NASA SEWP VI Ordering Guide

ScribeDoc.Com, Inc. · Prime Contract Holder · Category B and Category C

NASA SEWP VI Solutions for Enterprise-Wide Procurement — Contract Holder

CONTRACT INFORMATION

Category B contract	**80TECH26D0396** Enterprise-Wide ITC/AV Service Solutions
Category C contract	**80TECH26D0249** Mission-Based ITC/AV Service Solutions (Small Business)
Contract type	Multiple-award Government-Wide Acquisition Contract (GWAC)
Period of performance	November 1, 2026 to October 31, 2036
SEWP fee	0.34%, included in all quoted prices; never shown as a separate line
UEI / CAGE	**KRN6E48G6GT6** / **3GHC7**
Primary NAICS	541512 Computer Systems Design Services

SEWP VI contract details for ScribeDoc.Com, Inc.

MAIN OFFICE

ScribeDoc.Com, Inc.
161 Fort Evans Road, Ste 325, #8
Leesburg, VA 20176

Phone: 703-273-7110

Web: www.scribedoc.com/vehicle-nasa-sewp-vi.html
Email: connect@scribedoc.com

WOSB · EDWOSB · HUBZone · SBA 8(a) Graduate · CMMI Level 3 · ISO 9001:2015 · ISO/IEC 20000-1 · ISO/IEC 27001

SEWP VI PROGRAM SUPPORT CONTACTS

Role	Name	Email	Phone
SEWP Program Manager	Sandy Kumar	sandy@scribedoc.com	703-989-2627
SEWP Deputy Program Manager	Srini Ramakrishnan	srini@scribedoc.com	703-581-7779
Quotes and sales	MD Hossain	sales@scribedoc.com	703-273-7110
Order issues and post-delivery	Sandy Kumar	sandy@scribedoc.com	703-989-2627
NASA SEWP PMO Helpline	Mon–Fri, 7:30 AM–6 PM ET	help@sewp.nasa.gov	(301) 286-1478

ScribeDoc SEWP VI program contacts and the NASA SEWP PMO helpline

SEWP OVERVIEW

NASA SEWP VI (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. SEWP has continually evolved over the past 30 years, expanding its scope to meet the

requests of its customers. The program is self-funded through usage fees (0.34%) and provides all Federal agencies with acquisition support, processing 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 issued under multiple-award contracts. The method to obtain fair opportunity is at the discretion of the Contracting Officer (CO), who must document the rationale for placement and price of each order. The SEWP online Quote Request Tool (QRT) is the recommended method to support this and to augment the required decision documentation. The QRT automatically includes the Contract Holders within a selected Category or a suggested source.

ABOUT SCRIBEDOC

ScribeDoc.Com, Inc. is a federal technology and management services company delivering digital modernization, enterprise IT, data and analytics, automation, Section 508 accessibility, cloud, cybersecurity, and program operations. Since 2000, ScribeDoc has engineered, modernized, and operated systems for civilian and defense agencies, including Treasury and the Bureau of Engraving and Printing, the U.S. Navy Bureau of Medicine and Surgery, and the Government Accountability Office.

WHAT'S IN SCOPE FOR SEWP VI

SEWP provides a broad suite of ITC/AV solutions and services across three scope categories: **Category A**, ITC/AV Solutions; **Category B**, Enterprise-Wide ITC/AV Service Solutions; and **Category C**, Mission-Based ITC/AV Service Solutions. To confirm whether a requirement is within scope, send an overview or bill of materials to help@sewp.nasa.gov.

Category B · 80TECH26D0396
Enterprise-Wide ITC/AV Service Solutions

Large-scale requirements spanning multiple departments, locations, customers, or field offices.

- 1b · Enterprise-Wide Network Services
- 2b · IT Managed Services
- 3b · Enterprise-Wide Innovation Services
- 4b · IT Service Management
- 5b · Enterprise Service Program Integration
- 6b · Enterprise-Wide Information and Data Analytics
- 7b · Enterprise-Wide Application Services / Software
- 8b · Enterprise-Wide Cybersecurity Services
- 9b · Enterprise-Wide Cloud Services
- 10b · Enterprise-Wide Digital Multimedia and Technical Communications Services
- 11b · Program Management / Ancillary Services and Supplies

Category C · 80TECH26D0249
Mission-Based ITC/AV Service Solutions

Mission and program-level implementations. Order threshold: $2 million per order in contract year 1 and $10 million in year 2, including options; thresholds may be removed starting in year 3.

