



NASA SEWP VI Ordering Guide

**MSM Technology LLC
Small Business: 8(a), WOSB, HUBZone
UEI: LXWKNUKBSKF9**

**Category B: Enterprise-Wide ITC/AV Service Services
Contract Number: 80TECH26D1149**

**Category C: ITC/AV Mission-Based Services
Contract Number: 80TECH26D0693**

**Period of Performance: Nov 2026 – Oct 2036
SEWP Surcharge: 0.34%**

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1. SEWP VI Overview

NASA Solutions for Enterprise-Wide Procurement VI (SEWP VI) is a multiple-award Government-Wide Acquisition Contract (GWAC) available to NASA, Federal agencies, and authorized Federal Government contractors. SEWP VI provides access to Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services through three scope categories:

- Category A – ITC/AV Solutions (products)
- **Category B – Enterprise-Wide ITC/AV Service Solutions**
- **Category C – ITC/AV Mission-Based Service Solutions**

MSM Technology is an 8(a), HUBZone, Woman Owned Small Business (WOSB) NASA SEWP VI **Category B** and **Category C** Contract Holder.

SEWP VI is supported by the NASA SEWP Program Management Office (PMO), which facilitates contract administration, technical oversight, order processing, and customer support. The issuing Federal agency, rather than the SEWP PMO, issues the Delivery Order. The SEWP PMO reviews, processes, and tracks orders before forwarding them to the applicable Contract Holder.

- **NASA SEWP Website:** www.sewp.nasa.gov/sewpvi
- **Email:** help@sewp.nasa.gov
- **Help Desk:** 301-286-1478
- **SEWP PMO Hours:** Mon-Fri, 7:30 AM – 6 PM (ET)

Customers uncertain whether a requirement is within SEWP VI scope should contact the NASA SEWP PMO and provide an overview of the requirement for a scope review.

1.1 Category B Enterprise-Wide ITC/AV Service Solutions

Category B supports customized Enterprise-Wide Strategic Solutions that improve and enhance an agency's ITC/AV infrastructure. An enterprise-wide requirement is a large-scale requirement involving multiple departments, locations, customers, and/or field offices within an agency.

Performance Locations. Category B services may be performed at Government and/or Contractor locations worldwide, as specified in the individual Delivery Order.

Product-only requirements are not within the scope of Category B. Products and other ancillary support may be included when they are integral to and necessary for an IT services-based enterprise solution.

MSM Technology's Category B contract may support enterprise requirements within the following SEWP VI technical areas, subject to the scope and terms of the individual order:

Technical Area 1b: Enterprise-Wide Network Services

Manage a single end-to-end service provisioning organization that combines and streamlines LAN and WAN communications services for both corporate and mission networks. The enterprise model is to improve the planning and delivery of enterprise-wide IT services and to obtain cost efficiencies resulting from the consolidated delivery structure. Improve the consistency of infrastructure services built and operated in multiple locations (e.g., LANs and WAN management) to better enable intra-Agency collaboration, user mobility, and Cybersecurity. Tasks, defined at the task order level, may include, but are not limited to: Provide continuity of service for legacy custom data network solutions for point-to-point network connections and point-to-point copper and fiber optic circuits; provide Corporate Network Services, Corporate Voice Services, Corporate Data Services, Corporate Collaboration Services, Corporate Management and Operations, Mission Services, Mission Management and Operations, Customer Relationship Management, Service Management, Strategy Generation, Cybersecurity Support, Cable Plant Services, and Unified Communications and Collaboration (UCC).

Technical Area 2b: IT Managed Services

Provide, manage, secure, and maintain IT services across the Agency/Enterprise including but not limited to: End-User Compute Device Management, End-User Software Management, Mobile Device Management, Print Device Management, Messaging/Collaboration, Infrastructure Services, Enterprise Service Desk (ESD), Local Service Desks, End-User Standards, and IT Security. The types of support needed for the End User Services Program could include (but are not limited to) desktop engineering, project management support, transformation and operation support, continual service improvement and communications, and other program support functions.

Technical Area 3b: Enterprise-Wide Innovation Services

Enterprise-Wide Innovation Services that include both Innovation efforts of continuous improvement and innovation. Continuous improvement is defined as the ongoing effort to enhance the efficiency and effectiveness of the IT services. Innovation is defined as the process to identify and implement new ideas and break-through solutions that change and/or enhance the services and results in additional Business and/or IT value.

Technical Area 4b: IT Service Management

Enterprise-wide Standardization of IT Service Management (ITSM) refers to process, tools, and the way services are delivered to improve IT efficiency, effectiveness, customer experience, and reduce cost. Support and enable the service delivery ITSM in order to support necessary integration and cooperation with other service delivery programs and contractors. Utilize cloud-based platforms to provide end users with tools to submit and track service requests, incidents, and feedback, take customer satisfaction surveys, search the knowledge base, and run reports.

Technical Area 5b: Enterprise Service Program Integration

Support Enterprise IT Services strategy which spans the following services: Network Communications, Cybersecurity support, Data Center, End-user Services, Enterprise Applications, Web Services, and other enterprise-wide services. Work within, and proactively collaborate across independent Enterprise and non-Enterprise service contracts to ensure integration of a seamless IT service delivery environment and capability across an agency. The Contractor shall provide services that facilitate strategic decisions for an organization with respect to its current and future IT structure and program integration. This includes conducting a systematic assessment and redesign of the key technologies, business processes, activity-based costing and organizational structures; streamlining processes, properly aligning the organization to reflect the way work is accomplished and deploying proven supporting technologies where appropriate. The outcome of future studies and assessments may contribute to an overarching IT strategy, aligned with business goals, objectives, and healthcare and benefits initiatives that leverage innovation to define new opportunities for success. The outcome of studies and assessments may also serve as a critical input into designing a set of metrics, which are measurable objectives related to the overall IT strategy and operations.

Technical Area 6b: Enterprise-Wide Information and Data Analytics Services (IDAS)

The Information and Data Analytics team is a virtually distributed, hybrid team of analysts, data scientists, developers, and technologists working together across an agency to rapidly prototype, develop and deploy solutions to address the most pressing analytic challenges. Provide support for IDAS, including: Data Science, Data Modeling, Big Data and Advanced Analytics, Artificial Intelligence, Machine Learning Methods and Practices to the Agency. Support improving the use, management, and application of data by rapidly prototyping, developing, deploying, and maintaining solutions to address the most pressing analytic challenges.

Technical Area 7b: Enterprise-Wide Application Services / Software Development

Perform assessment, planning, design, development, testing, integration, administration, maintenance, operational support, decommission, and documentation for new and existing applications defined at the order level for Agency/Enterprise-wide Applications. Track current technologies and trends as they relate

to the desktop (native), server, web, Cloud as a Service, and mobile application environment support. Application development may require expertise in various areas including, but not limited to: agile development practices; front and back-end development; automated (unit/integration/end-to-end) testing; Continuous Integration and Continuous Deployment; Application programming Interface (API) development and documentation; Cloud deployment; Product management and strategy; Visual design; Building and testing public-facing sites and tools; etc.

Technical Area 8b: Enterprise-Wide Cybersecurity Services

Cybersecurity standards, architecture and engineering include assisting in designing and developing cybersecurity architecture and engineering in order to improve an Agency's cybersecurity posture, take advantage of modern technologies such as cloud, meet Federal requirements, and enhance the user experience. Cybersecurity and privacy services includes providing services for continuous monitoring and threat detection, incident response and management, vulnerability management, cyber forensics and analysis, implementation of the National Institute of Standards and Technology (NIST) risk management framework, and cybersecurity posture assessment.

Technical Area 9b: Enterprise-Wide Cloud Services

Evaluate, recommend, implement and support the Agency's adoption of various cloud technologies such as cloud environments (e.g., AWS GovCloud, Azure Government Cloud, Salesforce Government Cloud); cloud services (e.g., Amazon Web Services, iSite, Snowflake); and cloud service models (e.g., IaaS, PaaS, SaaS). Examples of Cloud services include, but are not limited to: Application Integration Services; Cloud Governance, Security and Compliance; Cloud Strategy and Planning; Cloud Storage and Hosting; X as a Service (XaaS).

Technical Area 10b: Enterprise-Wide Digital Multimedia and Technical Communications Services

This category includes but is not limited to: Agency-wide Television and Broadcasting services; Agency web site and social media operations; digital communications; institutional audiovisual support; publishing support; and foundational work in graphic, visual, electronic and broadcast arts. Provide multimedia and communication products, systems, and services to support meeting institutional, programmatic and mission requirements (e.g., still and motion imagery in support of center events; multimedia engineering, imagery acquisition and video operations in support of engineering analysis; and mission operations).

