



SEWP TOOLS GUIDE:

Creating a Credit Card or Delivery Order

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1. What is SEWP?

Providing the latest in commercial ITC/AV products and services, the NASA SEWP (Solutions for Enterprise-Wide Procurement) contract vehicle has an outstanding track record of serving up fresh technology for Federal Agencies.



Multi-award suite of contracts

- 140+ Prime Contract Holders
- 100+ Small Businesses
- 9700+ Original Equipment Manufacturers (OEM) and Service Providers
- Annual Obligated Value over \$12.2B in FY 23
- Ability to set-aside to small businesses across all groups at the delivery order level



Government-Wide Acquisition Contract (GWAC)

- Authorized by Office of Management and Budget (OMB)
- Open to All Federal agencies and Approved Contractors
- Utilized by every Federal agency



Contract Vehicle for Information Technology, Communications (ITC) and Audio/Visual Solutions



Program Management Office (PMO) to provide support and information throughout the Acquisition Process

Disclaimer: Prior to utilizing the NASA SEWP GWAC, agencies satisfy requirements for supplies and services from or through the mandatory government sources as well as adhere to local policy.

1.1. Other things to know about SEWP

Primary Catalog: SEWP Contract

- Dynamic Catalog: “Catalog by Request” not “Request by Catalog”
- Contract database of record
- Providers, products and services added daily
- Primarily based on customer requirements
- Thousands of providers (OEMs and Service Providers)
- Millions of Unique Products & Services

1.2. Small Business Categories

- **SDVOSB:** Service-Disabled Veteran-Owned Small Businesses
- **WOSB:** Women-Owned Small Businesses
- **EDWOSB:** Economically Disadvantaged Women-Owned Small Businesses
- **HUBZone:** Historically Underutilized Business Zone - Small Businesses
- **VOSB:** Veteran-Owned Small Businesses

1.3. What's in Scope for SEWP V?



Information Technology & Networking

Computer Hardware, Tablets
Network Appliances: Routers,
Modems, VOIP, Storage, Security



Software & Cloud

Software, Virtualization and
Cloud Computing, XaaS (e.g.
SaaS=Software as a Service)



Mobility & Communications

Telecommunication
Devices and Services



Supporting Technology

Scanners, Printers, Copiers,
Shredders, Associated
Supplies and Accessories,
Sensors, Health IT



A/V Conferencing

A/V Equipment and
Accessories, TVs, Display
Monitors, Projectors and
Screens



Services

Maintenance/Warranty, Site
Planning/Installation/Cabling,
Product Based Training,
Product Based Engineering
Services

2. How to Order from the SEWP Contract

This document serves as guidance and advice for authorized Ordering Contracting Officers (OCOs) based upon best practices and ordering experience. It does not supersede any requirements of the FAR or any department or agency policy. It is incumbent upon each requiring activity to adhere to the policies and procedures established by their agency. The guidelines provided herein do not supersede any required acquisition policies, or outside agency acquisition regulations.

2.1. Credit Card Ordering Process

For orders under the micro-purchase limit, the Government customer can either utilize the Credit Card/Micro-purchases page from the Fast Access menu or the SEWP Quote Request Tool (QRT). The Credit Card/Micro-purchases page provides a list of SEWP Contract Holders, the Point of Contact (POC) for that Contract Holder, and, when available, the ordering site. One or more Contract Holders can be contacted to obtain quotes and orders can be placed directly with the Contract Holder.

The QRT can be used to send a request to one or more Contract Holders; obtain quotes through the SEWP system, and then either contact the selected Contract Holder directly to place an order, or attach the selected quote with the Request for Quote (RFQ) number in an e-mail to the SEWP Program Office at: sewporders@sewp.nasa.gov.

For items OVER the micro-purchase limit, FAR 16.505(b)(1) provides that each contractor shall be given fair opportunity for orders issued under multiple award contracts. At a minimum, to provide fair opportunity, all contract holders within any one or more groups or established set-asides must be provided opportunity. Therefore, orders over the micro-purchase limit can only be sole sourced if an exception exists and the proper steps are taken as described in FAR 16.505(b)(2).

For credit card orders above the micro-purchase limit, use the QRT to obtain quotes. Once you have the selected quotes, RFQ numbers, and Agency-specific paperwork, forward the information to sewporders@sewp.nasa.gov.

