

NASA SEWP VI Ordering Guide

Pillar Global Solutions, Inc. | Category A contract 80TECH26D0576

Pillar Global Solutions holds a Category A contract on NASA SEWP VI, a multiple-award Government-Wide Acquisition Contract (GWAC) open to all federal agencies and their approved contractors.

NASA SEWP VI



Solutions for
Enterprise-
Wide
Procurement

Contract Holder

About NASA SEWP VI

NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced “soup,” gives federal agencies and their approved contractors access to information technology, communication, and audio-visual (ITC/AV) products and services. First awarded in 1993, SEWP supports more than 50,000 orders a year.

What you can buy from Pillar Global

Pillar Global holds a Category A contract. Category A covers ITC/AV solutions: products and the services that go with them.

Hardware

Computing, networking, storage, and peripherals

Software

Licenses, subscriptions, and software assurance

Cloud-based solutions

Software as a service and cloud subscriptions

Installation and integration

Deployment of the products you order

Testing and training

Validation and user training

Maintenance

Maintenance and other product-based services

Why order through SEWP VI

- A pre-competed GWAC open to every federal agency, with ordering under FAR 16.505.
- The SEWP Quote Request Tool (QRT) sends your request to contract holders in the category you choose and helps you document the decision.
- The SEWP Program Management Office (PMO) reviews every order and assigns a SEWP Control Number (SCN) before fulfillment.
- Contracting Officers can set aside individual orders for small businesses. Pillar Global qualifies for SDVOSB and HUBZone set-asides.
- One 0.34% program fee, already included in the price.

Fair opportunity

SEWP VI is a multiple-award contract. Under FAR 16.505(b)(1), each contract holder receives a fair opportunity to be considered for each order over \$10,000. The Contracting Officer chooses how to provide fair opportunity and documents the rationale for the placement and price of each order. The SEWP Quote Request Tool is the recommended way to do this, and it automatically includes the contract holders in the category you select. The full text of contract clause A.1.13, Fair Opportunity and Requests for Quotes, is on page 3.

Contract details

Contract holder

Pillar Global Solutions, Inc.

SEWP VI contract number

80TECH26D0576

Category

A: ITC/AV Solutions

Contract type

Multiple-award GWAC

Ordering period

Nov 1, 2026 to Oct 31, 2036

Small business status

SDVOSB and HUBZone

UEI

DPULCZ6K9LR3

CAGE

72FS3

SEWP fee

0.34%, included in quoted prices

Purchase card surcharge

1.6%

Program support

Quotes, order status, warranty, support, and order problems

sewpops@pillarglobalsolutions.com

540.300.1450

Escalation

Kevin McTarsney, Program Manager

kevin@pillarglobalsolutions.com

John Farrell, Deputy Program Manager

john@pillarglobalsolutions.com

Both: 540.300.1450

Main office

23 Tavern Rd

Stafford, VA 22554

pillarglobalsolutions.com

NASA SEWP Program Office

help@sewp.nasa.gov

(301) 286-1478

Monday to Friday, 7:30 a.m. to 6 p.m. ET

sewp.nasa.gov/sewpvi

Scope questions: send a requirement

summary or bill of materials to

help@sewp.nasa.gov.

How to order through SEWP VI

- 1 Define the requirement**
Identify what you need, the quantities, and your funding.
- 2 Request quotes**
Use the SEWP Quote Request Tool (recommended), or email sewpops@pillarglobalsolutions.com. Our quoted prices include the 0.34% SEWP fee.
- 3 Issue the delivery order**
Your Contracting Officer, or an authorized purchase cardholder, issues the order to Pillar Global Solutions, Inc. and references our quote.
- 4 Send the order to SEWP**
Email the order to sewporders@sewp.nasa.gov. The SEWP PMO confirms the items are on contract, assigns an SCN, and forwards the order to us. If you send the order to us instead, we forward it to the PMO.
- 5 We fulfill the order**
We process, deliver, and support the order once the SCN is assigned, and keep you informed of its status.

SEWP program fee

A 0.34% SEWP fee applies to every order. It is included in our quoted prices, never billed as a separate line item, and paid by Pillar Global as the contract holder.

Government Purchase Card

We accept the Government Purchase Card (GSA SmartPay Visa and Mastercard) for orders of any size. A 1.6% surcharge applies to card orders and appears as its own line on the quote.

Delivery order checklist

Every order needs:

- Order date and order number
- Ordering official's name, address, phone, and email
- Issuing agency, and ordering agency if different
- Contract holder: Pillar Global Solutions, Inc.
- SEWP VI contract number 80TECH26D0576
- Appropriation and accounting data
- Billing and shipping addresses
- CLINs and descriptions from our quote
- Order total
- Any additional terms, conditions, or statement of work
- Period of performance, for services and subscriptions

Need assistance?