Technical Area 11b: Program Management / Ancillary Services and Supplies

The Contractor may provide ancillary support as necessary to offer an IT services-based solution. The ancillary support described here may only be included in a task order when it is integral to and necessary for the IT services-based effort. Ancillary support may include, but is not limited to:

- Clerical support
- Data entry services
- Program Management / Integration services
- Financial management services
- Logistics services
- Phase-In/transition management services
- Procurement services
- Physical and Cyber security management services
- Facilities Management services
- Ancillary ITC/AV products
- Minor alteration, and repair to real property services

1.2 Category C ITC/AV Mission-Based Services

Category C supports customized Solutions at the Mission or Program level that improve and enhance an agency's ITC/AV infrastructure. Because Category C is intended for smaller efforts, it has a threshold restriction of \$2 million per order (inclusive of options) for the 1st year of contract performance and \$10 million per order in the 2nd year of contract performance. Category C threshold restrictions are subject to removal beginning in the 3rd year of contract performance.

Performance Locations. Category C services may be performed at Government and/or Contractor locations worldwide, as specified in the individual Delivery Order.

Product-only requirements are not within the scope of Category C. Products and other ancillary support may be included when they are integral to and necessary for an IT services-based mission or program solution.

MSM Technology's Category C contract may support mission or program requirements within the following SEWP VI technical areas, subject to the scope and terms of the individual order:

Technical Area 1c: Innovation Services

Mission specific Innovation Services that include both Innovation efforts of continuous improvement and innovation. Continuous improvement is defined as the ongoing effort to enhance the efficiency and effectiveness of the IT services. Innovation is defined as the process to identify and implement new ideas and break-through solutions that change and/or enhance the services and results in additional Business and/or IT value.

Technical Area 2c: Information and Data Analytics Services (IDAS)

The Information and Data Analytics team is a virtually distributed, hybrid team of analysts, data scientists, developers, and technologists working together to rapidly prototype, develop and deploy solutions to address the most pressing analytic challenges. Provide support for IDAS, including Data Science, Data Modeling, Big Data and Advanced Analytics, Artificial Intelligence, Machine Learning Methods, and Practices to the Agency. Support improving the use, management, and application of data by rapidly prototyping, developing, deploying, and maintaining solutions to address the most pressing analytic challenges.

Technical Area 3c: Application Services / Software Development

Perform assessment, planning, design, development, testing, integration, administration, maintenance, operational support, decommission, and documentation for new and existing applications defined at the order level for Mission specific Applications. Track current technologies and trends as they relate to the desktop (native), server, web, Cloud as a Service, and mobile application environment support. Application development may require expertise in various areas including, but not limited to agile development practices; front and back-end development; automated (unit/integration/end-to-end) testing; Continuous Integration and Continuous Deployment; Application Programming Interface (API) development and documentation; Cloud deployment; Product management and strategy; Visual design; Building and testing public-facing sites and tools; etc.

Technical Area 4c: Cybersecurity Services

Cybersecurity standards, architecture, and engineering include assisting in designing and developing cybersecurity architecture and engineering taking advantage of modern technologies such as the cloud, meeting Federal requirements, and enhancing the user experience. Cybersecurity and privacy services include providing services for continuous monitoring and threat detection, incident response and management, vulnerability management, cyber forensics, and analysis, implementation of the National Institute of Standards and Technology (NIST) risk management framework, and cybersecurity posture assessment.

Technical Area 5c: Cloud Services

Evaluate, recommend, implement, and support at the Mission/Program level for the adoption of various cloud technologies such as cloud environments (e.g., AWS GovCloud, Azure Government Cloud, Salesforce Government Cloud); cloud services (e.g., Amazon Web Services, iSite, Snowflake); and cloud service models (e.g., IaaS, PaaS, SaaS). Examples of Cloud services include but are not limited to: Application Integration Services; Cloud Governance, Security, and Compliance; Cloud Strategy and Planning; Cloud Storage and Hosting; X as a Service (XaaS). Cloud Services is inclusive of all offerings and services associated with cloud services.

Technical Area 6c: Digital Multimedia and Technical Communications Services

This category includes but is not limited to Mission level Television and Broadcasting services; Mission website and social media operations; digital communications; institutional audiovisual support; publishing support; and foundational work in graphic, visual, electronic, and broadcast arts. Provide multimedia and communication products, systems, and services to support meeting institutional, programmatic, and mission requirements (e.g., still and motion imagery in support of center events; multimedia engineering, imagery acquisition, and video operations in support of engineering analysis; and mission operations).