Micro-Purchases

For a Micro-Purchase, you may contact the Contract Holder directly. The Contract Holders will forward the order information to the NASA SEWP Program Office for processing and tracking. All Delivery Orders paid by credit card must be routed to the NASA SEWP Program Office from the customer regardless of the order total.

UNDER MICRO-PURCHASE THRESHOLD	VS	OVER MICRO-PURCHASE THRESHOLD
<p>Fair Opportunity does NOT apply to orders under the Micro-Purchase limit. For orders under the micro-purchase limit, the Government customer can either utilize the Credit Card/Micro-Purchases page from the Fast Access menu directly: https://www.sewp.nasa.gov/micropurchase_wcc.shtml</p> <p>OR from the SEWP QRT: https://www.sewp.nasa.gov/sewp5public/</p>		<p>For items over the Micro-Purchase limit, please refer to FAR 16.505(b)(1) (https://www.acquisition.gov/far/16.505) to learn more regarding:</p> <ul style="list-style-type: none">• Pre-award activities and verification done at the Contract level• Fair Opportunity is required (Use of SEWP tools are recommended to be compliant with FAR regulations)• Brand Name/Sole Source

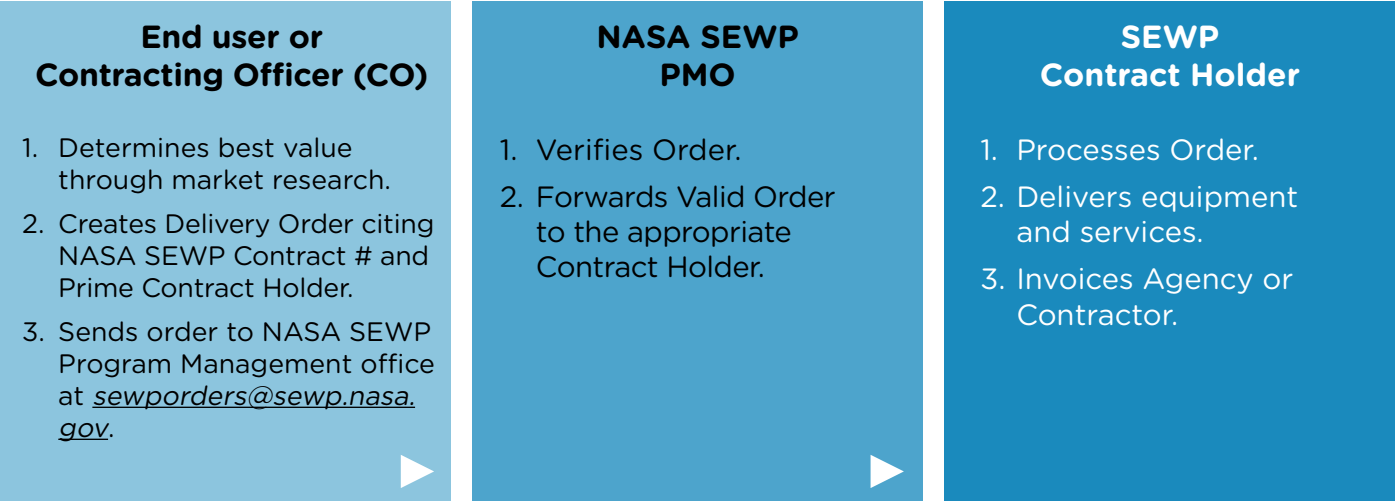
NOTE: SEWP does not capture/collect any credit card information from the customer nor perform any financial transaction for their purchase.

2.2. Basic Ordering Guidelines

How do I place an order using NASA SEWP?

NASA SEWP is a request-based contract vehicle where the catalog is based on specific requirements. There is no static catalog to search. NASA SEWP has an on-line, dynamic, constantly updated catalog. If your requirements are within the scope of the SEWP Contracts, you can send out a RFQ or a Request for Information (RFI) for the products or services you are looking to obtain. If the product is not in the SEWP database, you can use the Market Research Tool (MRT) to have it added within one business day.

Regardless of agency-specific ordering processes, the general flow for SEWP orders is:



Additional information can be found here: <https://www.sewp.nasa.gov/ordering.shtml>

3. How the SEWP Ordering Process Works

The recommended method by the NASA SEWP Program Office for obtaining quotes is the utilization of the SEWP QRT accessible by the following the steps:

3.1. From the NASA SEWP website, click on either of the two (2) links to navigate to the log-in page: <https://sewp.nasa.gov/sewp5public/security/login.sa>.

