ORDERING GUIDE
OLH Technical Services, LLC

SEWP VI Contract Number:
80TECH26D1856

Category: C

Contract Type: GWAC

POP: Nov 2026 – Oct 2036

SEWP Surcharge: 0.34%

UEI: UEYDLTJPC2H3

SEWP VI Program Support

Order Issues and Post-Delivery Contacts

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SEWP PMO Hours:

M-F, 7:30 AM – 6 PM (ET)

www.sewp.nasa.gov

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. 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 the requests of its customers. 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.

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 is the recommended method to assist in this activity and to augment 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.

What's in Scope for SEWP VI?

SEWP is designed to provide a broad suite of Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services. Because technology is constantly evolving, SEWP processes allow Contract Holders to add new commercial technologies and IT services to their contracts daily.

To determine whether your requirement falls within the scope of the SEWP VI contract, please send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov. The SEWP team will review your requirement and provide feedback promptly.

The SEWP Contracts categories are:

- Category A - ITC/AV Solutions
- Category B - Enterprise-Wide ITC/AV Service Solutions
- Category C - Mission-Based ITC/AV Service Solutions

CATEGORY A	CATEGORY B	CATEGORY C
ITC/AV Solutions	Enterprise-Wide ITC/AV Service Solutions	ITC/AV Mission-Based Service Solutions

About OLH Technical Services

OLH Technical Services, LLC (OLH) is an 8(a) Program certified, Alaska Native Corporation (ANC)-owned, Small Disadvantaged Business (SDB). We have a proven small business track record with established contract growth. Our understanding of the federal industry, coupled with our management and business practices, has enabled us to grow our footprint among agencies and over the world. Under our SEWP VI Category C contract, OLH provides mission-based Information Technology, Communications, and Audio-Visual (ITC/AV) services tailored to each customer's operational requirements. We will work with ordering Agencies throughout the acquisition process to clarify requirements, develop responsive service solutions, support order execution, and resolve performance or administrative issues.

Requesting a Quote

Ordering Agencies may request a quote from OLH through the NASA SEWP Quote Request Tool (QRT). When preparing the request, customers should provide the applicable Statement of Work (SOW), Performance Work Statement (PWS), or description of the required services, along with the anticipated period and place of performance, personnel qualifications, security requirements, travel requirements, pricing instructions, evaluation criteria, and requested response date.

Order and Post Delivery Support

Because OLH's Category C contract is for mission-based services, product installation and standard or extended product warranties generally do not apply unless specifically included in an individual delivery order. Technical support, software support, service levels, deliverables, and other performance requirements will be provided in accordance with the terms of the applicable order.

Following award, OLH will coordinate with the customer's designated Contracting Officer, Contracting Officer's Representative, and other authorized representatives regarding staffing, performance, deliverables, invoicing, and other order requirements. The OLH Program Manager will serve as the primary point of contact for program-level and post-award support.

Resolving Order Issues

Customers experiencing an issue with a quote, order, staffing action, deliverable, invoice, or service performance should contact the OLH SEWP Program Manager and provide the Agency name, delivery order number, a description of the issue, its operational impact, and the requested resolution. OLH will review the matter, coordinate with the appropriate internal and customer personnel, and communicate the actions required to resolve it.

When NASA SEWP PMO involvement is necessary, OLH will coordinate with the PMO and the ordering Agency to support resolution. Customers may also contact the NASA SEWP Help Desk at help@sewp.nasa.gov or 301-286-1478.

Ordering Process

Each Agency establishes its own internal ordering process. The issuing Agency (not the NASA SEWP Program Management Office (PMO)) defines the procedures and forms used for Purchase Requests (PRs) and Delivery Orders (DOs) issued under a SEWP contract. Typically, an end user identifies a requirement and generates a PR.

The PR, along with the necessary funding information, is submitted to the Agency's procurement office for issuance of a DO. Any valid Federal Agency DO form and associated order number may be used. The NASA SEWP PMO does not issue DOs; orders must be issued by the ordering Agency's procurement office. Once issued, the SEWP PMO reviews, processes, and tracks the DO and forwards it to the applicable Contract Holder(s).

Some Agencies have additional requirements for issuing IT orders. The ordering Agency's Contracting Officer (CO/KO) is responsible for understanding and complying with all Agency-specific policies governing the use of existing contract vehicles and Government-Wide Acquisition Contracts (GWACs). SEWP does not require ordering Agencies to use an intermediary procurement office unless mandated by their internal policies.

Any modifications to an order must also be routed through the SEWP PMO.