



NASA SEWP VI Ordering Guide

Solutions for Enterprise-Wide Procurement

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09/23/2026

Contract Holder	NGEN LLC
SEWP VI Category / Contract No.	Category A Contract # 80TECH26D1808 Category C Contract # 80TECH26D0907
Ordering Period	Base Period: 11/01/2026 – 10/30/2031 Option Period: 11/01/2031 – 10/31/2036

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Document Control

Document Owner	NGEN SEWP Program Management Office
Approval Authority	NGEN SEWP Program Manager
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Update Requirement	This Ordering Guide shall be published prior to the placement of the first delivery order and updated within ten (10) business days of any contract modification or material change affecting ordering procedures, contract information, or customer support
Primary Contact	SEWP@ngen.com (301) 531-9700

A.6 Ordering Guide Compliance Crosswalk

Required Component	Guide Coverage	Location
Quote process and sales contacts	Quote-request methods, required inputs, response coordination, names, phone numbers, and email addresses	
Installation, warranty, technical support, software support, and post-delivery issues	Support intake, manufacturer-specific terms, escalation, return coordination, and named support contacts.	
Troubleshooting problematic orders	Issue categories, intake data, escalation levels, status communications, and contacts.	
Contractor and SEWP overview	NGEN profile, SEWP VI purpose, scope categories, and contract-data table.	
Contract Holder User Manual alignment	Ordering, modifications, records, fair opportunity, and use of NASA SEWP tools are addressed at a practical guide level.	

1. Purpose and Use of This Guide

This ordering guide provides federal customers and approved contractors with practical information for requesting quotes, placing and modifying orders, obtaining installation and warranty support, resolving post-delivery issues, and escalating problematic orders under NGEN's NASA SEWP VI contract.

- Use this guide together with the issuing agency's acquisition policies, the SEWP contract, and the current NASA SEWP Contract Holder User Manual.
- Agency Contracting Officers and Ordering Officers retain responsibility for agency-specific approvals, competition decisions, funding, and order issuance.
- NASA SEWP Program Management Office reviews, processes, tracks, and forwards issued delivery orders; it does not issue the ordering agency's delivery order.

2. NASA SEWP VI Overview

NASA Solutions for Enterprise-Wide Procurement (SEWP) is a Government-Wide Acquisition Contract that provides Federal agencies and authorized users with access to Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services.

SEWP is designed to streamline the acquisition process while providing competitive pricing and access to current commercial technology solutions. Ordering activities are responsible for following their respective agency procurement and acquisition procedures.

SEWP VI is organized into three scope categories:

- **Category A:** ITC/AV Solutions
- **Category B:** Enterprise-Wide ITC/AV Service Solutions
- **Category C:** Mission-Based ITC/AV Service Solutions

For official scope determinations, customers may submit a requirement overview and/or bill of materials to help@sewp.nasa.gov for review. NGEN provides quotations for products and services available under its awarded SEWP VI contracts and can assist customers in identifying the appropriate contract category for their requirements.

3. About NGEN

NGEN LLC is a minority-owned Information Technology solutions and managed services provider headquartered in Lanham, Maryland. Founded in 1992, NGEN has more than 34 years of experience delivering technology solutions and services to Federal, state, local, nonprofit, and commercial organizations nationwide.

NGEN provides end-to-end technology solutions that support the planning, acquisition, implementation, management, and modernization of IT environments. The company supports

more than 100 organizations nationwide through a team of technical, project management, account management, and customer support professionals.

NGEN maintains ISO 9001:2015, ISO 27001:2022, and ISO 20000-1:2018 certifications, demonstrating its commitment to quality management, information security, and IT service management.

Representative Capabilities

- IT infrastructure design, deployment, and modernization
- Cybersecurity solutions and security operations
- Managed IT services and help desk support
- Cloud migration, implementation, and management
- Network architecture, engineering, and optimization
- Unified communications and collaboration solutions
- Audio-visual and conference room technologies
- Software licensing and asset management
- Hardware procurement, configuration, and deployment
- Systems integration and technology migration services
- Project management and implementation services
- IT consulting, assessments, and strategic planning

NASA SEWP VI Support

As a NASA SEWP VI contract holder, NGEN provides Federal agencies with ITC/AV products and mission-based technology services within its awarded contract scope. NGEN supports customers throughout the acquisition process, from understanding requirements and preparing quotations through order fulfillment, implementation, and applicable post-delivery support.

