NASA SEWP VI Contract Information & Ordering Guide

BPA Services LLC | Categories B and C | Version 1.0

Category B	80TECH26D1542 Enterprise-Wide ITC/AV Service Solutions
Category C	80TECH26D1146 Mission-Based ITC/AV Service Solutions
Company identifiers	UEI: CF3TDKPKZTN1 | CAGE: 52L80
Business profile	Small Business; Small Disadvantaged Business
Corporate website	www.bpaservices.com
Mailing address	8300 Boone Boulevard, Suite 500, Office #563 Vienna, VA 22182

About BPAS and SEWP

BPA Services LLC provides technology and professional services. Its SEWP VI awards cover enterprise-wide and mission-based IT, communications, and audiovisual service solutions. NASA SEWP is a multiple-award Government-Wide Acquisition Contract (GWAC) available to federal agencies and authorized contractors.

BPAS offerings must fall within the applicable awarded category and be included in the SEWP database before they are offered for an order. Customers should verify current contract activation and ordering availability with the NASA SEWP Program Management Office (PMO).

Contract terms, modifications, the current Contract Holder User Manual, and ordering-agency requirements govern each transaction. This guide does not alter those requirements.

Request a quote or place an order

1. Define the requirement and confirm scope

Provide the statement of work or performance work statement, deliverables, technical requirements, quantities or estimated effort, desired performance dates, place of performance, and any security or accessibility requirements. For scope questions, send an overview or bill of materials to help@sewp.nasa.gov.

Category B supports enterprise-wide ITC/AV service solutions, such as cloud, managed, and shared services. Category C supports mission-based ITC/AV services, including software development, engineering, data services, operations, consulting, and cybersecurity, as permitted by the awarded contract.

2. Request quotations

Use the Quote Request Tool (QRT) through the NASA SEWP website for the applicable category and eligible contract-holder group. BPAS program contacts below can assist with market research, quote questions, and scope clarification. Include evaluation criteria, submission instructions, response date, and any order-specific terms.

Program Manager	Chandra V. Edara 703-927-7059 chandra.edara@bpaservices.com
Deputy Program Manager	Rachael Bare 417-288-8313 rachael.bare@bpaservices.com

3. Evaluate and award

The ordering agency conducts its evaluation, applies the applicable fair-opportunity requirements under FAR 16.505(b), documents its award decision, and issues the order. The QRT supports this process; direct contact with BPAS does not replace an applicable competition requirement.

The order should identify the correct BPAS SEWP contract number, order number, applicable NAICS code and contract type, supporting quote, line items and prices, total value, issue date, agency and delivery addresses, BPAS mailing address and phone number, and the contracting officer's signature, signature date, and phone number.

4. Route the order through NASA SEWP

Send issued orders and subsequent modifications through the NASA SEWP PMO using its current submission instructions, including sewporders@sewp.nasa.gov. The agency funds and issues its own order; the PMO reviews, processes, tracks, and routes it to the contract holder. BPAS acceptance and fulfillment follow the required SEWP processing.

Delivery, support & issue resolution

Installation and acceptance

Installation, integration, configuration, testing, training, and acceptance requirements are established in the quote, statement of work, and resulting order. State any required installation location, dependencies, access arrangements, and acceptance criteria in the request. Chandra and Rachael coordinate delivery and the appropriate technical support resources.

Basic and extended warranty

Warranty coverage, duration, exclusions, and the responsible provider are those stated in the applicable contract, quote, order, and manufacturer or service-provider terms. Request any extended warranty or additional maintenance coverage in the quotation request so it can be priced and incorporated into the order. No additional warranty term is created by this guide.

Technical, software, and post-delivery support

Contact Chandra V. Edara at 703-927-7059 or chandra.edara@bpaservices.com, with Rachael Bare at 417-288-8313 or rachael.bare@bpaservices.com as the alternate. Provide the order and quote numbers, relevant line item, product or service identifier, affected users, error details, and operational impact. Applicable support hours, response targets, licensing, updates, and maintenance entitlements are governed by the order and provider terms.

Troubleshoot or escalate a problematic order

For delivery delays, missing or damaged items, service defects, invoice discrepancies, or order changes, notify the BPAS PM or DPM with the order number, issue description, supporting records, and requested resolution. BPAS uses Jira to track defects through correction or replacement and coordinates supplier involvement where needed. Do not send passwords or sensitive operational data in an initial email.

Escalate unresolved order-processing or program issues to NASA SEWP at help@sewp.nasa.gov or 301-286-1478. Contractual changes must be authorized by the ordering contracting officer and routed through the SEWP PMO.

Program resources and pricing

NASA SEWP: www.sewp.nasa.gov
Help: help@sewp.nasa.gov | 301-286-1478
PMO hours: Monday-Friday, 7:30 a.m.-6:00 p.m. Eastern.
Order routing: sewporders@sewp.nasa.gov

NASA currently publishes a 0.34% SEWP surcharge, included in quoted product and service prices rather than shown as a separate quote line. NASA may change its rate; the current program requirements apply.

Guide maintenance: update this guide to reflect applicable contract changes, with revised versions available within 10 business days after each contract modification.

References: NASA SEWP VI Example Ordering Guide (A.6); Attachment A, SEWP SOW, Amendment 11; NASA SEWP Ordering Information: https://www.sewp.nasa.gov/sewpvi/procurement/ordering-info/.