



NASA SEWP VI - Ordering Guide

Customer Ordering, Acquisition Workflow, Program Support, and Post-Delivery Information

Document Field	Information
Contract Holder	S&C Solutions LLC (Creative Information Technology, Inc.)
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Purpose. This consolidated guide combines the customer acquisition workflow with S&C Solutions LLC contractor-specific ordering, support, and guide-maintenance information. It is an operational aid, not a substitute for the awarded contracts, NASA SEWP instructions, the FAR, or an ordering agency's policies. Controlling authorities govern if they differ from this guide.

Document Control

This guide is intended for electronic publication and customer download/printing. Maintain the current version on the company SEWP VI webpage. Update the guide no later than 10 business days following each contract modification.

Control	Requirement
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1. Contractor and SEWP VI Overview

S&C Solutions LLC (Creative Information Technology, Inc.) is identified in the source guide as a NASA SEWP VI Contract Holder with awards in Categories B and C.

Award Category	Contract Number	Intended Use
Category B — Enterprise-Wide ITC/AV Services	80TECH26D0197	Large-scale, agency-wide or multi-location service solutions.
Category C — Mission-Based ITC/AV Services	80TECH26D0418	Mission-level or program-specific service solutions.

1.1 SEWP VI Categories

Category	Designed For	Examples / Boundary
A — ITC/AV Product Solutions	Technology products and product-based solutions	Compute, storage, networking, communications, imaging, power/cabling, audio-video, security/sensor equipment, software/cloud technology, and product-based services.
B — Enterprise-Wide ITC/AV Services	Large-scale, agency-wide or multi-location service solutions	Managed IT, enterprise networks, service management, cybersecurity, cloud, application services, analytics, and program integration. Product-only requirements are excluded.
C — Mission-Based ITC/AV Services	Mission-level or program-specific service solutions	Software development, cybersecurity, cloud, operations/maintenance, help desk, network/database services, training, and related program support. Product-only requirements are excluded.

2. Quick-Start Ordering Workflow

1. Define the mission need, deliverables, quantities, locations, schedule, security requirements, and funding.
2. Confirm the requirement is within SEWP VI scope and identify Category A, B, or C.
3. Identify eligible contract holders and the applicable small-business or socioeconomic acquisition strategy.
4. Prepare a performance-based, brand-neutral requirement and request quotes through the current SEWP Quote Request Tool (QRT) or another approved method.
5. Provide fair opportunity to the required contract holders unless a documented exception applies.
6. Evaluate quotes against disclosed factors and document technical acceptability, price reasonableness, tradeoffs, and selection rationale.
7. Complete agency reviews, funding certification, security/accessibility/supply-chain checks, and approvals.
8. Issue the delivery/task order using the agency's authorized process and required order form.
9. Route the order and later modifications through the SEWP PMO using the current submission process.
10. Track order acceptance, shipment/performance, delivery, asset/license records, invoice approval, acceptance, and closeout.

3. Plan the Acquisition Before Requesting Quotes

3.1 Define the Requirement

- State the business or mission outcome, not just a preferred make/model or vendor.
- List quantities, configurations, compatible components, software editions, subscriptions, warranties, maintenance, installation, migration, training, and support.
- For services, define tasks, measurable outcomes, deliverables, service levels, staffing assumptions where appropriate, place and period of performance, and acceptance criteria.

- Identify delivery dates, ship-to and bill-to addresses, staging needs, and restrictions on split shipments or substitutions.
- Address interoperability, data portability, lifecycle, refresh, end-of-life, and license-transfer needs.
- Separate mandatory requirements from desirable features; document a legitimate brand-name justification where required.

3.2 Funding, Approvals, and Acquisition Strategy

- Confirm funds are available and appropriate for the period of performance, options, recurring licenses, renewals, and support.
- Determine required acquisition planning, purchase request, legal, security, privacy, accessibility, IT governance, and delegated-authority reviews.
- Determine the predominant NAICS code and whether the order is unrestricted or a permitted socioeconomic set-aside/sole-source action. The ordering contracting officer is responsible for the determination.
- For a set-aside, verify the selected contract holder's current eligibility and applicable subcontracting or nonmanufacturer requirements.
- Check agency-specific rules for assisted acquisition, purchase-card use, funding, approvals, and documentation.