Corporate Information

Legal Name	NGEN LLC
Address	10003 Derekwood Lane, Suite 201, Lanham, MD 20707
Main Phone	(301) 531-9700
SEWP Email	SEWP@ngen.com
Website	www.ngen.com
Tax ID	03-0564348
Unique Entity ID	CNJSJEXHHJ41
CAGE Code	5CH78
SEWP Category / Contract No.	Category A Contract # 80TECH26D1808 Category C Contract # 80TECH26D0907
Ordering Period	Base Period: 11/1/2026-10/30/2031 Option Period: 11/1/2031-10/31/20236
SEWP Surcharge	0.34%

This Ordering Guide provides Federal customers with information for obtaining quotes, placing orders, and obtaining support from NGEN under its NASA SEWP VI contract.

4. Program Support and Points of Contact

NGEN uses a centralized SEWP Program Management Office to coordinate quotes, orders, contract administration, support, and escalation. The shared mailbox is the preferred entry point because it supports continuity, assignment, and tracking.

Role	Name	Purpose	Phone	Email
Program Office	NGEN SEWP PMO	Quotes, order status, support intake, unresolved issues	(301) 531-9700	SEWP@ngen.com
Program Manager	Ancha Jordan	Program oversight, contract/order escalation	(301) 531-9700 Ext 720	jordan@ngen.com
Deputy Program Manager	Terry Speigner	Alternate program oversight and escalation	(301) 531-9700 Ext 701	TLS@ngen.com
Sales Representative	Ancha Jordan	Product/service quote development	(301) 531-9700 Ext 720	jordan@ngen.com
Post-Delivery Support Lead	Terry Speigner	Installation, warranty, technical/software support	(301) 531-9700 Ext 701	TLS@ngen.com

NASA SEWP Help Desk

Email	help@sewp.nasa.gov
Telephone	(301) 286-1478
Hours	Monday-Friday, 7:30 AM to 6:00 PM Eastern Time
Website	www.sewp.nasa.gov

5. How to Obtain a Quote

5.1 Preferred Quote Request Method

The preferred method for requesting quotations is the NASA SEWP Quote Request Tool (QRT). The QRT facilitates fair opportunity among applicable contract holders, streamlines the solicitation process, and provides a documented acquisition record for ordering activities.

Customers may also contact NGEN directly for product information, scope clarification, market research assistance, or guidance in preparing a quote request.

5.2 What to Include in Your Quote Request

To ensure an accurate and timely response, customers should provide:

- Agency and requesting organization
- Requestor and Contracting Officer contact information
- SEWP VI category and NGEN contract number (if known)
- Statement of Work, Performance Work Statement, specifications, or bill of materials
- Manufacturer, part number, quantity, configuration, and required accessories for product requests
- Place of performance, security requirements, and required labor categories for service requests
- Required delivery schedule or period of performance
- Shipping destination and acceptance location
- Warranty, installation, training, configuration, maintenance, or support requirements
- Quote due date, desired validity period, and required quote format
- Applicable clauses, agency terms, socioeconomic considerations, and evaluation factors

5.3 Direct Quote Assistance

NGEN LLC

Email: sewp@ngen.com

Phone: (301) 531-9700

When submitting a request directly to NGEN, please include the subject line:

SEWP VI Quote Request – [Agency Name] – [Requirement Name]

When a quote request is received, NGEN will:

- Review the requirement and confirm alignment with NASA SEWP VI contract scope.
- Verify contract availability and identify the appropriate contract category.
- Coordinate with manufacturers, distributors, and technology partners as needed.
- Identify technical, licensing, warranty, support, and procurement considerations.
- Provide guidance on available solution options and contract vehicle utilization.
- Assist with product selection, configuration validation, and quote development.
- Prepare and submit a responsive quotation through the customer's preferred procurement channel.
- Communicate status updates and respond to questions throughout the procurement process.

