



SEWP OVERVIEW

NASA SEWP VI — The NASA SEWP (Solutions for Enterprise-Wide Procurement) program, 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; SEWP has continually evolved over the past 30 years, expanding its scope to meet the requirements of its customers. The SEWP vehicle represents acquisition innovation within the Federal Government. The program is self-funded through a usage fee (0.34%) and provides all Federal agencies with acquisition support — more than 50,000 orders a year.

SEWP VI is administered by the NASA Information Technology Procurement Office. Nash Harbor Solutions, LLC holds a Category C contract under Group C1, the small business set-aside group.

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 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.

ABOUT NASH HARBOR SOLUTIONS

Nash Harbor Solutions, LLC is a proudly Alaska Native-owned, SBA 8(a)-certified small business founded in 2015 and a subsidiary of NIMA Corporation. We deliver secure, compliant IT and program support services that directly enable agency objectives and client success — from discovery through sustained operations.

Nash Harbor Solutions maintains internationally recognized quality and security certifications, including ISO 9001 and ISO 27001, and is appraised at CMMC Maturity Level 2 (C3PAO). Under NASA SEWP VI Category C, Nash Harbor provides mission-based and program-level ITC/AV service solutions supporting multiple departments, locations, customers, and field offices.

Visit our SEWP VI page: <https://nashharbor.com/nasa-sewp-vi/>



Nash Harbor Solutions, LLC

Category C Contract

80TECH26D0784

Group C1 — Small Business Set-Aside

PoP: November 2026 – October 2036

Main Office Address

Nash Harbor Solutions, LLC

4600 King Duncan Rd

Alexandria, VA 22312

Phone: (703) 951-7446

SEWP VI: SEWP_VI@nashharbor.com

SEWP VI Program Support

Jean Giangrosso

SEWP Program Manager

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Company Identifiers

UEI: J4J8GNKLLWF5 | CAGE: 7SGG2

DUNS: 080483072

NAICS: 541511

SEWP Surcharge: 0.34%

SEWP Helpline

help@sewp.nasa.gov

(301) 286-1478

SEWP PMO Hours:

M–F, 7:30 AM – 6 PM (ET)

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. If you would like SEWP to determine if your requirement is within scope of the SEWP VI contract, send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov and SEWP will review and provide feedback.

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

Category A	Category B	Category C
ITC/AV (Information Technology, Communications, and Audio-Visual) Solutions	Enterprise-Wide ITC/AV Service Solutions	ITC/AV Mission-Based Services Nash Harbor Solutions holds a Category C (Group C1) contract.

Nash Harbor Solutions Category C Technical Areas

Category C focuses on ITC/AV mission-based and program-level services that provide a full range of technology services such as custom computer programming, telecommunication services including network operations, ITC/AV engineering and design services, data processing and analysis, hosting and related services, ITC/AV and network operations and computer facilities, ITC/AV management services, ITC/AV consulting and educational services, digital government services, and cybersecurity and security systems services. Nash Harbor Solutions may provide customized mission- and program-level solutions within the following technical areas:

- Innovation services
- Information and data analytics services
- Application services and software development
- Cybersecurity services
- Cloud services
- Digital multimedia and technical communications services
- IT operations and maintenance, help desk, and call center support
- Network services
- Database services
- In-scope training
- Program management and ancillary services and supplies

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 is 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.

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 PMO does not issue DOs — these must be issued through the issuing Agency's procurement office. The SEWP 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 an existing contract vehicle 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 NASA SEWP Program Management Office.

Nash Harbor Solutions will not begin performance, fulfillment, purchasing, or delivery until the NASA SEWP PMO has processed the order, assigned a SEWP Control Number (SCN), and transmitted the processed order to Nash Harbor Solutions.

HOW TO OBTAIN A QUOTE FOR SERVICES

Government customers should use the NASA SEWP Quote Request Tool (QRT) to issue Requests for Quote (RFQ), Requests for Information (RFI), and Market Research Requests, and to support fair opportunity. Before issuing a formal request, Nash Harbor Solutions may provide general capability information, scope clarification, and assistance identifying appropriate Category C technical areas.

