

SEWP VI Scope Details

This document provides additional details about the scope of SEWP VI and the types of solutions and services that can be made available in each Category. If you would like SEWP to determine if your requirement is within scope of the SEWP VI contract, please send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov and we will quickly review and provide feedback.

Category A – ITC / AV Solutions

- This Category represents a broad suite of Information Technology, Communications/Audio Visual (ITC/AV) solutions, i.e. technology in which there is an intertwining of products. This includes laptops and services, such as maintenance, installation, and engineering.
- The scope of Category A is the full breadth and depth of ITC/AV technology and solutions range of technology. Therefore all similar and related technologies are within scope of this Category.
- Services may be provided without limitation if they are product-based or with limitation, if they are general services as part of a product solution.
- The following are samples of in-scope technology and services:
 - **IT Computer Systems / Compute Facilities**
 - This includes all forms of computer systems from handheld devices to Quantum Computing Servers. Also included are the full suite of technology and services related to setting up and maintaining compute facilities.
 - **IT Storage Systems**
 - This consists of a range of IT storage systems offerings, ranging from a USB device to a mass storage system.
 - **Networking and Communication Equipment**
 - This consists of a range of network technology including switches, routers, concentrators, and diagnostic tools. Networking systems also include network communication devices relying on wifi, radio, and related technology. This also includes mobile systems and smart phones to allow mobile access to individual needs.
 - **Imaging Equipment and Supporting Technology**

- This includes peripherals, accessories and other technology that support the full implementation of ITC/AV solutions. Included are: Health IT, Internet of Things (IoT) devices, displays, scanners, and 3D printers.
- **IT Power and Cabling Equipment**
 - This consists of a range of IT power and cabling offerings. This includes Uninterruptible Power Supplies (UPS), power supply units, and computer cables, including fiber optic cables. Accessories that directly support the proposed equipment (e.g., power racks, cable trays and connectors and cabling services are included.)
- **Audio / Video Equipment**
 - This consists of a range of technology and services in support of audio-visual technology and related imaging, sound, and display tools. The offerings include: video acquisition, production, post-production, distribution, display solutions, medical imaging, and IT solutions.
- **Security and Sensor Equipment**
 - This consists of: security-oriented technology including virus and spyware detection tools, firewalls, auditing tools, intrusion detection systems, encryption capabilities, monitoring tools, and secure remote access tools. Security hardware includes biometric devices, security-related sensors, and data input devices.
- **Software and Cloud Technology**
 - This consists of software solutions including operating systems, data analysis, visualization, engineering, and full suite of cloud technology. This is not limited to XaaS (X as a Service) and all related software and cloud technology services.
- **Product-Based Services**
 - This consists of product-based services such as installation, training, and maintenance. While all services must have a product basis for the service, there is no requirement to purchase a product with any of these services.
- **ITC/AV Technology and Solutions**
 - All ITC/AV offerings, solutions, ancillary products and services are in scope.

Category B - Enterprise-wide ITC/AV Service Solutions

- The Category B scope provides Federal Agencies with customized enterprise-wide Strategic Solutions that improve and enhance the Agency ITC/AV infrastructure.
- All services which adhere to the definition of ITC/AV and encapsulate an enterprise-wide solution are within scope and may be provided to meet an Agency's particular mission needs.
- The following are samples of in-scope technology and services:
 - **Enterprise-wide Network Services**
 - Tasks, defined at the task order level, may include, but are not limited to: provide continuity of service for legacy custom data network solutions for point-to-point network connections and point-to-point copper and fiber optic circuits; provide corporate network services, corporate voice services, corporate data services, corporate collaboration services, corporate management and operations, mission services, mission management and operations, customer relationship management, service management, strategy generation, cybersecurity support, cable plant services, and Unified Communications and Collaboration (UCC).
 - **IT Managed Services**
 - Provide, manage, secure, and maintain IT services across the Agency/enterprise including but not limited to: end-user compute device management, end-user software management, mobile device management, print device management, messaging/collaboration, infrastructure services, Enterprise Service Desk (ESD), local service desks, end-user standards, and IT security.
 - **Enterprise-wide Innovation Services**
 - Includes enterprise-wide continuous improvement (the ongoing effort to enhance the efficiency and effectiveness of the IT services) and innovation (identify and implement new ideas and break-through solutions that change and/or enhance the services and results in additional value).
 - **IT Service Management (ITSM)**
 - Includes service delivery ITSM to support integration and cooperation with other service delivery programs, contactors, and cloud-based platforms. ITSM provides end-users with tools to submit and track

service requests, incidents, feedback, take customer satisfaction surveys, search the Knowledge Base, and run reports.