- 1c · Innovation Services
- 2c · Information and Data Analytics Services (IDAS)
- 3c · Application Services / Software Development
- 4c · Cybersecurity Services
- 5c · Cloud Services
- 6c · Digital Multimedia and Technical Communications
- 7c · IT Operations and Maintenance / Help Desk / Call Center Support
- 8c · Network Services
- 9c · Database Services
- 10c · In-Scope Training

ScribeDoc's core strengths across both categories: application modernization, cloud, cybersecurity and ATO support, data analytics and applied AI (UsableX), Section 508 accessibility, intelligent document and content

processing, health IT and program data, workflow automation and RPA, operations and maintenance, program management, and training.

HOW TO OBTAIN A QUOTE

1. Post a Request for Quote (RFQ), Request for Information (RFI), or Market Research Request (MRR) in the SEWP Quote Request Tool at www.sewp.nasa.gov, selecting Category B or C. You may also contact ScribeDoc's quotes desk directly for scoping help.
2. ScribeDoc responds through SEWP with services available on its contract, priced no higher than the SEWP database of record. Every quote states how long it is valid, and ScribeDoc honors any order submitted within that period.
3. If a formal RFQ cannot be met in full with items on ScribeDoc's contract, ScribeDoc submits a No Bid, unless the RFQ allows partial quotes.

Quotes and sales contact: MD Hossain · sales@scribedoc.com · 703-273-7110

ORDERING PROCESS

The internal ordering process of each agency varies. The process and forms for Purchase Requests (PR) and Delivery Orders (DO) issued against a SEWP contract are defined by the issuing agency, not the NASA SEWP Program Management Office (PMO). Typically, an end user determines a requirement and generates a PR, which goes with funding information to the agency's procurement office for issuance of a DO. Any valid Federal agency DO form and delivery order number may be used.

The SEWP PMO does not issue DOs; they are issued by the agency's procurement office. The SEWP PMO reviews, processes, and tracks issued DOs and forwards them to the Contract Holder. Agency Contracting Officers are responsible for any agency-specific policies on ordering through GWACs. Modifications to any order must also route through the SEWP PMO.

ScribeDoc begins work only after the SEWP PMO assigns a SEWP Control Number (SCN). If an order or modification is sent directly to ScribeDoc, ScribeDoc forwards it to sewporders@sewp.nasa.gov.

POST-DELIVERY SUPPORT, WARRANTY, AND TECHNICAL SUPPORT

- **Implementation and technical services.** ScribeDoc provides installation, configuration, integration, testing, knowledge transfer, and technical support as specified in each delivery order.
- **Services warranty.** Services that do not conform to the order are corrected or re-performed at no additional cost, consistent with FAR 52.212-4.
- **Products, software, and extended warranty.** ScribeDoc's awards are service categories. Any software licenses or products added through SEWP Technology Refreshment carry the manufacturer's commercial warranty and software maintenance. Extended warranty or monthly maintenance may be ordered at any time during the commercial warranty period, per contract clause A.1.20.
- **Technical and software support.** Contact: Sandy Kumar · sandy@scribedoc.com · 703-989-2627

TROUBLESHOOTING A PROBLEMATIC ORDER

1. **Report it.** Contact ScribeDoc's order troubleshooting contact with the SEWP Control Number (SCN) and agency order number: Sandy Kumar · sandy@scribedoc.com · 703-989-2627
2. **Investigation.** ScribeDoc confirms receipt, identifies the root cause, and agrees a corrective plan with the ordering office.
3. **Correction.** Nonconforming services are corrected or re-performed at no additional cost.
4. **Escalation.** Unresolved issues go to the SEWP Program Manager or Deputy Program Manager below. Schedule or order changes are coordinated with the Contracting Officer and the SEWP PMO.

COMPLIANCE

- **Section 508.** Digital deliverables conform to the Revised Section 508 Standards (36 CFR 1194). Accessibility Conformance Reports are available on request.
- **Supply chain risk management.** ScribeDoc maintains a Cyber Supply Chain Risk Management (C-SCRM) plan aligned with NIST SP 800-161.
- **AbilityOne.** Through its commitment with SourceAmerica, ScribeDoc subcontracts with AbilityOne nonprofit agencies for designated NAICS and PSC codes, with a goal of at least 2% of SEWP VI contract value.

NASA SEWP program website: www.sewp.nasa.gov. This guide is published per SEWP VI contract Attachment A, Section A.6, and is updated within 10 business days of each contract modification. Version 1.0, effective November 1, 2026.