4. Find Contract Holders and Request Quotes

- Use the official SEWP VI online catalog and current contract-holder/category listings.
- Use the QRT where appropriate; select the correct category and follow current fair-opportunity grouping and distribution instructions.
- Provide all solicited holders the same requirement package, evaluation factors, response instructions, due date/time, and terms.
- Request the contract number, line items/part numbers, quantities, unit and extended prices, delivery estimates, quote validity, warranty/support, license terms, assumptions, exceptions, and third-party providers.
- For services, request the technical approach, staffing/labor-category mapping, level of effort if relevant, deliverables, schedule, transition approach, and price build-up.
- Retain the QRT record, request package, questions and answers, amendments, receipt timestamps, and vendor responses in the acquisition file.

5. Evaluate Quotes and Document Selection

Evaluate only against the factors and process stated in the request. A low-risk product purchase may support a concise comparison; a complex services requirement generally needs more detailed technical and price evaluation.

Evaluation Area	Review Focus
Technical acceptability	Mandatory specifications, compatibility, performance, security, accessibility, support, delivery, and deliverables.
Price	Total evaluated lifecycle price, including subscriptions, maintenance, implementation, freight, options, renewals, training, and transition.
Delivery/performance risk	Lead times, availability, schedule credibility, staffing, dependencies, and service-level commitments.
Terms and exceptions	License restrictions, warranty exclusions, assumptions, deviations, data rights, and third-party terms.
Past performance or other factors	Use only when permitted, relevant, and disclosed in the request.
Price reasonableness	Compare quotes and available market/contract information; analyze material differences and document the method.

Prepare a selection memorandum or equivalent record identifying the requirement, category, competition/fair-opportunity method, vendors considered, evaluation factors, quote comparison, price analysis, tradeoffs, selected contractor, and rationale. Record any fair-opportunity exception and its supporting authority and approvals.

6. Price, Contract Type, and Order Structure

The source draft identifies firm-fixed-price, time-and-materials, labor-hour, fixed-price award fee, fixed-price incentive fee, and fixed-price economic price adjustment among available contract types. The ordering contracting officer should select and document the appropriate type.

- Prefer firm-fixed-price when requirements and outcomes are sufficiently defined and performance risk can reasonably be placed on the contractor.
- Use time-and-materials or labor-hour only when permitted and justified, with the required ceiling, surveillance, and safeguards.
- For hybrid orders, map each line item or task to its pricing arrangement and terms.
- Ensure quoted items and services are in scope and within the selected holder's authorized offering.
- Verify current ordering limits, ceiling/maximum-order information, CLIN structure, and special provisions.
- Do not add a separate SEWP surcharge line by default; verify current SEWP VI pricing treatment and rate instructions.

7. Security, Privacy, Supply Chain, and Accessibility

Area	Order-Specific Considerations
Cybersecurity	System boundary, hosting model, data sensitivity, identity/access, logging, vulnerability management, patching, incident reporting, and authorization.
Cloud	Required FedRAMP authorization and impact level, agency cloud policy, service boundary, and coverage of the specific service.
Supply chain	Prohibited sources, Section 889 where applicable, component provenance, counterfeit risk, and agency C-SCRM controls.
Privacy and data	PII or protected data, privacy, records, breach, retention, and data-location provisions.
Accessibility	Applicable Section 508 requirements and an appropriate accessibility conformance statement/VPAT when required.
Software/licenses	EULAs, data rights, telemetry, renewals, audit rights, portability, termination, and export provisions.
Hardware	EPEAT/Energy Star or other environmental requirements, warranty, asset tagging, and secure disposal/return.

8. Prepare and Submit the Delivery/Task Order

The ordering agency issues and funds the order. The NASA SEWP PMO reviews, processes, tracks, and forwards orders to the contract holder. Use the current SEWP VI submission method and the agency's authorized order form.

