NASA SEWP VI
Solutions for Enterprise-Wide Procurement
Contract Holder

ABRAHAMS CONSULTING LLC

Category A Contract
80TECH26D1658

PoP: November 2026 - 2036

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SEWP VI Program Support

Order Issues and Post Delivery Contacts

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SEWP Program Manager
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SEWP OVERVIEW

NASA SEWP VI - The NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup", provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services for all Federal Agencies and their approved contractors. Created in 1993, SEWP was the first Government-Wide Acquisition Contract (GWAC) in federal acquisition. Originally, the contract vehicle provided only technology products for NASA and all other agencies. SEWP has continually evolved over the past 30 years, expanding its scope to meet customer requests. The SEWP vehicle represents acquisition innovation within the Federal Government. The program is self-funded through usage fees (0.34%) and provides all Federal agencies with acquisition support - more than 50,000 orders a year.

The SEWP Contracts were awarded by scope category; the three categories are:

- Category A -ITC/AV Solutions
- Category B -Enterprise-Wide ITC/AV Service Solutions
- Category C -Mission-Based ITC/AV Service Solutions

FAIR OPPORTUNITY

Contractors will be provided a fair opportunity at the individual order level as appropriate per FAR Part 16.5, 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.

SEWP Helpline

help@sewp.nasa.gov
(301) 286-1478
SEWP PMO Hours:
M-F 7:30 AM - 6 PM (ET)
www.sewp.nasa.gov

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 the SEWP database of record at the time the quote is issued. If the Contractor has insufficient items in 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 online 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 online quoting system.

ABOUT ABRAHAMS CONSULTING

Abrahams Consulting LLC is a NASA SEWP VI Category A Contract Holder for Information Technology, Communication, and Audio Visual (ITC/AV) solutions. Category A encompasses information technology hardware, software, cloud solutions, audio/visual (ITC/AV) products, and related product-based services, such as installation, integration, testing, training, maintenance, and warranty services.

Item	Information
Website	https://www.abrahamsconsulting.com
UEI	XXCXV1SXKNA5
CAGE Code	6KZZ4

Business Hours

Customer Support Hours: Monday–Friday, 8:00 AM – 5:00 PM Eastern Time

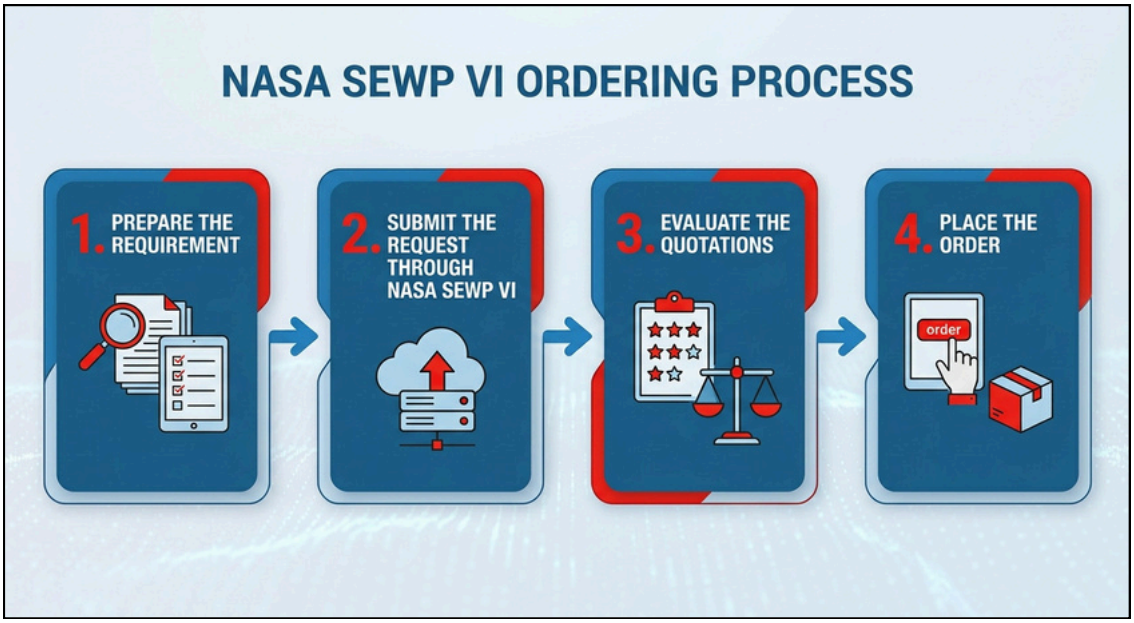
Blanket Purchase Agreements (BPAs)