5.4 Quote Validity and Order Acceptance

A quotation provided by NGEN is for planning and evaluation purposes only and does not constitute an order. Products and services will be provided only upon receipt and acceptance of a valid delivery order and any required funding, security, technical, or performance documentation.

6. Ordering Process

The ordering process may vary by Federal agency based on the agency's applicable procurement procedures. The purchasing agency is responsible for issuing the Delivery Order or Task Order through its authorized procurement office.

The typical ordering process is as follows:

- 1. End User Defines Requirement**

The end user defines the requirement and develops the purchase request, funding package, and any required supporting documentation.

- 2. Ordering Activity Determines Ordering Requirements**

The ordering activity applies applicable agency procedures and satisfies all applicable fair-opportunity requirements for the appropriate NASA SEWP VI contract category.

- 3. Ordering Activity Requests and Evaluates Quotes**

The ordering activity requests and evaluates quotes from eligible contract holders, documents its evaluation and award decision, and selects the appropriate contract holder.

- 4. Order Issuance**

The authorized Contracting Officer or Ordering Officer issues a Delivery Order or Task Order using the applicable Federal agency order form and assigns a valid order number.

- 5. Order Submission**

The ordering activity submits the order through the NASA SEWP ordering process and provides NGEN with all documentation and information required to fulfill the order.

- 6. NASA SEWP PMO Processing**

The NASA SEWP Program Management Office (PMO) reviews and processes the order, tracks the order through the SEWP process, and forwards the order to NGEN for fulfillment.

- 7. Order Validation and Acknowledgment**

NGEN validates the order, including the contract number, scope, pricing, funding, period of performance, delivery information, applicable terms and conditions, and acceptance requirements. NGEN then acknowledges the order and proceeds with fulfillment.

- 8. Performance and Fulfillment**

NGEN performs the work and/or provides the products and services in accordance with the accepted order, including delivery, invoicing, and applicable warranty and support requirements.

6.1 Fair Opportunity

NASA SEWP is a multiple-award Government-Wide Acquisition Contract (GWAC). Ordering agencies are responsible for complying with applicable Fair Opportunity requirements in accordance with FAR 16.505 and NASA SEWP ordering procedures.

Requests for Information (RFIs), Requests for Quotes (RFQs), and Market Research Requests (MRRs) may be issued through NASA SEWP tools and processes. NGEN will provide quotes for products and services that are authorized and available under its awarded SEWP contracts.

NGEN will adhere to all applicable SEWP program requirements regarding quote submissions, pricing, technology refresh procedures, and contractor responsibilities.

For additional information regarding Fair Opportunity requirements and SEWP ordering procedures, please visit www.sewp.nasa.gov.

6.2 Order Validation Checklist

- Correct NGENSEWP VI contract number and category
- Valid Delivery Order or Task Order number and authorized signature
- Funding and accounting data
- Complete line items, quantities, unit prices, extended prices, and total order value
- Delivery and/or period of performance dates and locations
- Acceptance, inspection, invoicing, and payment instructions
- Applicable contract clauses and agency-specific requirements
- Security, privacy, accessibility, supply-chain, and asset-management requirements
- Points of contact for contracting, technical, receiving, and invoicing matters

7. Installation, Warranty, Technical Support, and Software Support

Installation, manufacturer warranties, extended warranty options, technical support, and software support are dependent upon the products, services, and manufacturers included in each order. NGEN will clearly identify applicable coverage, service levels, and support options within its quotation and order acknowledgement and will assist customers in coordinating support throughout the performance period.

Support Area	What the Customer Receives	Primary Intake	Key Information Needed
Installation	Coordination of authorized installation, configuration, integration, scheduling, site readiness, and acceptance tasks identified in the order.	SEWP@NGEN.com	Order number, site location, equipment or software details, requested date, local point of contact, and any access restrictions
Basic Warranty	Manufacturer or publisher warranty coverage identified in the quotation and order, with NGEN support for warranty validation and repair or replacement coordination.	SEWP@NGEN.com	Order number, part number or serial number, description of issue, and warranty entitlement information
Extended Warranty / Maintenance	Optional manufacturer, publisher, or NGEN maintenance and support coverage purchased with the order, including applicable service levels and coverage periods.	SEWP@NGEN.com	Order or contract number, coverage identifier, affected asset, location, and requested service
Technical Support	Troubleshooting assistance, OEM/vendor engagement, incident coordination, status tracking, and escalation management.	SEWP@NGEN.com	Symptoms, business impact, urgency, screenshots, logs, and troubleshooting steps already performed
Software Support	Licensing, entitlement, activation, subscription management, downloads, updates, and software publisher support coordination.	SEWP@NGEN.com	Publisher, product name, license or subscription ID, tenant/organization information, and error details