For quotes, order status, shipping, installation scheduling, warranty claims, technical or software support, or a problem with an order, contact our SEWP VI support team at sewpops@pillarglobalsolutions.com or 540.300.1450.

If there is a problem with your order

Contact us as soon as you see a delivery, configuration, licensing, warranty, invoicing, or service problem.

- 1 Contact the support team**
Email sewpops@pillarglobalsolutions.com with contract number 80TECH26D0576, your delivery order number, the SCN if you have it, our quote number, the affected CLIN or part number, and a short description of the problem.
- 2 We take ownership**
We confirm receipt, route the issue to the right resource (our team, the manufacturer, the distributor, or the carrier), and stay with it until it is resolved.
- 3 Escalate if needed**
Contact our Program Manager, Kevin McTarsney, at kevin@pillarglobalsolutions.com or 540.300.1450, or our Deputy Program Manager, John Farrell, at john@pillarglobalsolutions.com or 540.300.1450.
- 4 We bring in the SEWP PMO when needed**
If an issue needs the SEWP Program Office, we coordinate with the PMO and your ordering office. You can also contact the PMO directly at help@sewp.nasa.gov or (301) 286-1478.

Post-delivery support

We provide or coordinate post-delivery support under the terms of your quote, your order, the manufacturer, and the SEWP VI contract.

Installation

When installation, integration, configuration, testing, or training is part of the requirement, our quote states the scope, location, schedule, and acceptance criteria, each as its own line item. We schedule the work with your team after award.

Basic warranty

Products carry the manufacturer's standard warranty, which passes to the government end user. Coverage varies by manufacturer and product, and our quote identifies it. If you prefer, we can file and manage warranty claims with the manufacturer for you.

Extended warranty

Available where the manufacturer offers it, quoted as its own line item with the coverage term stated.

Technical and software support

Support, maintenance, and software subscriptions are quoted as their own line items with start and end dates. Contact us first; we engage the manufacturer and stay with the issue until it is resolved.

Returns and other post-delivery issues

Report damaged, missing, or incorrect items to the support team with your order number. Returns, exchanges, repairs, and RMAs follow the manufacturer's or distributor's policy and the terms of your order. Contact us before returning anything.

Contract clause A.1.13, Fair Opportunity and Requests for Quotes

Contractors will be provided a fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), including the SEWP RFQ tools. No documentation for the order selection is required to be submitted with the order. All such documentation is to be maintained by the issuing procurement office.

The Contractor shall not market, quote or otherwise offer for sale, any IT Solutions not listed under this contract, until the said solutions are included in the SEWP database of record, and available to all Government end-users.

If the Government issues a Request For Information (RFI) as part of market research, the Contractor may provide items not yet listed on their SEWP contract as part of a market research quote if:

1. all such items are clearly marked as not yet available on their SEWP contract; and
2. the contractor submits a technology refreshment request to add those products to their contract

If the Government issues a Request For Quote (RFQ) or a Market Research Request (MRR), the Contractor may only respond with items available on their Contract and the price of each item shall be the no greater than the price in Attachment F SEWP database of record at the time the quote is issued. If the Contractor has insufficient items on their contract to fully respond to the Formal RFQ, the Contractor must respond with a No Bid.

Unless the RFQ specifically allows for partial quotes, the Contractor must respond fully to all requirements specified in the RFQ.

When submitting a quote to a government end-user, the contractor must clearly state the length of time the quote is valid. The contractor shall honor any order submitted within the stated time period of a quote.

When responding to an RFI or RFQ issued from the NASA SEWP RFQ on-line quoting system, the Contractor must respond as outlined in Attachment C: Contract Holder User Manual (CHUM).

Contract Holders are prohibited from using Government information posted on the NASA SEWP Contract Holder Only Page, such as RFQs, RFIs, etc., for purposes other than proposing on SEWP requirements. This includes Contract Holders providing third parties with SEWP information and requirements for the purpose of assisting companies, that are not SEWP Contract Holders, with providing unsolicited proposals to meet agency requirements already posted to the NASA SEWP RFQ on-line quoting system.

About Pillar Global Solutions

Pillar Global Solutions, Inc. is a Service-Disabled Veteran-Owned Small Business (SDVOSB) and HUBZone small business founded in 2013 in Stafford, Virginia. Pillar Global is led by a retired U.S. Marine Corps officer with 23 years of active and reserve service, 26 years of industry experience, and nearly 40 years in information technology.

Our focus is cybersecurity and enterprise IT. Our SEWP VI contract covers hardware, software, cloud-based solutions, and the services that go with them, and it grows through SEWP technology refreshes as federal requirements change. If what you need isn't on our contract yet, tell us; we can request its addition. We work with federal customers from requirement through installation, deployment, and ongoing support. *Let's Build Upon IT!*