

# NASA SEWP VI – AMERICAN WORDATA, INC

## CONTRACT HOLDER ORDERING GUIDE

AMERICAN WORDATA, INC. CATEGORY A - 80TECH26D1520 POP: NOVEMBER 2026 - 2036

### NASA SEWP VI 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 its customers’ requests. 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 a fair opportunity to be considered for each order exceeding \$10,000 and issued under multiple award contracts. The FAR states that the method for obtaining fair opportunity is at the discretion of the Contracting Officer (CO) and that the CO must document the rationale for the placement and price of each order. Using the SEWP online Quote Request Tool is the recommended method to support this activity and augment the required decision documentation. The SEWP Quote Request Tool (QRT) will automatically include the Contract Holders within a selected Category or based on a suggested source.

### AMERICAN WORDATA, INC. WAS AWARDED SEWP VI CATEGORY A – 80TECH26D1520 WITH A POP OF NOVEMBER 2026-2036

#### WHAT’S IN SCOPE FOR SEWP VI CONTRACT CATEGORY A?

Category A provides a streamlined procurement vehicle for Federal customers seeking commercial technology solutions, including:

- Computer systems, servers, and storage solutions, Networking, communications equipment, Software licenses, cloud-based tools, Peripherals, and related IT hardware.

Product-related services include:

- Installation and integration, Testing and training, Equipment maintenance and support.

The contract supports Federal Government requirements for CONUS and OCONUS delivery, **when mutually agreed upon**, providing agencies with flexible access to technology solutions through the SEWP VI contract vehicle.

### SEWP USAGE FEE:

SEWP is a Government-Wide Acquisition Contract (GWAC) supported through a 0.34% usage fee.



## ABOUT AMERICAN WORDATA, INC.

**American Wordata, Inc. is a NASA SEWP VI Category A contract holder** with more than 30 years of experience supporting Federal Government technology requirements. We provide ITC/AV products and related services, helping customers navigate the Federal procurement process from requirements development and quoting to fulfillment and delivery.

American Wordata will quote only **products, solutions, and services available under its SEWP VI contract** and will comply with SEWP online quoting and ordering requirements. Products not currently available under the contract will be clearly identified, and must complete the applicable **technology refresh process** before being offered under SEWP.

For RFQs and Market Research Requests (MRRs), American Wordata will respond with contract-eligible offerings. If we cannot fully meet an RFQ requirement, we will submit a **No Bid** unless partial quotes are expressly permitted.

Quoted pricing will not exceed the applicable price in the **SEWP database of record**, and each quote will state its validity period. American Wordata will also comply with applicable **small-business set-aside and Federal acquisition requirements**.

With extensive Federal procurement experience, American Wordata provides responsive customer support, contract compliance, competitive technology solutions, and reliable fulfillment through its SEWP VI Category A contract.

## POST-DELIVERY SUPPORT AND ORDER TROUBLESHOOTING

**American Wordata, Inc.** provides Federal customers with ongoing support throughout the ordering, delivery, installation, warranty, and post-delivery process. Our support team serves as the primary point of contact for coordinating order status, delivery issues, installation requirements, warranty claims, technical support, and other post-delivery concerns.

### Installation, Warranty, and Technical Support

American Wordata coordinates with customers, manufacturers, and authorized service providers to facilitate installation and implementation requirements. Support may include:

- Product installation and configuration coordination
- Basic manufacturer warranty support
- Extended warranty and service agreement coordination
- Technical support and troubleshooting
- Software support and licensing assistance
- Replacement, repair, or return coordination
- Manufacturer escalation when required
- Post-delivery order and fulfillment support



CUSTOMERS MAY CONTACT AMERICAN WORDATA'S SUPPORT TEAM USING THE INFORMATION BELOW:

|                                                                                                                                                                                                                           |                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Primary Customer Support Contact</b><br>Name: <b>Ruza Quinones</b><br>Title: <b>Customer Support Specialist</b><br>Telephone: <b>800-358-6664 x 109</b><br>Email: <a href="mailto:Ruza@awdata.com">Ruza@awdata.com</a> | <b>Order Support / Escalation Contact</b><br>Name: <b>Tyler Fogle</b><br>Title: <b>SEWP Program Manager</b><br>Telephone: <b>800-358-6664 x 104</b><br>Email: <a href="mailto:Tyler@awdata.com">Tyler@awdata.com</a> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**Troubleshooting a Problematic Order**

