right team for quotes, technical issues, or a problem order.

### **6. Report a Problem Order**

Steps to resolve a delayed, incomplete, or incorrect order.

### **7. Scope Categories at a Glance**

Compare Category A, B, and C.

### **8. Glossary of SEWP Terms**

Look up acronyms and terms used throughout this guide.

### **9. Quick Reference Contact Card**

Every DivIHN and SEWP contact on one page.

## 1. GETTING STARTED

---

### Confirm Your Requirement Is In Scope

DivIHN holds Category B under SEWP VI, covering Enterprise-Wide ITC/AV Service Solutions, including ancillary hardware or software when permitted as part of the overall service solution. Before you submit a quote request, confirm your requirement matches this category.

#### 1. Check the requirement against Category B

Compare your requirement to the scope categories in Section 7 of this guide. Enterprise-wide technology services fall under Category B.

#### 2. Ask SEWP to confirm scope when you are unsure

Send an overview or bill of materials to [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov). The SEWP Program Management Office reviews the request and confirms whether it falls within SEWP VI scope.

#### 3. Move to a quote request after scope confirmation

Continue to Section 2 of this guide to prepare and submit your request.

## 2. REQUESTING A QUOTE

---

### Request a Quote

DivIHN responds to Requests for Quote and Market Research Requests submitted through the NASA SEWP Quote Request Tool (QRT). Use the steps below to prepare your request and know what to expect back.

#### 1. Prepare your requirement

Define the systems, services, quantities, and timeline your office needs. Note your funding source and any agency-specific requirements before you submit.

#### 2. Submit your RFQ or MRR through the QRT

Submit your request through the NASA SEWP Quote Request Tool, addressed to DivIHN. Reference Attachment C, the Contract Holder User Manual, for formatting requirements.

#### 3. Review DivIHN's response via CHOP

DivIHN responds through the Contract Holder Only Page (CHOP) Quote Tool, with a verification file identifying Contract Line Item Numbers (CLINs), quantities, and prices, for items already on its SEWP VI contract.

#### 4. Place your order within the quote window

DivIHN states how long each quote stays valid. Submit your Purchase Request and Delivery Order before the quote expires. See Section 4 for what happens next.

A Request for Information issued as part of market research can include items not yet on DivIHN's contract, marked clearly as not yet available, paired with a technology refreshment request.

For classified or sensitive requirements, DivIHN follows your identified secure transmission method and applicable NASA SEWP procedures.

*Have a pricing question before you submit? Reach DivIHN's quote team using the contact card in Section 9.*

### 3. REQUIRED NOTICE

---

#### **Fair Opportunity and Requests for Quotes**

Section A.1.13 of the SEWP VI contract governs fair opportunity and quoting. The clause below is reproduced as written in the contract. "Contractor" refers to DivIHN Integration Inc. as the NASA SEWP VI Category B Contract Holder.

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 Contractor shall not market, quote or otherwise offer for sale, any IT Solutions not listed under this contract, until the said solutions are included in the SEWP database of record, and available to all Government end-users.

If the Government issues a Request For Information (RFI) as part of market research, the Contractor may provide items not yet listed on their SEWP contract as part of a market research quote if:

1. all such items are clearly marked as not yet available on their SEWP contract; and
2. the contractor submits a technology refreshment request to add those products to their contract

If the Government issues a Request For Quote (RFQ) or a Market Research Request (MRR), the Contractor may only respond with items available on their Contract and the price of each item shall be no greater than the price in Attachment F SEWP database of record at the time the quote is issued. If the Contractor has insufficient items on their contract to fully respond to the Formal RFQ, the Contractor must respond with a No Bid.

Unless the RFQ specifically allows for partial quotes, the Contractor must respond fully to all requirements specified in the RFQ.

When submitting a quote to a government end-user, the contractor must clearly state the length of time the quote is valid. The contractor shall honor any order submitted within the stated time period of a quote.

