

ABOUT RACKNER, INC.

Rackner builds cutting-edge solutions that apply DevSecOps and the power of AI in the datacenter, public/private clouds, and edge.

MORE QUESTIONS?

 www.rackner.com 

SEWP OVERVIEW



NASA Solutions for Enterprise-Wide Procurement (SEWP) is a Government Wide Acquisition Contract (GWAC) that provides federal agencies and their approved contractors with streamlined access to a broad range of Information Technology, Communication, and Audio Visual (ITC/AV) products and services.

Managed by NASA, SEWP supports the acquisition of advanced technology solutions including hardware, software, cybersecurity tools, cloud services, networking and storage solutions, telecommunications, Health IT, audiovisual systems, and related product-based services such as installation and maintenance.

SEWP serves agencies across the Federal Government, including the Department of Defense, through a diverse network of pre-competed contract holders and small businesses. The vehicle is designed to simplify federal technology procurement through competitive pricing, streamlined quoting and ordering processes, and access to solutions from leading technology manufacturers, integrators, and service providers.

WHAT’S IN SCOPE FOR SEWP VI

NASA SEWP VI provides federal agencies with access to a broad range of Information Technology, Communications, and Audio-Visual (ITC/AV) products, solutions, and services. The contract covers hardware, software, cloud-based solutions, cybersecurity technologies, telecommunications, and related IT products, as well as installation, integration, testing, training, maintenance, and engineering support. SEWP VI also significantly expands services to include enterprise wide IT solutions and mission based professional services, such as cloud and managed services, IT infrastructure support, engineering, consulting, cybersecurity, and data-intensive mission support.

SEWP CONTRACTS ARE ORGANIZED INTO THREE DISTINCT SCOPE CATEGORIES

CATEGORY A

Consists of the full range of ITC/AV Solutions such as hardware and software products, including cloud-based solutions, installation, integration, testing, training, maintenance, and other product-based services.

CATEGORY B

Focused on Enterprise-wide Strategic Solutions that improve and enhance the Agency’s ITC/AV infrastructure through methodologies. Services which adhere to the definition of ITC/AV services and encapsulate an enterprise-wide solution, are within scope and may be provided to meet an agency’s particular mission needs.

CATEGORY C

Focused on ITC/AV mission-based services that provide a full range of technology services such as custom computer programming services, telecommunication services, ITC/AV based engineering and design services, data processing and analysis services, hosting, and related services, ITC/AV and network operation and computer facilities, ITC/AV management services, ITC/AV consulting and educational services, digital government services, and cybersecurity and security systems services.

FAIR OPPORTUNITY

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 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.

ORDERING PROCESS

Rackner, Inc. provides Enterprise-Wide and Mission-Based ITC/AV services through NASA SEWP VI Categories B and C. Federal agencies and approved contractors may use SEWP VI to acquire Rackner's eligible services and solutions in accordance with their agency procurement procedures and applicable SEWP requirements.

The internal ordering process may vary by agency. Generally, the process begins when an agency identifies a requirement and develops a Purchase Request (PR), including the necessary technical requirements, funding information, and supporting acquisition documentation. The agency's procurement office then conducts the acquisition and issues the applicable Delivery Order (DO).

NASA SEWP does not issue Delivery Orders on behalf of agencies. Delivery Orders are issued by the ordering agency's authorized procurement office. The NASA SEWP Program Management Office (PMO) reviews, processes, tracks, and forwards issued orders to the appropriate Contract Holder.

HOW TO OBTAIN A QUOTE

Federal customers may obtain a quote for Rackner's SEWP VI services and solutions through the NASA SEWP RFQ tool or by contacting Rackner's SEWP Program Team for assistance with an upcoming requirement.

INSTALLATION, WARRANTY, TECHNICAL SUPPORT AND POST-DELIVERY POLICY

Installation and Implementation

When installation, configuration, deployment, integration, migration, or implementation services are included within the scope of a Delivery Order, Rackner will perform those services in accordance with the approved technical requirements, schedule, security requirements, and acceptance criteria established by the ordering agency.