7.1 Delivery Inspection and Acceptance

- Inspect delivered products promptly for visible damage, shortages, incorrect items, or serial number discrepancies.
- Retain all packaging materials, shipping labels, packing slips, and photographs when damage, loss, or discrepancies are identified.

- Do not return products to a manufacturer, distributor, or other supplier without coordinating with NGEN and obtaining any required return authorization.
- Report software licensing, subscription, activation, or entitlement discrepancies, including the applicable order number, line item, product information, and user or tenant details.
- Follow the inspection and acceptance procedures identified in the Delivery Order or Task Order and promptly notify the Contracting Officer of any issues that may require contractual action, replacement, repair, or order modification.

8. Troubleshooting a Problematic Order

8.1 Contact NGEN

Report order-related issues by emailing SEWP@NGEN.com or calling (301) 531-9700. Please use the subject line:

SEWP VI Order Issue – [Order Number] – [Short Description]

For urgent, mission-impacting issues, please call after sending the email and request escalation to the Program Manager.

8.2 Information to Include

To help expedite resolution, please provide:

- Agency name, Contracting Officer, technical point of contact, and receiving contact
- NGEN SEWP VI contract number and Delivery Order or Task Order number
- Affected contract line item, manufacturer, part number, serial number, license, subscription, or service task
- Detailed description of the issue, including when it began and its operational impact
- Applicable delivery, shipping, receiving, or acceptance documentation
- Photographs, screenshots, logs, error messages, or other supporting evidence
- Troubleshooting actions already performed and the results
- Requested resolution and required-by date
- Whether the issue may require an order modification, stop-work direction, replacement, return, credit, or other Contracting Officer action

8.3 Escalation Path

Level	Owner	Use When	Contact
1	NGEN SEWP PMO	New quote, order, delivery, warranty, support, or invoice issue	SEWP@NGEN.com (301) 531-9700

2	Program Manager	Issue is unresolved, recurring, high impact, or requires executive/vendor escalation	Ancha Jordan (301) 531-9700 x720 jordan@ngen.com
3	Deputy Program Manager	Program Manager unavailable or alternate escalation required	Terry Speigner (301) 531-9700 x701 TLS@ngen.com
4	Ordering Contracting Officer / NASA SEWP Help Desk	Contract interpretation, official direction, fair opportunity, scope, order routing, or unresolved vehicle-level concern	Ordering Contracting Officer help@sewp.nasa.gov

NGEN is committed to timely issue resolution and proactive customer communication. Upon receipt of a reported issue, NGEN will acknowledge the request, assign the appropriate resources, coordinate with manufacturers or service partners as necessary, and provide status updates through resolution.

8.4 Authority for Contract Changes

Only an authorized Contracting Officer may approve or direct changes that affect contract scope, pricing, quantities, delivery schedules, funding, terms and conditions, or period of performance.

NGEN personnel, subcontractors, manufacturers, and support representatives are not authorized to accept or implement changes that alter contractual requirements unless such changes have been approved and issued by the appropriate Contracting Officer.

Requests that may require modifications to an existing Delivery Order or Task Order should be coordinated through the ordering agency's Contracting Officer.

9. Order Modifications, Cancellations, Returns, and Credits

9.1 Modifications

All delivery-order modifications must be issued by an authorized Contracting Officer and processed through the NASA SEWP process.

Customers should provide a copy of the modification to SEWP@NGEN.com. Upon receipt, NGEN will review the modification for scope, funding, pricing, schedule, and performance impacts before acknowledging and implementing the change.

9.2 Cancellations

Customers should notify both the ordering Contracting Officer and NGEN as soon as possible when cancellation of an order is being considered.

