

NASA SEWP VI

ORDERING GUIDE

Mission Wide Solutions (MWS) JV LLC

NASA SEWP VI



Contract Holder

Contract at a glance

Contract Holder	Mission Wide Solutions (MWS) JV LLC
SEWP VI Contract	80TECH26D1498
Awarded Scope	Category B – Enterprise-Wide ITC/AV Service Solutions
Period of Performance	PoP: November 2026–2036
Main Office	3215 W. State Street, Suite 309D, Milwaukee, WI 53208 513-490-1108

Purpose and use

This Ordering Guide is required by the NASA SEWP VI Contract Holder User Manual (CHUM) and must include: program support information; quoting and ordering procedures; installation, warranty, technical support, and troubleshooting instructions; contractor and SEWP overview information; and designated sales and support points of contact.

Publication control: This guide shall be updated within ten (10) business days after *any* contract modification, consistent with CHUM Ordering Guide Requirements.

Primary customer contacts

Role	Name	Email	Telephone
Program Manager / Quote and Order Support	Philip de Almeida	philip.dealmeida@missionwidesolutions.com	845-531-1060
Deputy Program Manager / Escalation Support	AJ Lee	aj.lee@missionwidesolutions.com	256-694-3829

The Program Manager and Deputy Program Manager serve as the required Sales Representatives for SEWP VI quoting and customer support as required by CHUM.

1. How to obtain a quote

Customers may request a quotation for in-scope enterprise-wide ITC/AV services and permitted ancillary hardware or software through the NASA SEWP Quote Request Tool (QRT). QRT-originated requests must be answered by MWS through the Contract Holder Only Page (CHOP); MWS will not send a quote outside the SEWP Quote Tool when the request originated in the QRT. Customers may contact the MWS Program Office before a request opens for general capability or scope coordination. While a request is open, questions and correspondence must use the QRT Question & Answer feature unless the customer initiated or expressly authorized direct communication.

1	Define the requirement Identify the desired services, period and place of performance, quantities, deliverables, security or agency-specific requirements, required support levels, and requested response date. Include a statement of work/performance work statement and bill of materials when applicable.
2	Submit the request through the SEWP QRT Access www.sewp.nasa.gov and submit the request to the appropriate SEWP VI category and eligible Contract Holders. The issuing Contracting Officer is responsible for fair opportunity and the documentation required by FAR 16.505 and agency policy.
3	MWS submits its response through CHOP MWS will submit the quote and a verification file through CHOP. The verification file must identify the SEWP RFQ number and list each ordered CLIN, unit price, and quantity; all CLINs must be on the MWS SEWP contract and the verification total must exactly match the quote. Quotes will be on MWS prime Contract Holder letterhead and state their validity period.
4	Evaluate the quotation Confirm the quote identifies the contract number, scope, pricing, delivery/performance schedule, acceptance criteria, support and warranty terms, validity period, and assumptions. For products, each item must identify Trade Agreements Act status; unknown status is treated as noncompliant. Partial quotes are permitted only when the request expressly allows them.
5	Issue and route the delivery order The issuing agency awards the delivery order using its authorized order form and unique order number. The customer or MWS submits the order to sewporders@sewp.nasa.gov or fax 301-286-0317. MWS will not begin fulfillment until NASA SEWP processes the order and assigns a SEWP Control Number (SCN).

Quote communication controls

For a QRT-originated request, updated quotes must use the QRT “Request Updated Quote” process. A courtesy copy may be emailed only after the identical quote has been uploaded to CHOP, and only when explicitly requested by the customer. Per CHUM’s Zero-Tolerance communication rules, quotes for QRT-originated requests may **not** be sent outside CHOP except as allowed above. Violation may result in SEWP PMO corrective action.

When QRT Questions & Answers are disabled and clarification is required, MWS will use the **“Would Quote”** function in CHOP as required by CHUM.

During an open RFQ, direct communication with the customer is prohibited unless initiated or expressly authorized by the customer. This requirement is enforced under CHUM customer satisfaction compliance rules.

Additional quote guidance

Information that improves quote quality

- Issuing agency, contracting office, and customer points of contact
- Requested SEWP VI category and applicable NAICS/business-size considerations
- Description of the requirement, quantities, labor categories, deliverables, and acceptance criteria
- Period/place of performance and required delivery or start date
- Security, Section 508, cybersecurity, data, travel, or agency-specific clauses
- Requested basic/extended warranty, installation, technical support, software support, training, and sustainment
- Funding or not-to-exceed constraints, evaluation factors, and required quote format/date

Scope assistance

For a SEWP scope review, customers may send an overview, statement of work, and/or bill of materials to help@sewp.nasa.gov. NASA SEWP PMO: 301-286-1478, Monday–Friday, 7:30 a.m.–6:00 p.m. Eastern Time.