SEWP V

Helpline: (301) 286-1478 help@sewp.nasa.gov Orders: FAX (301) 286-0317 sewporders@sewp.nasa.gov [Customer Support Center](#)

[Fast Access](#) [Contracting Information](#) [Contract Holders](#) [SEWP Tools](#) [Customer Service](#) [Agency Resources](#) [Catalogs/Marketplaces](#) [SEWP VI](#) [CHAT NOW!](#) [Log-in](#)

FAST ACCESS

- SEWP Log-In
- FAQ
- TRAINING VIDEOS
- OUTREACH/EVENTS
- CONTRACT, CLAUSES & SOW
- REQUEST A QUOTE
- CREDIT CARD / MICROPURCHASES
- ADDRESS AND DIRECTIONS
- GIVE US YOUR FEEDBACK

Hot Topics

Events Hot Topics

Upcoming Events

12/12 - 12/14 [DODIIS 2023](#)

SEWP in the News...

Joanne Woytek discussed her career journey and insights on managing growth on the Open Comments podcast – Episode 9: The Sky's the Limit with Ms. Joanne Woytek, with Oliver David (Social Media Manager) and Ash Patel (Marketing Specialist), hosted by The Open Group. The Open Group, "Open Comments – Episode 9: the Sky's the Limit" The Open Group, May 16, 2023.

Log In

Please enter your information to continue.

User ID: [Forgot your User ID?](#)

Password: [Forgot your Password?](#)

Create a SEWP Account

Create a SEWP account today and start saving. With a SEWP account, you'll be able to conveniently request quotes, view responses, create orders and much more.

[Register Now](#)

Validate Your SEWP Account

Validate your SEWP account using the validation code included in the e-mail sent to you.

[Use account validation code](#)

NOTE: If you do not have a SEWP login. Please refer to the instructions on the right side of the login page to create a SEWP Account.

3.2. Upon successful login, you will be directed to your QRT HOME page, providing quick access to:

- **Catalog/Marketplace Options:** Quick access to already-established Strategic Catalog/Marketplace you have permission to use.
- **Request Options:** Create requests for products and/or services not covered with the established catalog/marketplace:
 - » Create new requests (RFQ, MRR, RFI, RFAC)
 - » View/Manage your requests (Extend, Amend, Modify, etc.)
- **Search Options (Requests):** Search, View All or View All with Archived
- **Training Videos:** Direct link to training videos pertaining to the QRT.

QRT Home [Requests](#) [Search](#) [Training Videos](#)

QRT Home

Catalog/Marketplace Options

The catalogs/marketplaces listed below are already established and provide an option to fulfill your requirements. If the catalog/marketplace scope is similar to your requirement, you can leverage the catalog/marketplace to make a solicitation request or purchase immediately if the solution is already on contract and available within the catalog/marketplace. [See all your agency catalogs/marketplaces here.](#)

[NASA Covered Articles Marketplace](#) [NASA Software Catalog](#)

[Show All \(5 more\)](#)

If you would like to create a request for products and/or services not covered within the established catalogs/marketplaces, please use [Create a New Request](#). If you have any questions, please reach out to us at 301-286-1478 or email help@sewp.nasa.gov

Recent Requests

The results below show all open solicitations or any that have ended within the past 30 days. Select [View All](#) to see all of your past requests.

One Request found.

REQUEST SEQ	REQUEST TYPE	CLOSING TIME (ET)	RFQ STATUS	BID STATUS	AWARD DATE	QUOTES	DESCRIPTION	AGENCY INTERNAL TRACKING ID	ALTERNATE CONTACTS	ACTION
135 - 1	RFQ	5/12/25 7:00 PM	OPEN	OPEN		10	TEST RFQ		SEWP DEMO,...	Options +

Export options: [CSV](#) | [Excel](#) | [XML](#) | [PDF](#)

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Quotes
Contacts
Modify/Amend
Extend
Cancel
Award Notify

3.3. To create a RFQ, MRR, or RFI, hover over the REQUESTS tab and select “Create New Request.”

QRT Home [Requests](#) [Search](#) [Training Videos](#)