8.1 Order Completeness Checklist

- ☐ Agency purchase request, funding, and approvals complete
- ☐ Correct SEWP VI contract number and contract holder
- ☐ Valid agency order/delivery-order number (PIID, as applicable)
- ☐ Contract-holder quote confirming order viability
- ☐ Issue date and signature date
- ☐ Applicable NAICS code and contract type
- ☐ Contract-holder legal name, mailing address, phone, and contact details
- ☐ Issuing office/agency and ship-to addresses
- ☐ Total order value and funding/line-item detail
- ☐ Line items, quantities, unit prices, extended prices, options, and delivery dates

- ☐ Contracting officer signature, contact information, and date
- ☐ Period of performance, deliverables, acceptance, and inspection terms
- ☐ Required clauses, security/accessibility provisions, and attachments
- ☐ Fair-opportunity and selection documentation retained
- ☐ Order routed through the current NASA SEWP PMO process; tracking/reference retained

9. S&C Solutions Quote and Order Contacts

9.1 How to Obtain a Quote

Contact Role	Contact Information
Primary SEWP Sales Representative	Deron Hurst 703-244-3841 dhurst@scsolutions-usa.com
Alternate Sales / Capture Contact	Srinivas Moshugu 913-221-7204 srinivas.moshugu@scsolutions-usa.com
General SEWP Quote Contact	sales@scsolutions-usa.com 703-244-3841

Include the agency or organization, technical requirement or bill of materials, products/services, quantities, delivery location, requested delivery or performance date, and applicable RFQ or tracking number. Adjust this requested-information list to the approved S&C/CITI operating procedure before publication.

9.2 S&C/CITI Order Intake Process

S&C Solutions LLC, supported by Creative Information Technology, Inc. (CITI), maintains a controlled process for receiving, reviewing, accepting, fulfilling, and supporting orders issued under NASA SEWP VI. NASA SEWP PMO reviews, processes, tracks, and forwards issued delivery/task orders to the applicable Contract Holder; the ordering agency itself issues the order.

1. Order Intake

Upon receipt of a NASA SEWP VI order, S&C/CITI will log the order and initiate an internal review. The review package should include, as applicable:

- Agency/customer and contracting office
- SEWP VI contract number and applicable Category B or C contract
- Delivery/task order number
- Statement of Work, Performance Work Statement, Statement of Objectives, bill of materials, or other requirements documentation
- Awarded CLINs and pricing
- Period of performance or requested delivery schedule
- Delivery/performance locations
- Government points of contact
- Invoicing and payment instructions
- Applicable security, privacy, accessibility, supply-chain, subcontracting, warranty, reporting, and other order-specific requirements

NASA's contract documentation expressly addresses procedures for orders, fair opportunity, delivery, acceptance, warranty, invoicing, supply-chain risk, secure software development, NAICS, and AbilityOne subcontracting, making these appropriate checkpoints in the internal review. [\[Fw: SEWP V...ECH26D0197 | Outlook\]](#)

2. Order Acknowledgment

After receipt, S&C/CITI should acknowledge the order to the appropriate customer/ordering contact and identify the S&C/CITI point of contact responsible for coordinating fulfillment.

The acknowledgment should confirm:

- Receipt of the order
- Order/task number
- Customer/agency
- S&C/CITI point of contact
- That the order is undergoing internal validation
- Any immediately identified missing documentation or information

Recommended internal control: acknowledgment should not be worded as unconditional acceptance when the order still requires contract, pricing, scope, security, subcontracting, or delivery validation.

3. Internal Compliance Review

Before committing resources, placing supplier/subcontractor orders, or beginning performance, the responsible S&C/CITI team should verify:

Contract/Scope Review

- Order is associated with the correct S&C Solutions SEWP VI contract/category.
- Requirement and CLIN structure are appropriate to the awarded contract.
- Order documents are complete and internally consistent.

Pricing/Financial Review

- Awarded pricing aligns with the applicable quote/order.
- Funding, ceiling, invoicing instructions, and payment information are understood.
- Any travel, ODCs, delivery charges, discounts, or other pricing elements are identified.

Technical/Delivery Review

- Products/services and quantities are confirmed.
- Delivery/performance dates are achievable.
- Required personnel, OEMs, distributors, subcontractors, and other resources are available.

Compliance Review

- Security/privacy requirements are identified.
- C-SCRM and applicable supply-chain requirements are addressed.
- Accessibility requirements are identified where applicable.
- Applicable subcontracting and AbilityOne obligations are identified.
- Any order-specific reporting, acceptance, warranty, or deliverable requirements have been assigned.

