



SEWP Ordering Guide

Immersion CyKor, LLC
DUNS: 080415889
TIN: 813567082
CAGE: 7QKG2

Contract Number: NNG15SD66B
POP effective through: 04/30/2025
Group C
Business Designations: SDVOSB, Small Business, VOSB

SEWP V Overview

NASA's Solutions for Enterprise-Wide Procurement (SEWP) is a Government-Wide Acquisition Contract (GWAC) that provides IT products and related services to Federal agencies and their authorized contractors. As authorized by OMB, NASA SEWP is a Firm Fixed Price (FFP), Indefinite Delivery, Indefinite Quantity (IDIQ) contract available for use by all Federal agencies. On its fifth iteration, SEWP offers a wide scope of IT solutions across many technology areas.

Contract Benefits

- Best in Class designation
- Streamlined, fast acquisition process
- Low prices, generally below GSA prices
- Low surcharge fee, included in the price to the customer and paid by the contract holder
- Wide range of IT products and related services available

Contract Scope

- Networking Equipment
- Security Systems and Tools
- Servers
- Storage Systems
- Desktop Computers and Laptops
- Computer Support Devices
- Audio-Visual and Video Conferencing Systems
- Telecommunications
- Sensors
- Health IT
- Printers and Peripherals
- Warranty and Maintenance
- Implementation and Installation
- Product-based Training

Who Can Use SEWP

The SEWP contracts are for use by NASA, all Federal agencies and approved federal agency support service contractors. Contracting officers considering authorizing support service contractors should review the policy at FAR 51.101, and any agency specific guidance or policy, to make the appropriate determination and written finding which supports issuance of the authorization, as required by FAR 51.102 and FAR 51.107. (For NASA contracting officers, additional guidance is

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provided in the NASA Far Supplement at [Subpart 1851](#).) Approved support service contractors must comply with the requirements at FAR 51.103.

To authorize a contractor to purchase from the SEWP contracts, the authorizing contracting officer should send a copy of the authorization letter to the SEWP Program Management Office (PMO) containing all of the following information:

1. Authorizing Agency Name, Contracting Officer (CO) Name, Mailing Address, Phone/FAX number and the contractor corporate name, division, and address.
2. Contract number and period of performance
3. A statement that the contractor is authorized to purchase from SEWP contracts in support of the above contract.
4. The CO's/KO's signature and date signed.

The letter should be sent in advance of or with the first order via fax, e-mail (sewporders@sewp.nasa.gov) or Ground Mail.

SEWP Program Management Office (PMO)
10210 Greenbelt Road
Suite #200
Lanham, MD 20706
Phone: (301)286-1478
Fax: (301)286-0317

Upon approval of the authorization letter, the contractor's name and contract information will be added at the [Approved Support Service Contractors](#) web page.

[How to Obtain a Quote](#)

The recommended method for requesting a quote is through SEWP's Quote Request Tool. Customers can visit www.sewp.nasa.gov and register for an account. With access to this portal, agencies can issue Requests for Information, Market Research Requests, and Requests for Quote as well as issue Delivery Orders. All SEWP Delivery Orders must be routed through the SEWP Program Office at sewporders@sewp.nasa.gov for processing.

Please reach out to sewp@cykor.com for any questions related to the quoting and ordering process for SEWP.

[Surcharge](#)

SEWP offers low prices, the lowest surcharge and the easiest and fastest ordering procedure using pre-competed contracts. As of October 1, 2020, the SEWP surcharge for all orders is a 0.34%. The fee is included in the price of all products and is not separately listed on quotes. It is the Contract Holder's responsibility to pay the fee from their quoted product prices.

[Warranty, Installation, and Technical Support](#)

Available basic and extended warranty offerings are specific to each manufacturer's product. Extended warranties can vary in support levels and usually range from 12 to 36 months after the initial start date. CyKor can work with the customer to determine the best option based on the requirement. We can also provide installation and technical support for our top OEMs as required by the customer.



How to Troubleshoot a Problematic Order

For any questions or concerns related to an order, please contact our SEWP support team at sewp@cykor.com. CyKor is ready to assist with any issues that may arise and will work toward a speedy resolution.

Resources

Program Manager: Brandy Bennaman
brandy@cykor.com
410-844-9091

Sales/Order Support: sewp@cykor.com

SEWP V Website: www.sewp.nasa.gov

SEWP Helpline: 301-286-1478
help@sewp.nasa.gov

Fair Opportunity

SEWP is a pre-competed multi-award contract. FAR 16.505(b) (1) provides that each contractor shall be given fair opportunity to be considered for each order exceeding \$10,000 and issued under multiple award contracts. The FAR states that the method to obtain fair opportunity is at the discretion of the CO and that the CO must document the rationale for placement and price of each order. The SEWP Quote Request Tool is the recommended method to assist in ensuring fair opportunity as it will automatically include the Contract Holders within a selected Group or based on a suggested source.

NOTE: Fair Opportunity to all Contract Holders within one or more SEWP Groups or set-asides is required. There is no requirement to obtain 3 quotes as long as all Contract Holders within a Group or set-aside were provided opportunity to provide a quote.