QRT Home

Catalog/Marketplace Options

The catalogs/marketplaces listed below are already established and provide an option to fulfill your requirements. If the catalog/marketplace scope is similar to your requirement, you can leverage the catalog/marketplace to make a solicitation request or purchase immediately if the solution is already on contract and available within the catalog/marketplace. [See all your agency catalogs/marketplaces here.](#)

[NASA Covered Articles Marketplace](#) [NASA Software Catalog](#)

[Show All \(5 more\)](#)

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135 - 1	RFQ	5/12/25 7:00 PM	OPEN	OPEN		10	TEST RFQ		SEWP DEMO,...	Options +

Export options: [CSV](#) | [Excel](#) | [XML](#) | [PDF](#)

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Quotes
Contacts
Modify/Amend
Extend
Cancel
Award Notify

3.3.1. Create a New Request:

From here you can determine whether you want to create a request from the catalog/marketplace options available to you or proceed with creating your request from the SEWP Primary Catalog.

QRT Home [Requests](#) [Search](#) [Training Videos](#)

Create a New Request

The “Save” and “Save and Close” buttons displayed in each section will save all data on the tool. The Request will not be submitted unless all required fields have been filled and the “Save and Continue to Confirmation” button at the bottom of the tool is selected. Note: Asterisk (*) indicates a required field.

Catalog/Marketplace Options

The catalogs/marketplaces listed below are established and available to fulfill your requirements. If the catalog/marketplace scope is similar to your requirement, you can leverage the catalog/marketplace to make a solicitation request or purchase immediately if the solution is already on contract and available within the catalog/marketplace. [See all your agency catalogs/marketplaces here.](#)

[NASA Covered Articles Marketplace](#) [NASA Software Catalog](#)

[Show All \(3 more\)](#)

General Information

Please provide some General Information about this Request. The “Description” and “Agency Internal Tracking ID” fields will help identify this Request throughout the usage of this tool.

Description* (e.g. Requirement for 50 laptops) (200)

Agency Designated Tracking ID (Optional) (40)

[Save](#) [Save and Close](#)

3.3.2. Request Type (Select the type of Request you are creating):

- RFQ is recommended if you are planning to make a purchase from your quotes.
- Market Research Request (MRR) to determine preliminary availability and verified pricing.
- RFI quotes will NOT be verified (i.e. availability and pricing will not be confirmed).

Request Type

Select the type of Request you are creating. A Request for Quote is recommended if you are planning to make a purchase from your quotes.

☒ Request for Quote (RFQ) - Typically issued when obtaining formal quotes with the intention of placing an order. Quotes will be verified to confirm all products are on contract and properly priced.

☐ Market Research Request - Typically issued when preliminary availability and verified pricing is required for market research. Quotes will be verified that all products are on contract and properly priced.

☐ Request for Information (RFI) - Typically issued in the acquisition-planning or requirement-gathering stage to conduct technical research, determine vendor capabilities, ask scope questions, etc.
Quotes will not be verified (i.e. availability and pricing will not be confirmed).

☐

This Option: NOT FOR OUR USE

☐ Set this as my default (Unavailable for RFAC)

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SaveSave and Close

FAIR OPPORTUNITY: All Groups have the same scope and, therefore, there is no requirement to go to a particular group based on product type/requirement. The main differentiations between the Groups are:

Group A	OEMs and Value Added Resellers (VARs)	NAICS 334111
Group B/SDVOSB	Awarded as SDVOSB Set-Asides (VARs)	NAICS 541519
Group B/HubZone	Awarded as HubZone Set-Asides (VARs)	NAICS 541519
Group C	Awarded as Small Business Set-Asides (VARs)	NAICS 541519
Group D	Non-Set-Aside (VARs)	NAICS 541519

NOTE: Group A has a NAICS Code of 334111 (Manufacturer NAICS Code) and, therefore, should not be included with the other Groups when doing an RFQ.

Group selection(s) can be based on market research, suggested sources, pre-existing quotes, use of the SEWP Market Research Tool, business size, business type, etc... Based upon the differing NAICS Codes, you may either select Group A **OR** any combination of Groups B, C and/or D. If a 'Group A' selected RFQ closes without the receipt of any quotes, then the RFQ can be modified and a selection of any combination of Groups B, C and/or D may be performed.