When responding to an RFI or RFQ issued from the NASA SEWP RFQ on-line quoting system, the Contractor must respond as outlined in Attachment C: Contract Holder User Manual (CHUM).

Contract Holders are prohibited from using Government information posted on the NASA SEWP Contract Holder Only Page, such as RFQs, RFIs, etc., for purposes other than proposing on SEWP requirements. This includes Contract Holders providing third parties with SEWP information and requirements for the purpose of assisting companies, that are not SEWP Contract Holders, with providing unsolicited proposals to meet agency requirements already posted to the NASA SEWP RFQ on-line quoting system.

*Source: NASA SEWP VI Contract, Attachment A, Section A.1.13. Reproduced as written in the contract.*

## 4. ORDER FULFILLMENT

### Track Your Order From Purchase Request to Fulfillment

#### 1. Your office generates a Purchase Request

You identify the requirement and create a Purchase Request. Purchase Request and Delivery Order forms vary by agency, not by the SEWP Program Management Office.

#### 2. Your procurement office issues the Delivery Order

Your office issues the Delivery Order to DivIHN, using any valid federal agency DO form.

#### 3. The SEWP PMO assigns a SEWP Control Number

The SEWP PMO reviews and processes the order and assigns a SEWP Control Number (SCN). Your procurement office issues the order directly; the PMO does not issue Delivery Orders.

#### 4. DivIHN begins fulfillment

DivIHN begins fulfillment after the order is processed in accordance with SEWP procedures. Contact the DivIHN team in Section 9 for order status.

*Modify an order at any point by routing the modification through the SEWP Program Management Office, the same office that handled your original Delivery Order.*

## 5. SUPPORT

---

### Get Support

#### **Quote & Sales Support**

Pricing on hardware, software, or services available under Category B, submitted through the QRT.

#### **Technical & Delivery Support**

Installation guidance, basic and extended warranty terms, technical support, and software support for delivered orders.

#### **Order Troubleshooting**

Resolution for a delayed, incomplete, or incorrect order, and other post-delivery issues.

**Installation, Warranty & Technical Support:** For installation assistance, basic or extended warranty support, technical support, software support, or other post-delivery issues, customers should contact DivIHN's Program Manager or Deputy Program Manager with the applicable SEWP Control Number (SCN) and/or Agency Order Number and a description of the support needed. DivIHN coordinates with the applicable manufacturer, software publisher, service provider, or subcontractor as needed and remains the customer-facing point of contact through resolution.

DivIHN serves as the customer-facing point of contact for its SEWP VI orders and coordinates with applicable manufacturers, software publishers, service providers, and subcontractors as necessary to address order issues. DivIHN remains responsible for fulfillment of its SEWP VI orders and works with the customer through resolution.

## 7. REFERENCE

### Scope Categories at a Glance

|                     |                                          |                                                                               |
|---------------------|------------------------------------------|-------------------------------------------------------------------------------|
| Category A          | ITC/AV Solutions                         | Hardware, software, and audio-visual products for federal agencies.           |
| Category B (DivIHN) | Enterprise-Wide ITC/AV Service Solutions | Technology services that support agency-wide operations and enterprise needs. |
| Category C          | Mission-Based ITC/AV Service Solutions   | Services agencies tailor to individual mission needs.                         |

Send an overview or bill of materials to [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov) to confirm scope for a requirement that spans more than one category.

