

SEWP Overview

The NASA SEWP (Solutions for Enterprise-Wide Procurement) program, pronounced "soup", provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services to all Federal agencies and their approved contractors. Created in 1993, SEWP I was the first Government-Wide Acquisition Contract (GWAC) in federal acquisition. SEWP has evolved over 30 years to meet customer needs, and SEWP VI adds full IT service solutions alongside products. The program is self-funded through a 0.34% usage fee and supports more than 50,000 orders a year.

Fair Opportunity

FAR 16.505(b)(1) requires that each contractor be given a fair opportunity to be considered for each order exceeding \$10,000 under multiple award contracts. The method for providing fair opportunity is at the discretion of the Contracting Officer (CO), who documents the rationale for placement and price of each order. The SEWP Quote Request Tool (QRT) is the recommended method and automatically includes the Contract Holders in a selected group or suggested source.

About iLabs

iLabs Inc. is an SBA 8(a), Woman-Owned Small Business (WOSB), and Economically Disadvantaged WOSB (EDWOSB) headquartered in Overland Park, Kansas. For more than ten years iLabs has delivered application development, modernization, and operations and maintenance for mission-critical federal systems at USDA, DOL, and FDA. Our services span software development, DevSecOps, cloud (AWS, Azure, Google Cloud), cybersecurity, and Salesforce, ServiceNow, and Microsoft Dynamics platforms, including AI capabilities delivered in production. iLabs is ISO 9001:2015 certified.

Visit our website: www.ilabs-inc.com

What's in Scope for SEWP VI

SEWP is designed to provide a broad suite of ITC/AV solutions and services, and its processes let Contract Holders add new commercial technology and IT services to their contracts as customers request them. SEWP VI contracts were awarded by scope category:

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

iLabs holds a Category C contract. Category C covers IT services scoped to an individual mission, program, or project, where any products are included only in support of the service. Typical iLabs Category C work includes custom application development and modernization, operations and maintenance, DevSecOps, cloud

iLabs Inc.

Category C Contract

80TECH26D0372PoP: Nov 2026 to Oct 2036
UEI LPT2BDB7CM36 | CAGE 7MJ56

Main Office

5440 W 110th Street, Suite 300
Overland Park, KS 66211
Phone: 913-481-6664
www.ilabs-inc.com

iLabs SEWP Program Support

Quotes, order issues, and post-delivery contacts

Madhan Subramanian

SEWP Program Manager
madhan@ilabs-inc.com
913-481-6664

John Moore

SEWP Deputy Program Manager
John.Moore@ilabs-inc.com
913-601-0220

NASA SEWP Helpline

help@sewp.nasa.gov
(301) 286-1478
PMO hours: Mon to Fri, 7:30 AM to 6:00 PM (ET)
Orders: sewporders@sewp.nasa.gov
www.sewp.nasa.gov

migration and hosting support, cybersecurity services, data and AI solutions, and low-code platform work. To confirm whether a requirement is in scope, send an overview or bill of materials to help@sewp.nasa.gov.

Ordering Process

Each agency defines its own internal process and forms for Purchase Requests (PR) and Delivery Orders (DO) issued against a SEWP contract; the NASA SEWP Program Management Office (PMO) does not issue DOs. Typically an end user identifies a requirement and generates a PR.

The PR and funding information go to the agency's procurement office, which issues the DO. Any valid Federal agency DO form and number may be used. The SEWP PMO reviews, processes, and tracks issued DOs and forwards them to the Contract Holder.

Agency Contracting Officers are responsible for any agency-specific policies on ordering through GWACs. SEWP does not require agencies to use intermediary procurement offices unless their own internal policies direct it.

Any modification to an order must also route through the SEWP PMO.

Order routing: Send all orders and modifications to the SEWP PMO at sewporders@sewp.nasa.gov, referencing iLabs contract 80TECH26D0372. Orders sent only to iLabs cannot be accepted until the PMO processes them.

How to Obtain a Quote

- Use the SEWP Quote Request Tool (QRT) at www.sewp.nasa.gov and select Category C, or include iLabs as a suggested source.
- For market research, pre-RFQ questions, or a capabilities discussion, contact the iLabs SEWP Program Manager directly (contacts below).
- iLabs responds through the QRT as required by the Contract Holder User Manual. Every quote states its validity period, and iLabs honors any order placed within that period.
- Quoted labor rates and services never exceed the prices in the SEWP Database of Record (Attachment F) at the time of the quote.

Contact	Role	Email	Phone
Madhan Subramanian	Program Manager, quotes and sales	madhan@ilabs-inc.com	913-481-6664
John Moore	Deputy Program Manager	John.Moore@ilabs-inc.com	913-601-0220

Installation, Warranty, Support, and Post-Delivery Policy

Topic	iLabs policy
Service start-up	iLabs contacts the ordering agency's CO and COR within 2 business days of order receipt to schedule a kickoff and confirm staffing, deliverables, and security onboarding.
Installation and deployment	Software or configurations delivered under a service order are deployed per the order's statement of work and the agency's change management process.
Warranty	Deliverables are warranted to conform to the order's acceptance criteria. Defects reported within the warranty period stated in the order are corrected at no additional cost. Any third-party software or hardware included in support of a service carries the manufacturer's standard warranty, passed through to the Government; extended warranty is available when quoted as a separate line item.

Topic	iLabs policy
Technical and software support	Support hours, service levels, and escalation paths follow the order's statement of work. Absent order-specific terms, iLabs provides support Monday to Friday, 8:00 AM to 5:00 PM Central Time.
Post-delivery issues	Contact the iLabs SEWP Program Manager or Deputy Program Manager listed below for any issue after delivery or acceptance.

Troubleshooting a Problematic Order

Escalate in this order. Include the agency order number and SEWP contract number 80TECH26D0372 in every message.

Step	Who	Contact
1	Contact the iLabs SEWP Program Manager	Madhan Subramanian, madhan@ilabs-inc.com, 913-481-6664. Response within 1 business day.
2	If unresolved, contact the iLabs SEWP Deputy Program Manager	John Moore, John.Moore@ilabs-inc.com, 913-601-0220.
3	If still unresolved, contact the NASA SEWP PMO	help@sewp.nasa.gov, (301) 286-1478, Mon to Fri, 7:30 AM to 6:00 PM (ET).

Contract Information

Item	Detail
Contract vehicle	NASA SEWP VI Government-Wide Acquisition Contract (GWAC), multiple award IDIQ
Contract number	80TECH26D0372
Category	C, Mission-Based ITC/AV Service Solutions
Period of performance	November 1, 2026 to October 31, 2036
SEWP surcharge	0.34%, included in quoted prices
Order types	Firm-fixed-price, time-and-materials, labor-hour, fixed-price award fee, fixed-price incentive fee
Business designations	Small Business, 8(a), WOSB, EDWOSB
UEI / CAGE	LPT2BDB7CM36 / 7MJ56

Related Links

- NASA SEWP home page: www.sewp.nasa.gov
- SEWP VI Contract Holders by category: www.sewp.nasa.gov/sewpvi/chprovider/chcategory/
- SEWP Quote Request Tool (QRT): www.sewp.nasa.gov/sewpvi/dashboard/quote-request-tool/
- iLabs corporate home page: www.ilabs-inc.com

This guide follows SEWP VI contract sections A.5.1 and A.6 and the Contract Holder User Manual. iLabs will post an updated version within 10 business days of any contract modification.