Sales and Quote Representatives

ROLE	NAME	EMAIL	TELEPHONE
Quotes & Sales (Primary)	Jean Giangrosso	jean.giangrosso@nashharbor.com	(813) 240-6541
Quotes & Sales (Alternate)	Barbara Minor	barbara.minor@nashharbor.com	(315) 236-3662
Shared SEWP Mailbox	SEWP VI Team	SEWP_VI@nashharbor.com	(703) 951-7446

Quote Request Steps

- 1 Define the mission objective, users, locations, required outcomes, technical scope, performance standards, security and privacy controls, Section 508 needs, period of performance, contract type, and evaluation criteria.
- 2 Confirm that the requirement is mission- or program-based and services-oriented under Category C. Identify any ancillary hardware or software and explain why it is integral and necessary to the services solution.
- 3 Submit the request through the NASA SEWP Quote Request Tool. Select the appropriate Category C competition group (Group C1 for small business set-aside) and include the statement of work, instructions to offerors, evaluation criteria, due date, and required attachments.
- 4 For an active SEWP request, customers may provide the SEWP request number, agency, ordering office, due date, scope, place of performance, requested contract type, security requirements, and submission instructions to the Nash Harbor SEWP mailbox for coordination.
- 5 Nash Harbor Solutions will provide its formal response through the NASA-prescribed process. Formal responses to requests issued through the QRT are submitted through the Contract Holder Only Page.
- 6 Evaluate quotes in accordance with agency procedures and FAR 16.505, make the best-value decision, and issue the order through the required SEWP process.

Nash Harbor Solutions will not provide a formal quote outside the required SEWP process unless expressly permitted by NASA procedures or by an authorized secure submission method identified by the ordering agency.

Partial Quotes

Nash Harbor Solutions will submit a complete response unless the Government request specifically permits partial quotes. If Nash Harbor Solutions cannot fully respond to a formal RFQ and partial quotes are not allowed, a No Bid will be submitted.

Quote Validity

Every Nash Harbor Solutions quote states its validity period. Nash Harbor Solutions will honor an order submitted within the stated validity period, subject to the contract and quote terms. Each quote identifies applicable order-specific terms, assumptions, dependencies, licensing provisions, and service conditions.

Order Administration and Modifications

All order modifications — including funding changes, option exercises, and changes affecting price or scope — must be routed through the NASA SEWP Program Management Office. Nash Harbor Solutions will not implement a modification until NASA has processed it and provided the applicable SEWP Control Number. If a customer sends an order directly to Nash Harbor Solutions before NASA SEWP processing, our team will route the order through the required SEWP process and will not begin fulfillment until the processed order and SCN are received.

INSTALLATION, WARRANTY, AND POST-DELIVERY SUPPORT

Nash Harbor Solutions is a Category C services Contract Holder. The policies below govern service commencement and transition, service warranty, extended support, technical and software support, and all other post-delivery issues, including those arising from ancillary hardware and software provided as integral and necessary to a services solution.

Service Commencement, Transition, and Installation

Following receipt of a NASA-processed order with an assigned SCN, Nash Harbor Solutions acknowledges receipt, confirms authorized points of contact and the schedule, and conducts a kickoff with the ordering activity within five (5) business days unless the order specifies otherwise. Transition-in, staffing, security onboarding, and place-of-performance arrangements are executed in accordance with the order's statement of work and transition plan. Where an order includes ancillary hardware or software, installation and configuration are performed per the order's installation requirements, at the designated place of performance, and coordinated with the Agency's technical point of contact.

Basic Warranty

Nash Harbor Solutions warrants that all services will be performed in a professional and workmanlike manner by qualified personnel and will conform to the requirements, performance standards, and acceptance criteria of the order. Deliverables found non-conforming during the acceptance period will be corrected or re-performed at no additional cost to the Government. For ancillary hardware and software, the applicable Original Equipment Manufacturer (OEM) or publisher warranty passes through to the Government unchanged; Nash Harbor Solutions administers all warranty claims on the Government's behalf. Warranty periods and acceptance criteria are stated on each quote and order.

Extended Warranty and Extended Support

Extended warranty, extended maintenance, and extended support terms — including OEM extended warranty for ancillary items and optional sustainment or surge support for services — are available and are quoted as separately priced line items. Requests for extended coverage after award are processed as an order modification through the NASA SEWP PMO.

Technical Support

Technical support for services under performance is provided by the assigned Project Manager and technical lead named in the order, escalating to the SEWP Program Manager. Standard support hours are Monday–Friday, 8:00 AM – 5:00 PM (ET), excluding Federal holidays; extended, after-hours, or 24x7 coverage is available where specified and priced in the order. Support requests may be submitted at any time to the shared SEWP mailbox and are acknowledged within one (1) business day.