Installation and implementation activities may include:

- Software installation and configuration
- Cloud and infrastructure configuration
- Application deployment
- System and platform integration
- DevSecOps implementation
- Cybersecurity configuration
- Data migration and integration
- Testing and validation
- Documentation
- User or administrator training
- Transition to operations

Rackner will coordinate implementation activities with the designated customer technical representative and will document completion or acceptance when required by the Delivery Order.

Basic Warranty

For Rackner-developed deliverables or services, applicable warranty or remediation obligations will be defined by the Delivery Order, Statement of Work, applicable contract terms, and acceptance criteria.

If an accepted deliverable is subsequently determined to contain a defect attributable to Rackner's performance and the applicable order requires correction, Rackner will coordinate with the customer to evaluate and remediate the issue in accordance with the terms of the Delivery Order.

For third-party products or software incorporated into a solution, applicable manufacturer or publisher warranty terms will govern unless otherwise stated in the Delivery Order.

Extended Warranty

When extended warranty coverage is applicable and available under the ordered solution, Rackner may coordinate the applicable extended warranty or maintenance coverage as specified in the Delivery Order.

Extended warranty requirements should be identified during the RFQ and quotation process so that applicable coverage, periods, pricing, responsibilities, and support procedures can be incorporated into the order.

Third-party extended warranty coverage is subject to the applicable manufacturer's, publisher's, or service provider's terms and conditions.

Technical Support

Technical support will be provided in accordance with the support requirements established in the applicable Delivery Order.

Depending on the requirement, Rackner technical support may include:

- Incident troubleshooting
- Application support
- Cloud and infrastructure support
- DevSecOps platform support
- Cybersecurity support
- Configuration support
- Integration troubleshooting
- Performance troubleshooting
- Corrective maintenance
- Technical escalation
- Documentation and knowledge transfer

Support hours, response times, severity levels, escalation procedures, and Service Level Agreements (SLAs), when applicable, will be established in the individual Delivery Order.

Software Support

For Rackner-developed software, support may include defect resolution, troubleshooting, configuration assistance, maintenance, updates, and other services specifically included in the Delivery Order.

For third-party commercial software, support will be provided in accordance with the applicable software publisher's support policies, licensing terms, maintenance agreement, or support subscription.

Rackner will assist the ordering agency in coordinating with applicable software manufacturers or publishers when such coordination is included within the ordered solution.

Post-Delivery Issues

Customers experiencing a technical, performance, delivery, acceptance, support, or other post-delivery issue should contact the Rackner SEWP Program Team.

Rackner will:

1. Acknowledge the reported issue.
2. Review the applicable Delivery Order, technical requirements, and support obligations.
3. Assign the issue to the appropriate program, technical, contracts, or partner support personnel.
4. Coordinate troubleshooting and corrective action.
5. Escalate the issue when necessary.
6. Communicate status and resolution information to the customer.
7. Document resolution when required by the Delivery Order.

Issues involving third-party products, software, cloud providers, manufacturers, or subcontractors will be coordinated with the appropriate provider when applicable.

Contractual changes, changes to scope, funding, period of performance, or other Delivery Order terms must be coordinated through the ordering agency's authorized Contracting Officer.

QUOTE ASSISTANCE, ORDER ISSUES & POST-DELIVERY SUPPORT

Rackner, Inc.

Category B - 80TECH26D0807
and
Category C - 80TECH26D0298
PoP: November 1, 2026 - October 31, 2036

Main Office Address

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SEWP VI Program Support

Order Issues and Post-Delivery Contacts

Primary SEWP Contact
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Alternate SEWP Contact
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SEWP Deputy Program Manager
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SEWP Helpline

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301-286 -1478
SEWP Office Hours of Operation
Monday - Friday 7:30 AM ET to 6:00 PM ET
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NASA SEWP VI



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