Cancellation requests are subject to:

- Product procurement and fulfillment status
- Manufacturer and distributor policies
- Non-cancelable and non-returnable (NCNR) items
- Contractual commitments already incurred
- Applicable restocking, termination, or cancellation charges
- Delivery Order or Task Order terms and conditions

NGEN will identify known impacts and provide relevant information to support the Contracting Officer's decision-making process.

9.3 Returns and Replacements

For products requiring return, replacement, or repair:

- Coordinate with NGEN before returning any products.
- Follow all authorized return instructions, including return authorization requirements, shipping location, packaging, and labeling instructions.
- Maintain serial number, asset, and chain-of-custody documentation when applicable.
- Sanitize or otherwise protect Government data prior to return in accordance with agency security policies and procedures.
- Retain shipment tracking information and proof of delivery.
- Credits, repairs, replacements, and warranty-related resolutions will be processed in accordance with the applicable order terms and manufacturer, publisher, or distributor policies.

10. Post-Delivery Administration

10.1 Invoicing and Payment

NGEN will invoice in accordance with the Delivery Order or Task Order, including all applicable invoicing instructions, acceptance requirements, and payment terms.

Questions regarding invoices should be directed to SEWP@NGEN.com and should include the order number, invoice number, applicable line item, invoice amount, and a description of the issue or discrepancy.

Any contractual disputes, funding changes, or modifications affecting payment must be coordinated through the ordering agency's authorized Contracting Officer.

10.2 Asset, License, and Records Support

- Packing slips, serial numbers, license and entitlement information, warranty documentation, and other required deliverables will be provided in accordance with the order.
- Customers should maintain copies of quotations, orders, modifications, acceptance documentation, invoices, support records, and asset disposition records as part of their official acquisition file.
- Requests for replacement copies of available order records may be submitted to SEWP@NGEN.com.
- NGEN will assist customers with locating available warranty, licensing, entitlement, and order-related documentation when requested.

10.3 Customer Responsibilities

- Provide accurate requirements and authorized direction.
- Maintain current technical, receiving, contracting, and invoicing contacts.
- Ensure site readiness, access approvals, security coordination, and acceptance resources.
- Protect delivered assets, credentials, licenses, and sensitive information.
- Notify NGEN promptly of discrepancies, performance concerns, or changes.
- Route contractual direction through the authorized Contracting Officer.

11. Quick Reference

Need	Best First Step	Contact / Tool
Request a Quote	Submit a request through the NASA SEWP Quote Request Tool (QRT) and include a complete requirement package.	NASA SEWP QRT SEWP@NGEN.com
Confirm scope	Submit a requirement overview or bill of materials for scope review.	help@sewp.nasa.gov
Product or Service Information	Contact NGEN for product information, market research support, licensing guidance, or solution recommendations.	SEWP@NGEN.com (301) 531-9700
Order status	Provide the Delivery Order or Task Order number and applicable line item information	SEWP@NGEN.com
Installation or Support	Provide order information, site location, asset or license details, symptoms, and business impact.	SEWP@NGEN.com

Unresolved problematic order	Request escalation to the Program Manager.	jordan@ngen.com (301) 531-9700 x720
Contract or Order Interpretation	Contact the Ordering Contracting Officer and, when appropriate, the NASA SEWP Help Desk.	Ordering Contracting Officer help@sewp.nasa.gov
Order modification	Obtain an authorized modification and route it through SEWP.	Ordering Contracting Officer SEWP@NGEN.com

Appendix A. Quote Request Email Template

To: SEWP@NGEN.com

Subject: SEWP VI Quote Request – [Agency Name] – [Requirement Name]

Agency / Office:

Requestor Name, Phone, and Email:

Contracting Officer Name, Phone, and Email (if applicable):

SEWP VI Category and Contract Number (if known):

Requirement Summary:

Attachments Included (SOW, PWS, Specifications, BOM, etc.):

Delivery Location / Place of Performance:

Required Delivery Date or Period of Performance:

Installation, Warranty, Maintenance, or Support Requirements:

Security, Compliance, Accessibility, or Supply Chain Requirements:

Quote Due Date and Time:

Additional Instructions or Evaluation Criteria: