NASA SEWP VI Ordering Guide

Official Ordering Reference for Federal Agencies

Synapse Business Systems, Inc.

Synapse Business Systems, Inc. is a NASA SEWP VI Contract Holder supporting federal agencies with secure, scalable technology solutions and professional services. This guide provides a concise reference for using Synapse's SEWP VI contract for mission-focused technology requirements.

NASA SEWP VI Program Overview

NASA SEWP VI is a multi-award Government-Wide Acquisition Contract (GWAC) that provides federal agencies access to competitively awarded technology solution providers.

- Vehicle Type: NASA SEWP VI multi-award Government-Wide Acquisition Contract (GWAC)
- Ordering Period: November 1, 2026 through October 31, 2036
- Category: Category C – Mission-Based ITC/AV Service Solutions
- Fair Opportunity: Applicable Contract Holders within the selected category must be considered unless a documented exception applies.

Synapse SEWP VI Contract Details

Item	Detail
Contract Number	80TECH26D1818
Category Designation	Category C – Mission-Based ITC/AV Service Solutions
Contract Period of Performance	November 1, 2026 - October 31, 2036
Socio-Economic Status	Small Business

How to Order Through Synapse's SEWP VI Contract

1. **Define Your Requirement -** Identify the IT products, services, or solutions needed to support your agency's objectives.
2. Connect with the Synapse SEWP Team - Contact nasa-sewp@synapsebsystems.com with your requirement or quote request.
3. **Receive a Detailed Quote -** Synapse will provide a competitive and compliant quote based on the requested products or services.
4. **Place the Order Through NASA SEWP -** Submit and process the order through the official NASA SEWP ordering system.
5. **Order Fulfillment & Support -** Synapse will coordinate delivery and provide continued support throughout the fulfillment and post-award process.

Ordering Notes

- Any valid Federal agency delivery order form and delivery order number may be used.
- The NASA SEWP Program Management Office (PMO) does not issue delivery orders. The ordering agency's own procurement process governs, and some agencies have additional requirements.
- Intermediary procurement vehicles are not required to use SEWP. Agencies that use one should still notify the SEWP PMO.
- All delivery orders must reference Synapse's SEWP VI contract number, 80TECH26D1818, and be submitted to the SEWP PMO at sewporders@sewp.nasa.gov.

Requesting a Quote

Agencies may request a quote through the SEWP Quote Request Tool (QRT) at www.sewp.nasa.gov, which is the recommended method for supporting Fair Opportunity, or by contacting the Synapse SEWP team directly:

Contact	Name	Email	Phone
Quotes / Sales	Shivani Kaushal	nasa-sewp@synapsebsystems.com	571-416-5247
Contracts / Pricing	Shivani Kaushal (PM)	nasa-sewp@synapsebsystems.com	571-416-5247

Post-Delivery Support

Synapse supports every order through delivery, acceptance, and the full period of performance. Questions about installation, warranty, technical support, software support, or other post-delivery issues should be sent to the contacts below.

- Installation: Coordinated with the ordering agency at the time of order. Contact Shivani Kaushal (nasa-sewp@synapsebsystems.com, 571-416-5247).
- **Basic and extended warranty:** Manufacturer standard warranty applies; extended warranty is available as a quoted line item. Contact Shivani Kaushal (nasa-sewp@synapsebsystems.com, 571-416-5247).
- Technical and software support: Available Monday–Friday, 9:00 AM–5:00 PM ET. Contact Shivani Kaushal (nasa-sewp@synapsebsystems.com, 571-416-5247).

Support Area	Name	Email	Phone
Technical / Software Support	Shivani Kaushal	nasa-sewp@synapsebsystems.com	571-416-5247
Warranty & Returns	Shivani Kaushal	nasa-sewp@synapsebsystems.com	571-416-5247

Troubleshooting a Problem Order

If an order is delayed, incorrect, or otherwise problematic, contact Synapse in the order below. Synapse will acknowledge the issue within one business day and work with the ordering agency and the SEWP PMO until it is resolved.

Escalation Level	Name	Email	Phone
1 – Order Support	Shivani Kaushal	nasa-sewp@synapsebsystems.com	571-416-5247
2 – Program Manager	Shivani Kaushal	shivani@synapsebsystems.com	571-416-5247
3 – Deputy Program Manager	Surendra Chauhan	s.chauhan@synapsebsystems.com	571-416-5247

Unresolved issues may also be raised with the SEWP PMO Help Desk at help@sewp.nasa.gov or (301) 286-1478.

Benefits to Federal Buyers

- Simplified and flexible procurement process designed to support faster technology acquisition
- Pre-competed contract vehicle that can help reduce procurement timelines and administrative effort
- Access to a broad range of innovative IT products, solutions, and emerging technologies
- Ability to procure from qualified and competitively awarded contract holders
- Cost-effective purchasing structure with low contract access fees
- Support for federal socio-economic and small-business procurement objectives
- Dedicated assistance from the NASA SEWP Program Management Office
- Flexible options to support evolving agency requirements and mission-critical technology needs

Contact Synapse SEWP VI Team

Contact	Details
SEWP Program Manager (PM)	Shivani Kaushal | shivani@synapsebsystems.com | 571-416-5247
SEWP Deputy Program Manager (DPM)	Surendra Chauhan | s.chauhan@synapsebsystems.com | 571-416-5247
General SEWP Inquiries	nasa-sewp@synapsebsystems.com
Contact Phone	571-416-5247
Headquarters	1033 Sterling Road, Suite 202, Herndon, VA 20170
Website	https://synapsebsystems.com/nasa-sewp-vi/

SEWP Program Office (PMO)

Help Desk: (301) 286-1478

Email: help@sewp.nasa.gov

Orders: sewporders@sewp.nasa.gov

Orders Fax: (301) 286-0317

Hours: Monday-Friday, 7:30 AM-6:00 PM ET

Website: www.sewp.nasa.gov

Fair Opportunity

NASA SEWP VI is a multiple-award Government-Wide Acquisition Contract (GWAC). Federal buyers are responsible for providing Fair Opportunity in accordance with applicable FAR requirements.

Per FAR 16.505(b)(1), each contractor shall be given a fair opportunity to be considered for each order exceeding $10,000, unless an exception under FAR 16.505(b)(2) applies. Contractors will be provided a fair opportunity at the individual order level as appropriate per FAR Part 16.505(b). Use of the SEWP Quote Request Tool is the recommended method for providing and documenting Fair Opportunity.

Disclosure

Synapse Business Systems, Inc. is a NASA SEWP VI Contract Holder. NASA SEWP VI is a Government-Wide Acquisition Contract managed by the National Aeronautics and Space Administration (NASA). For additional information about the NASA SEWP Program, visit www.sewp.nasa.gov.