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SD SOLUTIONS, LLC

NASA SEWP VI ORDERING GUIDE

Solutions for Enterprise-Wide Procurement (SEWP) VI

Contract Holder
Category B Contract
Category C Contract
Contract Type
SEWP VI Go-Live

SD Solutions, LLC
80TECH26D1267
80TECH26D0954
Government-Wide Acquisition Contract (GWAC)
NASA currently anticipates November 1, 2026

Version 1.0 | September 2026

PUBLIC CUSTOMER GUIDE

1. Purpose and Use of This Guide

This Ordering Guide provides Federal customers with information for obtaining quotes and placing orders with SD Solutions, LLC (SDS) under NASA SEWP VI. It summarizes SDS contract information, customer support contacts, fair opportunity considerations, scope, quote procedures, ordering, post-award support, and order issue resolution.

The issuing agency controls its internal acquisition process. The NASA SEWP Program Management Office (PMO) reviews, processes, and tracks orders issued against SEWP. Customers should use the current SEWP VI contract documents, Contract Holder User Manual (CHUM), and SEWP tools for authoritative program requirements.

2. SDS SEWP VI Contract Information

Contract Holder	SD Solutions, LLC
Category B	80TECH26D1267 - Enterprise-Wide ITC/AV Service Solutions
Category C	80TECH26D0954 - Mission-Based ITC/AV Service Solutions
Corporate Website	www.sdsolutionsllc.com
SEWP VI Webpage	https://www.sdsolutionsllc.com/nasa-sewp/
Ordering Guide URL	https://www.sdsolutionsllc.com/wp-content/uploads/2026/09/SD-Solutions-LLC-NASA-SEWP-VI-Ordering-Guide.pdf

3. SEWP VI Overview

NASA SEWP is a Government-Wide Acquisition Contract administered by the NASA Goddard Space Flight Center SEWP Program Management Office. SEWP VI provides Federal agencies and approved Federal contractors access to Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services.

SEWP VI is organized into three scope categories. SDS holds contracts in Category B, Enterprise-Wide ITC/AV Service Solutions, and Category C, Mission-Based ITC/AV Service Solutions. Customers should validate a specific requirement against current SEWP VI scope resources.

4. SDS SEWP VI Program Support

Function	SDS Contact	Contact Information
SEWP Program Manager	Chitra Dhayalan	cdhayalan@sdsolutionsllc.com ; 202-754-1681
Deputy Program Manager	Stuart Tozier	stozier@sdsolutionsllc.com ; 540-486-5103
Quotes / Sales	Jairo Castro Rivera	JRivera@sdsolutionsllc.com ; 703-867-7554
Order / Delivery Support	Chitra Dhayalan	cdhayalan@sdsolutionsllc.com ; 202-754-1681
Security / C-SCRM Incidents	SDS CSIRT	security@sdsolutionsllc.com

SDS maintains security@sdsolutionsllc.com as its centralized security reporting channel for actual or suspected security and supply-chain incidents.

5. Fair Opportunity

SEWP VI is a multiple-award GWAC. Ordering agencies are responsible for satisfying applicable fair opportunity requirements at the order level in accordance with FAR 16.505(b) and agency procedures. The NASA SEWP Quote Request Tool (QRT) supports competition by distributing customer requirements to eligible Contract Holders.

SDS responds to SEWP VI RFQs, RFIs, Market Research Requests, and other authorized request types in accordance with its contracts and the CHUM.

6. How to Obtain a Quote from SDS

- Define the requirement, including technical scope/SOW, quantities or labor categories, delivery/performance location, period of performance, and required schedule.
- Submit the requirement through the NASA SEWP Quote Request Tool (QRT) to the appropriate SEWP VI category and eligible Contract Holders.
- Include agency-specific terms, security requirements, evaluation criteria, response deadline, and required quote validity period.
- SDS reviews the requirement for scope, technical feasibility, contractual compliance, staffing, schedule, and pricing.
- SDS submits its quote through the required SEWP channel and states the quote validity period.
- The ordering agency evaluates responses and makes the order decision under its acquisition procedures and applicable fair opportunity requirements.

7. Recommended RFQ Information

- Issuing agency and customer organization; technical point of contact and contracting point of contact.
- Requirement description, SOW/PWS/SOO, specifications, or bill of materials, as applicable.
- Applicable category and requested NAICS/PSC information, if specified.
- Products, services, labor categories, quantities, and estimated level of effort.
- Place of performance, delivery locations, period of performance, and required delivery dates.
- Security, clearance, C-SCRM, Section 508/accessibility, and other compliance requirements.
- Evaluation approach, quote format, due date/time, and quote validity requirements.

8. Scope of SDS SEWP VI Contracts

8.1 Category B - Enterprise-Wide ITC/AV Service Solutions

SDS's Category B contract supports enterprise-wide ITC/AV service solutions within the scope established by SEWP VI. Customers should use current SEWP VI scope documentation and QRT tools to determine applicability to a specific enterprise requirement.

8.2 Category C - Mission-Based ITC/AV Service Solutions

SDS's Category C contract supports mission-based ITC/AV service solutions within the scope established by SEWP VI. Customers should validate each mission requirement against the applicable SEWP VI scope.

For scope questions, customers may contact the NASA SEWP Help Desk at help@sewp.nasa.gov and provide an overview and/or bill of materials for review.