Agencies may establish BPAs under SEWP VI, BPA pricing won't exceed SEWP prices, and the admin fee applies at the BPA order level

Pricing

SEWP prices are ceilings, and Abrahams may offer lower pricing at the quote level

ORDERING PROCESS



ORDER-STATUS AND SHIPMENT UPDATES

Abrahams Consulting LLC will provide timely order status updates to the issuing agency and the SEWP PMO via CHOP through the applicable SEWP electronic processes in accordance with the SEWP Contract Holder User Manual.

If an item cannot be delivered within the applicable delivery schedule, Abrahams Consulting LLC will notify the issuing Contracting Officer and the SEWP PMO within two business days after receiving the order or receiving manufacturer notification of the expected delivery date. The ordering agency may cancel the order or request due consideration for the delay.

After an order ships, Abrahams Consulting LLC will provide available shipment-tracking information to the customer.

Installation

Installation services may be provided using the applicable Service CLINs when the services directly support the installation or implementation of an in-scope ITC/AV solution. Applicable installation services will be quoted using the Service CLINs available under the contract and ordered through applicable delivery order.

FEDERAL SALES

John Luis B. Marquez
Federal Sales Liaison
and Catalog Support
federal.sales@abrahamsconsulting.com
(516) 405-2175

CUSTOMER SUPPORT

Jude Convencido
jconvencido@abrahamsconsulting.com
(646) 564-3828, ext. 2180

Basic Warranty

Abrahams Consulting LLC will tender for acceptance only products and services that conform to the applicable contract requirements. In accordance with FAR 52.212-4(a), the Government may require repair or replacement of nonconforming supplies or reperformance of nonconforming services at no increase in contract price. In accordance with FAR 52.212-4(o), delivered items are warranted to be merchantable and fit for the particular purpose described in the contract

Extended Warranty

Extended warranty coverage may be purchased and begin at any time during the standard commercial warranty period, up to and including the end of that period. Coverage will be based on the applicable commercial warranty period. At the Government's discretion, monthly maintenance may be ordered during a warranty period at a Discounted Monthly Extended Warranty amount in lieu of the extended warranty.

Technical and Software Support

Customers requiring technical or software support should contact the designated Abrahams Consulting LLC support representative. Abrahams will review the request and coordinate appropriate support consistent with the applicable contract, delivery order, warranty, maintenance, and licensing terms.

Returns and Replacement

Customers requesting a return or reporting a nonconforming delivery should contact the designated Abrahams Consulting LLC support representative. Abrahams will review the applicable contract, delivery order, acceptance status, and warranty terms. In accordance with FAR 52.212-4(a), the Government may require repair or replacement of nonconforming supplies at no increase in contract price. Items returned before Government acceptance are not subject to restocking fees or other charges unless the return results from a Government-initiated change.

ORDER-ISSUE RESOLUTION PROCEDURE

1. Report the order issue to the Problematic-Order Escalation contact listed above.
2. The Customer Service Team will review the reported issues and coordinate with the appropriate supplier, distributor, or manufacturer when required.
3. For a delayed shipment, the Customer Service Team will provide updates concerning the delay and estimated fulfillment date. Documented mitigation measures include alternative suppliers, multiple vendor partners, and buffer inventory when available.
4. For a defective product, the Return Merchandise Authorization and replacement procedure described in Section 4 (Post-Delivery Support Information) will apply.
5. The Customer Service Team will follow up with the customer to confirm resolution and address remaining concerns.

TECHNICAL SUPPORT

Jay Dela Piedra
jpiedra@abrahamsconsulting.com
(646) 564-3844, ext. 1009

Support Request Information

- Delivery order number
- Affected product or item
- Issue description
- Issue type
- Warranty or support details
- Acceptance status, if relevant
- Tracking information, if available