Requests outside the QRT

When a customer directs MWS to use an agency-controlled method for sensitive or classified material, MWS will follow the customer's secure submission instructions. All quoted CLINs must still be on the MWS SEWP contract. Any documentation required through SEWP will be submitted through CHOP with the verification file prescribed by the CHUM. Classified requirements and quotes will not be transmitted through an unapproved channel.

2. Order placement, administration, and modifications

Agency responsibilities

The issuing agency defines its internal purchase-request and delivery-order workflow. The agency Contracting Officer is responsible for confirming scope, competition/fair opportunity, funding, required approvals, order terms, and compliance with agency-specific policy. Any valid authorized Federal agency order form and associated delivery-order number may be used when accepted by NASA SEWP procedures.

Only authorized Government Contracting Officers or Government-support contractors with a valid authorization letter submitted to the SEWP PMO may issue delivery orders, per RFP Section A.1.5.

SEWP PMO responsibilities

NASA SEWP PMO receives, reviews, records, tracks, and forwards issued delivery orders and order modifications to the Contract Holder. NASA SEWP PMO does not issue delivery orders on behalf of customer agencies.

MWS responsibilities

- Ensure the order or modification is submitted promptly to sewporders@sewp.nasa.gov or fax 301-286-0317.
- Do not begin fulfillment until the order has been processed by NASA SEWP and assigned an SCN.
- Mark the order as Received in CHOP within one business day after SEWP processing.
- Verify that the order matches the accepted quote and that the CHOP verification file contains the RFQ/unique identifier, CLIN, unit price, and quantity for each item, with a total exactly matching the order.
- Report each order status change through CHOP within two business days, including expected delivery date, ship date, and current status; provide shipment tracking through CHOP after shipment.
- Remain responsible as the prime Contract Holder for all performance and subcontractor/provider activity and communications.
- MWS may not accept an order until it has been submitted to the SEWP PMO and processed with an assigned SEWP Control Number (SCN), per RFP A.1.8.

Order modifications

Changes to scope, quantity, price, schedule, funding, place of performance, or other binding terms must be issued by an authorized agency Contracting Officer and routed through the SEWP PMO. MWS will submit a new cumulative verification file that reflects the original order and every modification to date. MWS will not implement a change or begin modified performance until NASA SEWP processes the modification and assigns/confirms the applicable SCN. Informal customer or technical direction does not modify the order.

Recommended order-content checklist

☐ Date of order and unique order number	☐ Authorized ordering official name/contact
☐ Issuing and ordering agency names	☐ MWS name and contract number
☐ Appropriation/accounting data	☐ Billing/invoice and shipping addresses
☐ SEWP CLINs, descriptions, quantities, prices	☐ Total order amount
☐ Terms, SOW, acceptance requirements	☐ Period of performance for services

Orders must fall within SEWP VI contractual order limitations: minimum order value \$25; maximum \$3M per single item; maximum \$11M aggregate per order. If an order exceeds these limits, MWS may decline within seven (7) calendar days per FAR 52.216-19

SEWP administrative handling fee

The applicable SEWP Agency Administrative Handling Fee is assessed on orders in accordance with the contract and the current fee posted by NASA SEWP. Customers should consult www.sewp.nasa.gov for the current rate and any applicable cap when preparing the order.

3. Installation, warranty, and post-delivery support

The specific support commitment for each order is governed by the MWS quotation and the resulting delivery order. Customers should identify all required support during the RFQ so that MWS can price and document the correct coverage. Unless expressly included in the order, installation, extended warranty, premium technical support, software maintenance, training, and other optional services are not presumed to be included.

All warranty, maintenance, and support CLINs must conform to CHUM policy requirements, including limitations on resale of third-party warranties and requirements for documenting any service bundles. Customers should identify required support at RFQ time so that MWS can ensure CHUM-compliant pricing and scope.

Support area	MWS policy and ordering guidance
Installation	Installation, configuration, integration, migration, testing, and/or deployment support will be provided only when included in the accepted quotation and order. The order should identify location, schedule, site-readiness responsibilities, access/security requirements, acceptance criteria, and any customer-furnished resources.
Basic warranty	Applicable basic warranty coverage will be stated in the MWS quotation and order. For ancillary commercial products, coverage may be provided by the original equipment manufacturer or software publisher and passed through to the customer to the extent permitted. Customers should retain serial numbers, license identifiers, proof of delivery, and order references.

Support area	MWS policy and ordering guidance
Extended warranty	Extended warranty or maintenance coverage is optional and must be requested and separately identified in the quotation/order. Coverage dates, service levels, exclusions, return/repair procedures, and responsible support provider will be documented before award. Extended warranties must align with CHUM and SEWP rules for service CLINs, including proper UN/SPSC classification, identification of support provider, and limitations on manufacturer-prohibited pass-through warranties.
Technical support	Technical support may be furnished by MWS, a subcontractor, or the applicable manufacturer/publisher as identified in the quotation/order. The order will define support hours, response targets, escalation procedures, on-site/remote coverage, and any required support entitlement.
Software support	Licensing, subscription, updates, patches, maintenance, help-desk support, and renewal terms will follow the applicable publisher terms and the order. Customers should identify user counts, environments, license models, security constraints, and renewal requirements in the RFQ.
Other post-delivery issues	For shipping damage, shortage, nonconforming delivery, acceptance, return authorization, invoice discrepancy, performance issue, or other post-delivery matter, notify the MWS Program Office promptly and provide the order number, affected line item, dates, evidence, and requested resolution.