9. Ordering Process

- Customer develops the requirement and obtains internal approvals and funding.
- Customer conducts fair opportunity/competition using the SEWP QRT or another process permitted by SEWP VI and the issuing agency.
- SDS submits a compliant quote.
- The ordering agency selects the Contract Holder and issues the delivery/task order.
- The order is routed through the NASA SEWP PMO for validation and processing.
- NASA SEWP PMO forwards the validated order to SDS.
- SDS acknowledges receipt in accordance with the CHUM and begins execution after required validation.
- Order modifications are routed through the SEWP PMO as required.

10. Order Information and Processing

Customers should ensure each order contains all information required by the current SEWP VI CHUM and issuing-agency procedures. Typical information includes:

- Order date and unique agency order number.
- Authorized Government Ordering Official and signature/approval.
- Issuing agency and ordering agency, if different.
- SDS name and applicable SEWP VI contract number.
- Appropriation and accounting/funding data.
- Billing/invoice address and delivery/performance location.
- Applicable SEWP CLINs, descriptions, quantities, and pricing.
- Total order amount and period of performance for services.
- Applicable statement of work and mutually agreed terms and conditions.

11. Pricing and SEWP Fee

SDS quotes pricing in accordance with its SEWP VI contract and the specific customer requirement. Customers should rely on the current SEWP VI contract, QRT, and SDS quote for applicable pricing, discounts, labor, services, and SEWP fee treatment. This guide intentionally does not carry forward SEWP V surcharge terms as SEWP VI pricing.

12. Installation, Warranty, Technical Support, and Post-Delivery Support

SDS identifies applicable installation, warranty, software support, technical support, maintenance, licensing, and other post-delivery terms in its quote or associated product/service documentation. Support arrangements vary by solution, OEM/provider, and order requirements.

- SDS coordinates installation and implementation services when included in the order.
- OEM/provider warranty terms and extended warranty options are identified when applicable.
- Software licensing, maintenance, and support terms are identified in applicable quote/order documentation.
- SDS tracks customer-reported delivery, performance, warranty, and support issues through resolution.

- For subcontracted/provider-supported solutions, SDS remains the customer's Contract Holder point of coordination unless the order establishes another approved support path.

13. Problematic Orders and Escalation

Customers should promptly notify SDS of order, delivery, performance, invoicing, warranty, technical, or support issues. SDS documents the issue, assigns ownership, coordinates with applicable suppliers/subcontractors and customer personnel, and tracks corrective action through closure.

Issue Type	Primary SDS Contact	Escalation
Quote / scope question	cdhayalan@sdsolutionsllc.com ; 202-754-1681	SEWP Program Manager
Order / delivery issue	cdhayalan@sdsolutionsllc.com ; 202-754-1681	SEWP Program Manager
Invoice / administrative issue	cdhayalan@sdsolutionsllc.com ; 202-754-1681	SEWP Program Manager
Security / C-SCRM incident	security@sdsolutionsllc.com	SDS CSIRT / Executive Management

14. Cybersecurity and Supply Chain Risk Management

SDS maintains cybersecurity and supply chain risk management practices supporting SEWP VI performance. Actual or suspected security incidents may be reported to security@sdsolutionsllc.com. SDS's Computer Security Incident Response Team (CSIRT) coordinates assessment, containment, escalation, reporting, remediation, and resolution, including applicable NASA SEWP VI C-SCRM incident reporting requirements.

15. Section 508 and Accessibility

SDS supports applicable Federal accessibility requirements, including Section 508 requirements identified in customer orders. This Ordering Guide and the SDS SEWP VI webpage should be maintained in accessible formats suitable for Federal customers.

16. NASA SEWP Program Support

Resource	Information
SEWP Help Desk	help@sewp.nasa.gov
SEWP Customer Help Desk	301-286-1478
SEWP PMO Hours	Monday-Friday, 7:30 AM-6:00 PM Eastern Time
SEWP VI Information	https://www.sewp.nasa.gov/sewpvi
Customers should use NASA's current SEWP VI website and tools for current program documentation, scope resources, ordering instructions, training, and Contract Holder information.	

17. Guide Maintenance

SDS maintains this Ordering Guide as a public SEWP VI customer resource. SDS updates the guide when contract modifications, contact changes, ordering procedures, or other material contract information changes, consistent with SEWP VI requirements.

18. Publication Checklist - Remove Before Public Posting

The following items must be completed before SDS publishes this guide:

- Insert SDS corporate website and dedicated SEWP VI webpage URL.
- Insert direct URL for the downloadable Ordering Guide.
- Insert SEWP Program Manager and Deputy Program Manager names, emails, and telephone numbers.
- Insert quote/sales, order support, and administrative contacts.
- Verify current SDS business designations before adding them to the public guide.
- Verify SEWP VI fee/surcharge language against the final operative SEWP VI contract/CHUM before inserting a numeric fee.
- Verify the final SEWP VI ordering period/period of performance from SDS's awarded contracts before publication.
- Run Section 508/accessibility review of the final PDF and webpage.

Source Basis

Prepared from NASA's SEWP VI Contract Holder onboarding materials supplied to SDS, including the Example Ordering Guide for SEWP VI Contract Holders, Example Website for SEWP VI Contract Holders, SDS onboarding checklist, SEWP VI Contract Data Requirements List, and NASA's current SEWP VI information/CHUM resources. Where SDS-specific contact or publication information was not supplied, this draft uses explicit placeholders rather than inventing data.