- **Enterprise Service Program Integration**
 - Includes Support Enterprise IT Services Strategy, which spans the following services: network communications, cybersecurity support, data center, end-user services, enterprise applications, web services, and other enterprise-wide services.
- **Enterprise-wide Information and Data Analytics Services (IDAS)**
 - Includes improving the use, management, and application of data by rapidly prototyping, developing, deploying, and maintaining solutions to address the most pressing analytic challenges.
- **Enterprise-wide Application Services / Software Development**
 - Includes assessment, planning, design, software development, testing, integration, administration, maintenance, operational support, for new and existing applications defined for Agency/enterprise-wide applications.
- **Enterprise-wide Cybersecurity Services**
 - Includes Agency-wide cybersecurity and privacy services for continuous monitoring and threat detection, incident response and management, vulnerability management, cyber forensics and analysis, implementation of the National Institute of Standards and Technology (NIST) risk management framework, and cybersecurity posture assessment.
- **Enterprise-wide Cloud Services**
 - Includes enterprise-wide application integration services; cloud governance, security and compliance; cloud strategy and planning; cloud storage and hosting; X as a Service (XaaS).
- **Enterprise-wide Digital Multimedia and Technical Communications Services**
 - Includes agency-wide television and broadcasting services; Agency web site and social media operations; digital communications; institutional audiovisual support; publishing support; and foundational work in graphic, visual, electronic, and broadcast arts.
- **Ancillary Services and Supplies**
 - Includes services and supplies included in a task order when it is integral to and necessary for the IT services-based effort.
- **Enterprise-wide ITC/AV Service Solutions**

- All ITC/AV enterprise-wide ITC/AV solutions and services are in scope.

Category C- Mission-Based ITC/AV Service Solutions

- The Category C scope provides Federal Agencies with customized mission and program-level solutions that improve and enhance the localized (by region, program or mission) ITC/AV infrastructure.
- All services which adhere to the definition of ITC/AV services and encapsulate a mission-based solution are within scope and may be provided to meet a particular mission needs.
- The following are samples of in-scope technology and services:
 - **Innovation Services**
 - Includes mission-based continuous improvement (the ongoing effort to enhance the efficiency and effectiveness of the IT services) and innovation (identify and implement new ideas and break-through solutions that change and/or enhance the services and results in additional value).
 - **Information and Data Analytics Services (IDAS)**
 - Includes improving the use, management, and application of mission-specific data by rapidly prototyping, developing, deploying, and maintaining solutions to address the most pressing analytic challenges.
 - **Application Services / Software Development**
 - Support assessment, planning, design, software development, testing, integration, administration, maintenance, operational support, for new and existing applications defined for mission-specific applications.
 - **Cybersecurity Services**
 - Includes mission-specific cybersecurity and privacy services for continuous monitoring and threat detection, incident response and management, vulnerability management, cyber forensics and analysis, implementation of the National Institute of Standards and Technology (NIST) risk management framework, and cybersecurity posture assessment.
 - **Cloud Services**

- Includes mission-specific application integration services; cloud governance, security and compliance; cloud strategy and planning; cloud storage and hosting; X as a Service (XaaS).
- **Digital Multimedia and Technical Communications Services**
 - Includes Agency-wide television and broadcasting services; Agency web site and social media operations; digital communications; institutional audiovisual support; publishing support; and foundational work in graphic, visual, electronic and broadcast arts.
- **IT Operations and Maintenance / Help Desk / Call Center Support**
 - Includes operation and maintenance of mission-based IT systems including: software and hardware associated with mainframes, client/server, web-based applications, XYZ-as-a-Service, virtual desktop infrastructure, and networking.
- **Network Services**
 - Includes managing a single end-to-end service provisioning organization that combines and streamlines local area network (LAN) and wide area network (WAN) communications services for missions.
- **Database Services**
 - Includes database administration, Database Management System (DBMS) software, and associated database tools, both on premises and in the cloud.
- **In-Scope Training**
 - Includes IT workforce development and competency-based training; training for personnel to ensure proper operation, maintenance, and testing of systems, applications, and products; training and knowledge transfer to technicians and other staff about services and associated products within the functional scope of SEWP Contracts.
- **Ancillary Services and Supplies**
 - Includes services and supplies included in a task order when it is integral to and necessary for the IT services-based effort.
- **Mission-Based ITC/AV Service Solutions**
 - All ITC/AV mission-based solutions and services are in scope.