NASA's onboarding material also confirms that CHOP is used by Contract Holders for day-to-day functions including quoting and updating orders.

4. Internal Approval and Release for Fulfillment

Following successful review, the order should be released internally for performance.

At a minimum, the internal order record should identify:

- Responsible program/order manager
- Technical or fulfillment lead
- Contract/administrative owner
- Required suppliers, OEMs, partners, or subcontractors
- Key delivery dates and milestones
- Customer reporting requirements
- Acceptance criteria
- Invoicing requirements
- Open risks, dependencies, or customer actions

Any material discrepancy between the Government order, S&C/CITI's quotation, the SEWP contract, or order requirements should be resolved through the appropriate contractual channel before affected work proceeds.

5. Fulfillment and Order Monitoring

The designated S&C/CITI order lead should monitor the order through completion and maintain the appropriate documentation for:

1. Product shipment or services mobilization
2. Delivery/performance milestones
3. Deliverables
4. Customer communications
5. Order changes/modifications
6. Acceptance
7. Invoicing/payment status
8. Warranty/support obligations
9. Required SEWP/CHOP updates

NASA's Contract Holder training specifically included Order Data, Reporting Impact, the Order Update Tool, CLIN List Checker, and Surcharges/Payments, supporting the need for disciplined post-award order administration

6. Changes and Modifications

Customer-requested changes affecting scope, price, quantity, schedule, personnel, or other contractual requirements should be reviewed before implementation. Formal order modifications should follow the applicable Government/SEWP process.

NASA's example ordering guidance states that modifications to SEWP orders must also route through the SEWP PMO

7. Delivery, Acceptance, and Invoicing

S&C/CITI should obtain and retain the applicable evidence of delivery or completion and process invoicing according to the individual order and governing SEWP VI contract requirements.

The awarded SEWP VI terms specifically contain provisions addressing acceptance, delivery, partial shipments, warranty, NASA-order receiving reports, vouchers, invoices, and delivery/other charges.

8. Problem Resolution and Escalation

Questions or problems involving order status, fulfillment, schedule, delivery, product/service discrepancies, acceptance, invoicing, warranty, technical support, or post-delivery support should first be directed to the designated S&C/CITI order contact.

Issues that cannot be resolved at the operational level should be escalated through S&C/CITI's program/contract management structure and, where appropriate, coordinated with the Government contracting office or NASA SEWP PMO.

9. Order Closeout

Once all products/services and required deliverables have been completed, S&C/CITI should confirm that:

- Required delivery/performance is complete.
- Customer acceptance requirements have been addressed.
- Required order/status information has been updated.
- Final invoicing has been submitted.
- Outstanding discrepancies are resolved.
- Warranty or continuing support responsibilities are transitioned to the appropriate support contact.
- Order records are retained in accordance with applicable contractual and corporate recordkeeping requirements.

10. After Award: Delivery, Support, and Closeout

- Confirm the order was accepted and required SEWP processing/forwarding is complete.
- Track shipment, licenses, service start, milestones, deliverables, and order status; document delays and corrective actions.
- Inspect and accept only conforming products/services. Record serial numbers, asset tags, entitlements, warranty dates, and software/subscription administrators.
- Validate invoices against the order, accepted quantities/deliverables, contract pricing, and funding.
- Route modifications through the SEWP PMO as required; obtain approvals before changing scope, price, period, or deliverables.
- For services, monitor measurable outcomes, service levels, deliverables, staffing commitments where applicable, and security obligations.
- At closeout, reconcile invoices and funding, confirm delivery/acceptance, capture warranty/license records, resolve issues, and complete agency closeout actions.

11. Troubleshooting a Problematic Order

The final published guide should state the approved escalation path for order status, fulfillment, delivery, invoicing, product/service discrepancies, warranty, and post-delivery support.