Fair Opportunity

The default view/options for the SEWP Quote Request Tool (QRT) has been changed to better reflect the selection processes to maximize competition and provide full set-aside options. Please note that the Group based view previously available on the QRT can still be accessed by selecting 'Group view'. However, the SEWP PMO highly recommends the default view be used.

To view the original Fair Opportunity, select [Group View](#)

Select All, or an available Set-aside from Group A, or Group B, C, D:*
Click on "List" to see which Contract Holders (CH) are in Group A or Group B, C, D. The number in parentheses after each category indicates how many Contract Holders are in that selection.

For Sole Source/Exceptions (see [FAR 16.505](#) (b)(2) Exceptions to the Fair Opportunity Process), select "Sole Source/Exceptions" for either of the NAICS codes.

☐ Sole Source/Exceptions (NAICS 334111)

☐ Sole Source/Exceptions (NAICS 541519)

Group A (NAICS 334111) (List)

☐ All Contract Holders (35 Contract Holders)

Group B, C, D (NAICS 541519) (List)

☐ All Contract Holders (129 Contract Holders)

Set-asides

☐ WOSB (8 Contract Holders)

☐ HUBZone (2 Contract Holders)

☐ SDVOSB (2 Contract Holders)

☐ Small Business (16 Contract Holders)

Set-asides

☐ WOSB (27 Contract Holders)

☐ HUBZone (23 Contract Holders)

☐ SDVOSB (36 Contract Holders)

☐ Small Business (99 Contract Holders)

☐ EDWOSB (8 Contract Holders)

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SaveSave and Close

3.3.3. Requirement Documentation: Attach any/all files pertaining to your requirement (Statement of Work, Bill of Materials, Terms and Conditions, etc.) There is no limit to the amount of files you can upload in support of your request.

For QUOTE PREFERENCES, note the tool defaults to NO on all options. You can change any/all based on your requirements.

Requirement Documentation

Provide detailed requirements and other complete information such as additional terms and conditions by attaching one or more files using the "Attachments" option. The "Summary" is a required field. You may provide high level information such as a requirement overview, allowing partial quotes, special delivery requirements, instructions for responding to the Request, best value decision criteria, etc.

Attachments (e.g. Statement of Work, Bill of Materials, Terms and Conditions, etc):

Choose File

No file chosen

[Add another file](#)

Summary: *

(4000)

The Contract Holders shall be notified about the choices made for the options below. However, please note that SEWP shall not be verifying any of the responses to validate compliance.

Allow Partial Quotes

☒ No ☐ Yes

Allow Quotes With Partial Delivery

☒ No ☐ Yes

Allow Multiple Quotes For Alternative Solutions

☒ No ☐ Yes

Used Or Refurbished Products Are Acceptable

☒ No ☐ Yes

SECTION 508 | ACCESSIBILITY CONFORMANCE REPORT (ACR): Check the box in this section if an ACR is required (template is printable).

Section 508 Accessibility Conformance Report (ACR)

If you require the contract holder to provide an Accessibility Conformance Report (ACR) to address Section 508 of the Rehabilitation Act, indicate that here.

☐ Accessibility Conformance Report (ACR) required([template](#))

3.3.4. Additional Quote Verification Options:

SUPPLY-CHAIN RISK MANAGEMENT (SCRM)

Select your preference for receiving responses from Authorized/Approved resellers only and the option to restrict responses to be from Authorized/Approved resellers for items from the critical risk providers list (note the tool defaults to YES for both).

OTHER VERIFIABLE OPTIONS

Select your applicable preferences for EPEAT Levels, TAA Compliance and Brand Name Providers as required (note the tool defaults).

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3.3.5. Additional Information | Previous Quotes:

If you previously received a quote/estimate for this requirement from one or more SEWP Contract Holders, enter the number(s) for your previously obtained quotes/estimates in this section. This allows you to notify the Contract Holders that this requirement is based on a previous RFI/RFQ. Only the Contract Holder that provided the quote will be notified (this information is not shared with any other Contract Holders).

Additional Information

Previous Quotes

Have you previously received a quote/estimate for this requirement from one or more SEWP Contract Holders? If so, please enter the number for your previously obtained quotes/estimates in the section below. This allows you to notify the Contract Holders that this requirement is based on a previous RFI or RFQ. Only the Contract Holder that provided the quote will be notified, this information is not shared with any other Contract Holders.