Software Support

For software developed or maintained under an order, Nash Harbor Solutions provides defect correction, patching, version and configuration management, and documentation updates in accordance with the order. For commercial software provided as an ancillary item, support is delivered under the publisher's support agreement; Nash Harbor Solutions facilitates license registration, entitlement transfer to the Government, renewal notification, and publisher escalation. License terms, entitlements, and any end-user license provisions applicable to the Government are identified in the quote.

Other Post-Delivery Issues

Post-delivery matters — including invoicing and payment questions, deliverable acceptance, quality escapes, personnel changes, security incidents, period-of-performance extensions, and close-out — are handled by the SEWP Program Manager with the Deputy Program Manager as alternate. Nash Harbor Solutions maintains order status, deliverables, acceptance, warranty, support, invoicing, and modification records in accordance with the contract and order, and reports order status to the SEWP PMO as required.

Post-Delivery Support Contacts

SUPPORT AREA	NAME	EMAIL	TELEPHONE
Installation & Transition	Jean Giangrosso	jean.giangrosso@nashharbor.com	(813) 240-6541
Basic & Extended Warranty	Jean Giangrosso	jean.giangrosso@nashharbor.com	(813) 240-6541
Technical Support	Jean Giangrosso	jean.giangrosso@nashharbor.com	(813) 240-6541
Software Support & Licensing	Jean Giangrosso	jean.giangrosso@nashharbor.com	(813) 240-6541
Post-Delivery / Invoicing	Barbara Minor	barbara.minor@nashharbor.com	(315) 236-3662
Shared SEWP Mailbox (all areas)	SEWP VI Team	SEWP_VI@nashharbor.com	(703) 951-7446

HOW TO TROUBLESHOOT A PROBLEMATIC ORDER

If an order is delayed, incorrect, incomplete, or otherwise not performing as expected, contact Nash Harbor Solutions directly. Provide the SEWP Control Number (SCN), the Agency Delivery Order number, and a description of the issue. Nash Harbor Solutions acknowledges every reported order issue within one (1) business day and provides a corrective action plan within five (5) business days.

Escalation Path

LEVEL	CONTACT	EMAIL	TELEPHONE	RESPONSE
Level 1	SEWP VI Team Shared mailbox	SEWP_VI@nashharbor.com	(703) 951-7446	1 business day
Level 2	Barbara Minor Deputy Program Manager	barbara.minor@nashharbor.com	(315) 236-3662	1 business day
Level 3	Jean Giangrosso SEWP Program Manager	jean.giangrosso@nashharbor.com	(813) 240-6541	1 business day
Level 4	NASA SEWP PMO Program Office Helpline	help@sewp.nasa.gov	(301) 286-1478	Per SEWP PMO

Customers may contact the NASA SEWP Program Office at any point in this process; escalation to Nash Harbor Solutions is not a prerequisite. Order status may also be checked directly through the SEWP customer portal at www.sewp.nasa.gov.

Common Issues and Resolution

ISSUE	FIRST ACTION
Order placed but not acknowledged	Confirm the order was processed by the SEWP PMO and an SCN was assigned. Nash Harbor cannot begin performance without a processed order and SCN.
Scope or requirements changed	Contact the SEWP Program Manager. Scope changes require an order modification routed through the SEWP PMO.
Schedule or deliverable delay	Contact Level 1; a corrective action plan is provided within five business days.
Deliverable does not meet acceptance criteria	Notify the Program Manager. Non-conforming work is corrected or re-performed at no additional cost under the basic warranty.
Invoicing or payment discrepancy	Contact the Deputy Program Manager with the SCN and invoice number.
Personnel or key staff change	Contact the Program Manager. Key personnel substitutions follow the order's key personnel clause.

HOW TO CONTACT NASA SEWP

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

Availability of This Ordering Guide

An electronic copy of this Ordering Guide, suitable for downloading and printing, is available on the Nash Harbor Solutions public SEWP VI webpage at <https://nashharbor.com/nasa-sewp-vi/>. A printed copy may be requested from the Nash Harbor Solutions SEWP Program Office. Updated versions are published no later than ten (10) business days following each contract modification. The information provided in this Ordering Guide is in compliance with the requirements of the SEWP VI Contract Holder User Manual.

Section 508 Accessibility

Nash Harbor Solutions SEWP-related web pages comply with all applicable Government Access Standards for Electronic and Information Technology, including such standards based on Section 508 of the Rehabilitation Act Amendments.