Escalation Role	Contact Information
Order Support / Customer Service	Name: Deron Hurst Phone: 703-244-3841 Email: dhurst@scsolutions-usa.com
Escalation Contact	Name: Srinivas Moshugu Phone 913-221-7204 Email: srinivas.moshugu@scsolutions-usa.com
Program Manager	Name: Deron Hurst Phone: 703-244-3841 Email: dhurst@scsolutions-usa.com
Deputy Program Manager	Name: Srinivas Moshugu Phone 913-221-7204 Email: srinivas.moshugu@scsolutions-usa.com

12. NASA SEWP Program Support

Resource	Details
SEWP Help Desk	help@sewp.nasa.gov (301) 286-1478
SEWP PMO Hours	Monday–Friday, 7:30 AM–6:00 PM ET
SEWP Website	www.sewp.nasa.gov

Confirm current program contact details against the Contract Holder User Manual or official SEWP site before publication.

13. Common Pitfalls and Controls

Pitfall	Control
Wrong category or out-of-scope work	Confirm category and scope before soliciting; request a SEWP PMO scope review if uncertain.
Insufficient fair opportunity	Use current QRT/category groupings and document a valid exception.
Unsupported brand-specific requirement	Use performance-based specifications unless a justified, approved brand-name approach applies.
Comparing only initial price	Evaluate lifecycle cost, renewals, maintenance, installation, delivery, and transition.
Unverified security assumptions	Check authorization and security requirements for the actual product/service and system boundary.
Missing fields or quote mismatch	Cross-check the signed order against the final quote and current SEWP checklist.
Legacy SEWP V procedures or rates	Verify current SEWP VI terms and live instructions.
Starting performance too early	Confirm required processing and authorization before work begins.

14. Guide Maintenance and Compliance

Maintain this Ordering Guide in accordance with the NASA SEWP VI Contract Holder User Manual. Before publication and after each contract modification, validate the guide against the then-current manual and applicable contract requirements. The electronic guide must be available before placement of the first delivery order after award, and updated versions must be made available no later than 10 business days after each contract modification.

14.1 Publication Readiness Checklist

- ☐ Named sales contacts, phone numbers, and email addresses completed
- ☐ Installation and warranty policies completed
- ☐ Technical/software support procedures completed
- ☐ Problem-order contacts and escalation path completed
- ☐ Program Manager and Deputy Program Manager information completed
- ☐ SEWP VI webpage URL inserted
- ☐ Contract Holder User Manual compliance review completed
- ☐ Contract numbers and categories verified
- ☐ Effective date and version history completed

- ☐ All live links, help-desk details, ordering limits, and procedures revalidated

Appendix A — One-Page Pre-Award Checklist

- ☐ Requirement documented; scope and category confirmed
- ☐ Funding, acquisition strategy, approvals, and NAICS complete
- ☐ Competition/fair opportunity followed or exception documented
- ☐ Evaluation criteria disclosed and applied consistently
- ☐ Technical acceptability and price reasonableness documented
- ☐ Security, privacy, supply-chain, accessibility, and license terms reviewed
- ☐ Selected contractor eligible; quote valid and in scope
- ☐ Order form matches final quote and includes required fields/attachments
- ☐ Order submitted through current SEWP VI PMO process; confirmation retained

Appendix B — Suggested Acquisition-File Index

- Requirement, market research, scope/category determination, and independent cost estimate if required
- Purchase request, funding certification, approvals, and acquisition strategy
- RFQ/RFP or request package, QRT record, distribution list, amendments, and vendor Q&A
- All quotes/proposals and receipt records
- Technical evaluation, price analysis, selection memorandum, and fair-opportunity rationale
- Set-aside, NAICS, eligibility, and subcontracting analyses where applicable
- Security, privacy, Section 508, supply-chain, and other compliance reviews
- Signed order, incorporated/referenced quote, attachments, SEWP PMO confirmation, and modifications
- Delivery/acceptance records, invoices, payment support, monitoring, and closeout

Appendix C — Local Agency Additions

- Agency purchase request and order templates
- Approval thresholds, review routing, and required legal/security/accessibility reviews
- Small-business strategy, purchase-card, assisted-acquisition, and funding rules
- Local invoice, acceptance, asset-management, and closeout procedures
- Named acquisition, IT, and security points of contact and internal service-level targets

Appendix D — Official Reference Links

- [NASA SEWP VI home / transition notices](#)
- [SEWP VI contracting information](#)
- [SEWP VI scope](#)
- [SEWP VI ordering information](#)
- [SEWP VI procurement process and policy](#)
- [FAR 16.505 — Ordering](#)
- [FAR Part 16 — Types of Contracts](#)