[Hide Previous Quote/Estimates from SEWP Contract Holders](#)

Company Name	Previous Quote/Estimates from SEWP Contract Holders
Alliance Technology Group, LLC	<input type="text"/> (40)
CounterTrade Products, Inc	<input type="text"/> (40)
Dynamic Systems, Inc.	<input type="text"/> (40)
J.C. Technology, Inc. dba ACE COMPUTERS	<input type="text"/> (40)
KOI Computers, Inc.	<input type="text"/> (40)
PetroSys Solutions Inc. dba psitechnology	<input type="text"/> (40)
Sterling Computers Corporation	<input type="text"/> (40)
Transource Services Corp. dba Transource Computers	<input type="text"/> (40)

[Return to Top](#)

Save

Save and Close

3.3.6. Contact Information | Contact Settings:

As the creator of your request, your contact information will automatically appear in this section. In the Contact Settings section, select how you would like to be contacted when a quote is submitted for your request and for when your request closes. Selected preferences can be set as your default.

Contact Information

Review contact information and set e-mail notification preference. Your address and phone can be updated in Profile Administration.

Name:

E-mail:

Address Line 1:

Address Line 2:

Address Line 3:

Address Line 4:

City:

State:

Zip:

Phone:

Fax:

Agency:

Agency Dept/Organization:

Contact Settings

When a quote is submitted for this request how would you like to be contacted?

☐ E-mail will be sent and it will include All attachments

☐ No e-mail notice will be sent.

☒ E-mail will be sent but the Attachments will need to be downloaded from SEWP web Site.

When this request closes how would you like to be contacted?

☐ Please include the Quote attachments in the e-mail summary when my Request closes.

☐ Do Not Send me a summary e-mail for Quote Responses. I will return to download them.

☒ Please send me an e-mail summary when my Request closes.

☐ Set this as my default

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3.3.7. Additional Contacts:

You can add multiple points of contact to your request. Selecting “Make Default Additional Contact” will provide full access to your request; not selecting this option will allow read-only access.

Additional Contacts

Here you can assign multiple points of contact. Every point of contact has the same access to the Request and will be able to assign new points of contact, review quotes, and modify/amend the Request. You can add and remove points of contact from the Request after creation. Read-only access indicates the user is allowed to read, but not allowed to make changes.

ID	First Name	Last Name	E-mail	Action	Read Only	Contact Type
159453	** SEWP	DEMO	webmaster@sewp.nasa.gov			PRIMARY

** = Primary Contact
† = Default Additional Contact

Add Contact

First Name:*(40)

Last Name:*(40)

E-mail:*(80)

☐ Make Default Additional Contact

Add Contact

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Save

Save and Close

NOTE: The creator of the request will be listed as the Primary Contact.

3.3.8. Q&A Settings, Reply By Date And Submit:

QUESTION AND ANSWER FEATURE (Q&A)

This feature provides a way to manage and respond to Contract Holder questions for open quote requests through the QRT tool. Selecting this option will allow you to Review, Redact and Respond to any/all questions pertaining to your request. The Q&A closing date/time can be adjusted as it automatically defaults to the same date/time as the Reply by Date. You can also select the option to receive Q&A email notifications. For more information on how to use this feature, please view the Question and Answer video clip.

REPLY BY DATE

This section reflects the closing date/time of your request. Notice the tool defaults the closing date to five business days and the time to 11:59 pm, both of which can be adjusted based on your requirement. We recommend taking into consideration the size and/or nature of your request when choosing your closing date... a request with a longer bidding period provides the Contract Holders more time to get pricing, etc. and, generally, results in you receiving more quotes.

Q&A Settings, Reply By Date and Submit

Vendor Question and Answer Feature Demo, Published 2018 (4:07)

Provide Question and Answer (Q&A) settings. The Q&A Cutoff Date determines the latest date and time a Contract Holder can submit a question. You are able to answer questions until the Request reply by date. All times are Eastern Time.

☒ Allow Q&A

Q&A Cutoff Date:*

07/24/2023

☒ Receive Q&A E-Mail Notifications

Q&A Cutoff Time:*

11:59 pm ET

Provide a reply by date and reply by time for this Request. Contract Holders will not be able to respond to this Request after this date and time. All times are Eastern Time.