American Wordata follows a structured process for resolving problematic orders. Customers should first contact the designated American Wordata sales representative with the applicable **purchase order/delivery order number, product information, shipment details, and description of the issue.**

American Wordata will:

1. **Document the issue** and verify the applicable order, products, and delivery information.
2. **Review order and shipment records** to determine whether the issue involves fulfillment, delivery, product configuration, damage, shortage, or other circumstances.
3. **Coordinate with the manufacturer, distributor, carrier, or service provider**, as appropriate.
4. **Initiate warranty, return, replacement, or technical support procedures** when applicable.
5. **Escalate unresolved issues** to the appropriate American Wordata management or manufacturer support personnel.
6. **Maintain communication with the customer** until the issue is resolved or the appropriate corrective action has been established.

AMERICAN WORDATA SEWP VI PROGRAM SUPPORT

|                                          |                                                                                                                      |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| American Wordata Program Manager:        | Tyler Fogle                                                                                                          |
| American Wordata Deputy Program Manager: | Dylen Fogle                                                                                                          |
| American Wordata Sales Team:             | Sales Main Contact:<br><a href="mailto:sales@awdata.com">sales@awdata.com</a><br>SEWP Orders/Quotes:<br>800-358-6664 |

NASA SEWP PROGRAM MANAGEMENT OFFICE:

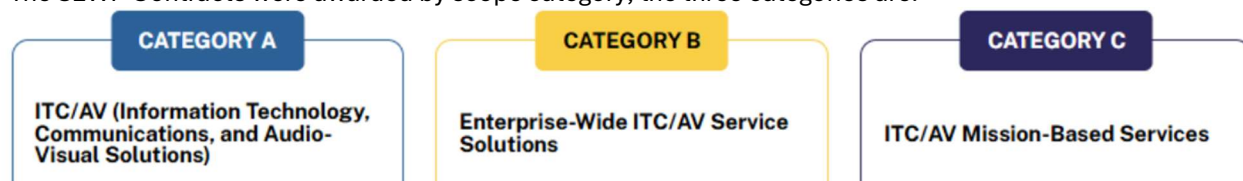
SEWP Helpline: [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov)  
(301) 286-1478  
SEWP PMO Hours:  
Monday-Friday, 7:30 AM-6:00 PM ET  
[www.sewp.nasa.gov](http://www.sewp.nasa.gov)



## WHAT'S IN SCOPE FOR SEWP VI?

SEWP is designed to provide a broad suite of Information Technology, Communication, and Audio Visual (ITC / AV) solutions and services. Technology is ever evolving, and for that reason, SEWP's processes enable Contract Holders to add new commercial technology and IT services to their contract daily, as requested by customers. The focus of SEWP is on the full suite of technology offerings that simplify Governmental access and Industry offerings across the entire ITC/AV solutions and services landscape. SEWP is composed of three (3) scope categories, detailed below. If you would like SEWP to determine if your requirement is within the scope of the SEWP VI contract, please send an overview and/or bill of materials to [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov). SEWP support will quickly review and provide feedback.

The SEWP Contracts were awarded by scope category; the three categories are:



## ORDERING PROCESS

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase Requests (PR) and Delivery Orders (DO) that are issued against a SEWP contract are defined by the issuing Agency, not the NASA SEWP Program Management Office (PMO). The typical process is for an end-user to determine a requirement and generate a Purchase Request (PR).

The PR, along with any necessary funding information, is sent to that Agency's procurement office, which results in the issuance of a DO. Any valid Federal Agency DO form and the associated Delivery Order number may be used. The NASA SEWP Program Management Office (PMO) does not issue DOs - these must be issued through the issuing Agency's procurement office. The SEWP Program Management Office (PMO) reviews, processes, and tracks issued DOs and forwards them to the Contract Holder(s).

Some Agencies have special requirements for issuing IT Delivery Orders. It is the Issuing Agency's Contracting Officers' (COs/KOs) responsibility to be aware of any Agency-specific policies regarding issuing orders via existing contract vehicles and Government-Wide Acquisition Contracts. There are no requirements under the SEWP Contracts for issuing Agencies to use other intermediary procurement offices, except as directed through their own internal policies.

If modifications are made to any order, these modifications must also route through the SEWP Program Management Office (PMO).

American Wordata supports Federal customers throughout the ordering process and works with agency procurement offices to facilitate accurate and compliant processing of SEWP VI orders.