Support contacts

Primary: Philip de Almeida, SEWP Program Manager, 845-531-1060, philip.dealmeida@missionwidesolutions.com.

Escalation/alternate: AJ Lee, SEWP Deputy Program Manager, 256-694-3829, aj.lee@missionwidesolutions.com.

When an order identifies a manufacturer, publisher, subcontractor, or service desk as the first-line support provider, customers should use that entitlement first and copy the MWS Program Office for visibility.

4. Troubleshooting a problematic order

Use the following process for delayed acknowledgement, quote/order mismatch, delivery or performance concerns, damaged or missing items, warranty/support issues, invoice discrepancies, or unclear order status.

1	Gather the order record Provide the SEWP contract number, agency delivery-order number, MWS quote number (if available), affected line item(s), issue description, relevant dates, supporting documents, and the requested outcome. Do not include sensitive information in unprotected email.
2	Contact the MWS Program Manager (Primary Troubleshooting Point of Contact) Philip de Almeida • 845-531-1060 • philip.dealmeida@missionwidesolutions.com . MWS will acknowledge the issue, identify the responsible delivery/support party, and coordinate status and corrective action under the order.
3	Escalate within MWS if needed (Secondary Troubleshooting Point of Contact) AJ Lee, Deputy Program Manager • 256-694-3829 • aj.lee@missionwidesolutions.com . Copy the issuing Contracting Officer for matters affecting price, scope, schedule, acceptance, or other contractual terms.
4	Engage NASA SEWP PMO when appropriate For routing, scope, program-process, or unresolved Contract Holder issues, contact the NASA SEWP Help Desk at 301-286-1478 or help@sewp.nasa.gov . NASA SEWP PMO hours are Monday–Friday, 7:30 a.m.–6:00 p.m. Eastern Time.
5	Document the resolution MWS and the customer should document agreed actions, owners, due dates, and closure. Any binding contract change must be made by an authorized agency Contracting Officer and routed through the SEWP PMO as an order modification.

These individuals constitute the required “troubleshooting contacts” per CHUM Ordering Guide standards.

5. Contractor and SEWP overview

Mission Wide Solutions

Mission Wide Solutions (MWS) JV LLC is a Federal-market information-technology solutions provider and NASA SEWP VI Category B Contract Holder. Under Category B, MWS supports enterprise-wide ITC/AV service solutions and permitted ancillary products within the awarded contract scope. MWS coordinates customer requirements, quotations, delivery-order execution, post-delivery support, and program compliance through its SEWP VI Program Office.

<https://missionwidesolutions.com/>

<https://missionwidesolutions.com/mission-wide-solutions-jv-llc/>

NASA SEWP VI

NASA Solutions for Enterprise-Wide Procurement (SEWP), pronounced “soup,” is a Government-Wide Acquisition Contract available to Federal agencies and approved Federal contractors. SEWP VI is organized into three categories: **Category A** - ITC/AV Solutions; **Category B** -Enterprise-Wide ITC/AV Service Solutions; and **Category C** - Mission-Based ITC/AV Service Solutions. Customers should use the SEWP website and current CHUM for authoritative ordering procedures, tools, and program guidance.

<https://www.sewp.nasa.gov/>

6. Guide maintenance and CHUM compliance

This draft was reviewed against the SEWP VI Contract Holder User Manual (CHUM), Version 2, dated August 21, 2026. MWS will review the guide against the then-current CHUM and applicable contract modifications before initial publication and with every revision. If this guide conflicts with the contract, an authorized order, or the current CHUM, the controlling contract/order/CHUM requirement governs. MWS will correct and republish the guide as required.

In the event of any discrepancy between this guide and the SEWP VI contract, including RFP Sections A.1.8–A.1.20 governing ordering procedures, the contract terms shall take precedence. Order-level terms cannot supersede SEWP contract terms, per A.1.8.

Version	Date	Trigger	Summary
Draft 4.0	16 Oct 2026	Activation/Onboarding requirement for Ordering Guide on SEWP Website.	The Ordering Guide was updated to incorporate mandatory CHUM and RFP requirements, including zero-tolerance quoting rules, authorized-ordering-official language, order limitations, and explicit CHOP/SCN process clarifications. Additional updates clarify sales and troubleshooting POCs, warranty/support policy requirements, communication restrictions during RFQs, and precedence of contract terms. These changes ensure full alignment with SEWP VI procedural, compliance, and customer-communication standards.