Reply By Date:*

07/24/2023

Reply By Time:*

11:59 pm ET

Number of Business Days:

5

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SUBMIT | SAVE OPTIONS

Save and Close will allow you to save your request as a draft so you can come back to it at a later time; your draft can be retrieved from the “Manage Drafts” located within the “Requests” tab for editing and/or submitting.

SAVE AND CONTINUE TO CONFIRM

Allows you to “Review your Request before Submitting”. If you need to edit your RFQ, select the “Edit Data” to go back to edit your request or select “Confirm and Submit” to complete.

Review your Request before Submitting

Please review the following information for your new request. It will not be submitted until you hit the confirm and submit button

[Continue Editing](#)

Edit Data

Confirm and Submit

4. Award Notification

An option in the SEWP QRT is available to give notification to an awardee and/or the non-awardees of a specific ended RFQ. The award notification does not create an order or send an order, it only serves as information to the Contract Holder. Submission of an order will still be required whether or not a customer uses the Award Notification tool. For more information, please view our [Award Notification video](#).

5. Order Submission

Once a selection is made, the issuing procurement office creates the DO/TO. The Agency should use the process, forms, and order number required for their Agency.

PREFERRED METHOD...

SEWP Orders should be routed to the NASA SEWP Program Office via e-mail at sewporders@sewp.nasa.gov. Please be sure to include Bill To/Ship to Information with your quote. The Contract Holder may be included in the e-mail to the SEWP Program Office*. However, the Contract Holder cannot begin the fulfillment of an order until the SEWP Program Office assigns a **SEWP Tracking Number (STN)**.

* THIS SAME PROCESS APPLIES FOR CREDIT CARD ORDERS *

NOTE: All orders sent to NASA SEWP must contain the corresponding Procurement Instrument Identifier (PIID) number if above the micro purchase threshold.

**Please refer back to Section 3 (How to Order from the SEWP Contract) for more in-depth details.*

CREDIT CARD ORDER | OPTIONAL METHOD:

After the request has closed and quotes have been received, from the QRT Home page:

- Hover over SEARCH and select VIEW ALL to locate applicable RFQ.

The screenshot shows the QRT Home page with a navigation bar at the top containing 'QRT Home', 'Requests', 'Search', and 'Training Videos'. Below the navigation bar, there is a 'Search' dropdown menu with 'View All' and 'View All with Archived' options. The 'View All' option is highlighted with a red box. Below the search bar, there is a section for 'Catalog/Marketplace' with links to 'NASA Covered Articles Marketplace' and 'NASA Software Catalog'. A 'Show All (5 more)' link is also present. Below this, there is a section for 'Recent Requests' with a table of requests. The table has columns for 'REQUEST SEQ', 'REQUEST TYPE', 'CLOSING TIME (ET)', 'RFQ STATUS', 'BID STATUS', 'AWARD DATE', 'QUOTES', 'DESCRIPTION', 'AGENCY INTERNAL TRACKING ID', 'ALTERNATE CONTACTS', and 'ACTION'. The first row shows a request with 'REQUEST SEQ' 135 - 1, 'REQUEST TYPE' RFQ, 'CLOSING TIME (ET)' 5/12/25 7:00 PM, 'RFQ STATUS' OPEN, 'BID STATUS' OPEN, 'AWARD DATE' blank, 'QUOTES' 10, 'DESCRIPTION' TEST RFQ, 'AGENCY INTERNAL TRACKING ID' blank, 'ALTERNATE CONTACTS' SEWP DEMO,..., and 'ACTION' Options. Below the table, there are links for 'Export options: CSV | Excel | XML | PDF'.

- Go to the ACTION column and select OPTIONS/CREATE ORDER.