## 8. REFERENCE

---

### Glossary of SEWP Terms

|                         |                                                                                                                                                                |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>GWAC</b>             | Government-Wide Acquisition Contract. A multi-award vehicle agencies use to buy technology and services.                                                       |
| <b>PR</b>               | Purchase Request. The internal document your office creates to start a SEWP VI order.                                                                          |
| <b>DO</b>               | Delivery Order. The order your procurement office issues against DivIHN's SEWP VI contract.                                                                    |
| <b>RFQ</b>              | Request for Quote. A formal quote request your office submits through the QRT.                                                                                 |
| <b>MRR</b>              | Market Research Request. A less formal request your office submits before an RFQ, to research pricing and options.                                             |
| <b>RFI</b>              | Request for Information. A request DivIHN can answer during market research, including items not yet on its contract when clearly marked as not yet available. |
| <b>QRT</b>              | Quote Request Tool. The NASA SEWP online system agencies use to submit RFQs and MRRs.                                                                          |
| <b>CHOP</b>             | Contract Holder Only Page. The system DivIHN uses to respond to quote requests.                                                                                |
| <b>SCN</b>              | SEWP Control Number. Assigned by the SEWP PMO once an order is processed; fulfillment begins after assignment.                                                 |
| <b>CHUM</b>             | Contract Holder User Manual. Attachment C to the SEWP contract, setting DivIHN's response requirements for RFQs and RFIs.                                      |
| <b>PMO</b>              | Program Management Office. NASA's team that reviews, tracks, and routes SEWP orders and modifications.                                                         |
| <b>Fair Opportunity</b> | The FAR 16.505(b)(1) process that gives contract holders a chance to compete for orders exceeding \$10,000.                                                    |

## 9. QUICK REFERENCE

### Quick Reference Contact Card

Print or save this page for your records.

| Need                                    | Contact                                                                                                                                                                                                      | Reach DivIHN For                                             |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| <b>Quote &amp; Sales Support</b>        | Laura Kazdoba / Matt Sweatt<br><a href="mailto:lkazdoba@divihn.com">lkazdoba@divihn.com</a> /<br><a href="mailto:matt.sweatt@divihn.com">matt.sweatt@divihn.com</a><br>+1 (973) 568-1030 / +1 (443) 528-0239 | Pricing on hardware, software, or services under Category B. |
| <b>Technical &amp; Delivery Support</b> | Laura Kazdoba / Matt Sweatt<br><a href="mailto:lkazdoba@divihn.com">lkazdoba@divihn.com</a> /<br><a href="mailto:matt.sweatt@divihn.com">matt.sweatt@divihn.com</a><br>+1 (973) 568-1030 / +1 (443) 528-0239 | Installation guidance, warranty terms, and software support. |
| <b>Order Troubleshooting</b>            | Laura Kazdoba / Matt Sweatt<br><a href="mailto:lkazdoba@divihn.com">lkazdoba@divihn.com</a> /<br><a href="mailto:matt.sweatt@divihn.com">matt.sweatt@divihn.com</a><br>+1 (973) 568-1030 / +1 (443) 528-0239 | A delayed, incomplete, or incorrect order.                   |

## 10. BACKGROUND

### About DivIHN and the SEWP VI Program

DivIHN Integration Inc. is a federal IT services and solutions provider supporting government customers across enterprise IT modernization, cybersecurity, cloud, application development, data and analytics, enterprise platforms, managed services, and technical workforce solutions. Under NASA SEWP VI, DivIHN holds a Category B contract for Enterprise-Wide ITC/AV Service Solutions.

NASA established the SEWP program in 1993 as the first Government-Wide Acquisition Contract in the federal acquisition space. SEWP VI supports Information Technology, Communications, and Audio-Visual solutions and services for federal agencies and approved contractors, processing more than 50,000 orders each year. A usage fee of 0.34%, applied per order, funds the program.

Source: NASA SEWP Program Management Office.

## 11. DOCUMENT CONTROL

---

### Document Control and Revision Log

This guide follows the requirements in Attachment A, Sections A.5 and A.6 of the SEWP SOW. DivIHN republishes this guide within 10 business days after each contract modification.

| Version | Date           | Summary                                                                                                                                      |
|---------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| V2      | September 2026 | Contract number, UEI, PoP, and named program contacts confirmed. Fair Opportunity clause verified verbatim against the official SEWP VI RFP. |