IT TRENDS LLC

SEWP VI ORDERING GUIDE

SEWP VI Contract #: 80TECH26D1437 - Category C

Technology with Impact
Federal Procurement Through NASA SEWP

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Troubleshooting Orders

IT Trends maintains a streamlined process for resolving order issues and ensuring customer satisfaction. If an issue arises with your order, please contact your IT Trends Account Representative. Your representative will assist in identifying and resolving any nonconformities and coordinate corrective actions as needed.

Potential actions may include:

- Return Material Authorization (RMA) processing
- Product replacement coordination
- Documentation corrections
- Manufacturer or supplier escalation
- Warranty support assistance
- Software and technical support coordination

IT Trends is committed to providing responsive customer service throughout the procurement lifecycle.

SEWP VI Ordering Process

The NASA SEWP Quote Request Tool (QRT) is the preferred method for obtaining compliant SEWP quotations that satisfy FAR requirements. Orders are submitted through the NASA SEWP Program Management Office (PMO).

The NASA SEWP VI Contract is available to all Federal Agencies and authorized contractors. Through SEWP, agencies can efficiently procure information technology products and services while leveraging pre-negotiated contract terms and competitive pricing.

Step 1

End User / Contracting Officer

1. Identify the required products and/or services.
2. Obtain a SEWP quote through the SEWP QRT.
3. Create a delivery order using the applicable NASA SEWP contract vehicle.
4. Submit the order to the NASA SEWP PMO.

Step 2

NASA SEWP PMO

1. Reviews the order for completeness and compliance.
2. Routes the order to the appropriate contract holder.

Step 3

IT Trends, LLC

1. Processes the order.
2. Coordinates procurement and fulfillment.
3. Delivers products and/or services.
4. Provides invoicing and post-delivery support.

About NASA SEWP VI

NASA's Solutions for Enterprise-Wide Procurement (SEWP) Government-Wide Acquisition Contract (GWAC) provides Federal Agencies with access to a broad range of Information Technology products and related services.

Available offerings include:

- Hardware and infrastructure solutions
- Cloud services
- Cybersecurity technologies
- Software products
- Networking equipment
- Storage systems
- Telecommunications solutions
- Audio-Visual technologies
- Product-based installation and maintenance services

SEWP enables agencies to acquire innovative technology solutions quickly and efficiently while maintaining compliance with federal procurement requirements.

Contact IT Trends

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POCs

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Contact NASA SEWP PMO

SEWP Program Management Office (PMO)
10210 Greenbelt Road, Suite 200
Lanham, MD 20706

Phone: (301) 286-1478
Email: sewporders@sewp.nasa.gov

About IT Trends, LLC

IT Trends partners with customers to deliver cost-effective and innovative technology solutions that create lasting business impact through collaboration, expertise, and creative problem solving. The company has successfully delivered over 1,000 customer solutions and supports more than 100 customer contracts with a highly certified workforce.

Core Capabilities

Digital Transformation

Modernizing business operations and improving user experiences while supporting critical infrastructures.

Cloud Services

Providing comprehensive cloud and infrastructure solutions that balance innovation, value, and risk management.

Customer Experience Services

Delivering contact center and CRM solutions that integrate multiple channels for seamless customer engagement.

Cybersecurity

Protecting systems, applications, and networks through modern cybersecurity practices and secure architecture.

Advisory & Assistance Services

Helping agencies improve efficiency, optimize operations, and reduce costs through strategic consulting and technology guidance.

Certifications & Accreditations

- CMMI Level III DEV
- CMMI Level III SVC
- ISO 9001:2015 Quality Management System
- ISO/IEC 20000-1:2018 Service Management System
- ISO/IEC 27001:2013 Information Security Management System

Socioeconomic Status

- Women-Owned Small Business (WOSB)
- HUBZone Certified Business

Why IT Trends?

- Industry-leading technology expertise
- Best-value solutions provider
- Competitive pricing
- Experienced transition management
- Extensive integrated IT solutions experience
- Enterprise application development and operations expertise
- Agile and empowered teams
- Strong track record supporting public sector missions
- Dependable and customer-focused partnership approach