The screenshot shows the QRT Home page with a navigation bar at the top containing 'QRT Home', 'Requests', 'Search', and 'Training Videos'. Below the navigation bar, there is a 'Search' dropdown menu with 'View All' and 'View All with Archived' options. The 'View All' option is highlighted with a red box. Below the search bar, there is a section for 'Catalog/Marketplace' with links to 'NASA Covered Articles Marketplace' and 'NASA Software Catalog'. A 'Show All (5 more)' link is also present. Below this, there is a section for 'Recent Requests' with a table of requests. The table has columns for 'REQUEST SEQ', 'REQUEST TYPE', 'CLOSING TIME (ET)', 'RFQ STATUS', 'BID STATUS', 'AWARD DATE', 'QUOTES', 'DESCRIPTION', 'AGENCY INTERNAL TRACKING ID', 'ALTERNATE CONTACTS', and 'ACTION'. The first row shows a request with 'REQUEST SEQ' 135 - 1, 'REQUEST TYPE' RFQ, 'CLOSING TIME (ET)' 5/12/25 7:00 PM, 'RFQ STATUS' OPEN, 'BID STATUS' OPEN, 'AWARD DATE' blank, 'QUOTES' 10, 'DESCRIPTION' TEST RFQ, 'AGENCY INTERNAL TRACKING ID' blank, 'ALTERNATE CONTACTS' SEWP DEMO,..., and 'ACTION' Options. Below the table, there are links for 'Export options: CSV | Excel | XML | PDF'. A red arrow points to the 'Options' dropdown menu in the 'ACTION' column, which is open and shows a list of options: 'Quotes', 'Contacts', 'Modify/Amend', 'Extend', 'Cancel', 'Award Notify', 'CreateOrder', 'Details', 'Q&A', and 'Archive'. The 'CreateOrder' option is highlighted with a red box.

NOTE: This page CREATES AN ORDER! If you only want to notify awardees, go to the “Award Notification Page.”

The screenshot shows the 'Create an Order' form in the QRT system. The form is titled 'Create an Order' and has a sub-header '#101117 - SEWP SW Testing only'. A yellow banner at the top states: '* This page creates an order. If you only want to notify awardees, go to the [award notification page](#). *'. The form fields are as follows:

- *Contract Holder Selected for Award:** A dropdown menu with a red arrow pointing to it.
- *Order Type:** Radio buttons for 'Delivery Order' and 'Credit Card'. A red arrow points to the 'Credit Card' option.
- *Order Number:** A text field containing 'CCDEMO0717231604'.
- *Award Date:** A text field containing '7/17/2023'.
- *Award Amount:** A text field containing '0.00'.
- *Date:** Radio buttons for 'N/A', 'Expected Delivery', and 'Start of Period of Performance (POP)'. A text field for 'Date' and a text field for 'business days after award' are also present.
- Attachments:** A section for uploading files, with a 'Choose File' button and a 'No file chosen' message. A link '+ Add another file' is also present.
- Notes:** A text area for additional information, with a '(512)' character count.

A yellow banner at the bottom of the form states: '* The Contract Holder will contact you for your credit card number and any other required info. *'. The form has 'Submit' and 'Cancel' buttons at the bottom.

Contract Holder Selected for Award: Pull down menu includes all Contract Holders who submitted quotes.

Order Type: Select Delivery Order or Credit Card

Contract Holder will contact you for your Credit Card number and any other required info. SEWP does not collect credit card information from customer.

6. SEWP Tool Quick Summary

The SEWP QRT can be used to send a request to one or more Contract Holders; obtain quotes through the SEWP system, and then either contact the selected Contract Holder directly to place an order, or attach the selected quote with the RFQ number in an e-mail to the SEWP Program Office at sewporders@sewp.nasa.gov.

For credit card orders above the micro-purchase limit, use the QRT to obtain quotes. Once you have the selected quotes, RFQ numbers, and Agency-specific paperwork, forward the information to sewporders@sewp.nasa.gov.

7. Contact Information

Please contact the NASA SEWP helpline if you have any questions concerning your purchase orders, the ordering process, web tools, or any NASA SEWP related topics using the contact information below.

The SEWP Online Customer Support Center also offers responses to frequently asked questions (FAQs):

<https://sewpprod.service-now.com/support>

SEWP Customer Service Contacts

Web	www.sewp.nasa.gov	24 x 7 x 365
E-mail	help@sewp.nasa.gov	General Support - Average of 1 hour response
Helpline	(301) 286-1478	Mon-Fri 7:30 AM - 6:00 PM EST
E-mail Orders	sewporders@sewp.nasa.gov	
Street Address	10210 Greenbelt Road, Suite 800, Lanham, MD 20706	

 NASA.SEWP.3

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SEWP Support

Customer Service Support Business Hours - 7:30 AM - 6 PM EST

 (301) 286-1478

 Online Chat

 help@sewp.nasa.gov



Assistance Anytime

Free Training Options

- In-person
- Webinars & training videos
- Training document
- SEWP Forum at NCMA World Congress