Technical Area 7c: IT Operations and Maintenance / Help Desk / Call Center Support

Support the operation and maintenance of IT systems. Operations and maintenance on IT systems include all software and hardware associated with mainframes, client/server, web-based applications, XYZ-as-a-Service, virtual desktop infrastructure, and networking. Operational Support includes Infrastructure Management Services (IMS) (Configuration Management; Network/Hardware Support; Resource Management; Backup and Recovery Management; Installation, Configuration, and Tuning; Electronic Software Licensing Services, including license: deployment, management, tracking, upgrading, etc.; System Management; IT Operation and Maintenance Planning; Data Quality Management; Continual Service Improvement; IT Infrastructure Optimization; Hardware Asset Management; Software Management) Provide a full array of services, staff, and expertise to operate and maintain Service Desk/Help Desk/ Call Center functions. Provide software system administration and operational support onsite or remotely as required. Install new software releases to supported locations/facilities/sites as required. This may include, but is not limited to, individual computer and peripheral maintenance and desk-side services.

Technical Area 8c: Network Services

Manage a single end-to-end service provisioning organization that combines and streamlines LAN and WAN communications services for mission networks. Tasks, defined at the task order level, may include but are not limited to Providing continuity of service for legacy custom data network solutions for point-to-point network connections and point-to-point copper and fiber optic circuits; providing Corporate Network Services, Corporate Voice Services, Corporate Data Services, Corporate Collaboration Services, Corporate Management and Operations, Mission Services, Mission Management, and Operations, Customer Relationship Management, Service Management, Strategy Generation, Cybersecurity Support, Cable Plant Services, and Unified Communications and Collaboration (UCC).

Technical Area 9c: Database Services

Manage database applications and services including database administration, Database Management System (DBMS) software, and associated database tools both on-premises and in the cloud. Database services include but are not limited to: Database creation; Database Monitoring and Alerting; Performance Tuning and Optimization; Database Administration and Security; etc.

Technical Area 10c: In-Scope Training

Identify training requirements, obtain, or develop training programs and conduct training for technologies, systems, applications, and products. This includes but is not limited to: IT workforce development and competency-based training; training for personnel to ensure proper operation, maintenance, and testing of

systems, applications, and products; training and knowledge transfer to technicians and other staff about services and associated products within the functional scope of the SEWP Contracts.

Technical Area 11c: Program Management / Ancillary Services and Supplies

The Contractor may provide ancillary support as necessary to offer an IT services-based solution. The ancillary support described here may only be included in a task order when it is integral to and necessary for the IT services-based effort. Ancillary support may include, but is not limited to:

- Clerical support services
- Data entry services
- Program Management / Integration services
- Financial management services
- Logistics services
- Phase-In/transition management services
- Procurement services
- Physical and Cyber security management services
- Facilities Management services
- Ancillary ITC/AV products
- Minor alteration, and repair to real property services

2. About MSM Technology

MSM Technology is an 8(a) WOSB founded in 2004 as an IT services and solutions company with over 20 years of award-winning and highly rated nationwide DoD and federal civilian agency contract performance.

We specialize in automated infrastructure, resilient cybersecurity, actionable data, and enterprise software. We create resilient systems and applications that overcome challenges and improve integration, security, interoperability, mobility, latency, reliability, redundancy, and dispersed user groups in support of agency strategic goals and initiatives.

Our quality-focused approach mitigates performance risk and drives customer satisfaction. MSM holds ISO 9001, ISO 20000, ISO 27001, CMMI Level 3 for Development and Services, and CMMC Level 2 C3PAO-assessed certifications.

We apply proven industry standards and methodologies, including PMP/PMBOK, ITILv4, Agile, Kanban, DevOps, and DevSecOps, to deliver projects on time, within budget, and to scope.

Corporate Website: www.msmtechinc.com

SEWP VI Website: www.msmtechinc.com/sewpvi

2.1 SEWP VI Program Support

For assistance developing or obtaining a Category B or Category C quotation and assistance with implementation, transition, technical support, software support, warranty-related matters, or other post-delivery issues, please contact:

- **SEWP Program Manager:** Mike Ricco | mricco@msmtechinc.com | 540-219-3335
- **SEWP Deputy Program Manager:** Charles Duke | cduke@msmtechinc.com | 540-426-9503

When an RFQ is active in the SEWP QRT, communications concerning the requirement will be handled through the communication method permitted by SEWP and the issuing agency.

3. How to Request a Quote

Customers may request quotations for Enterprise-Wide Category B or Mission-Based Category C requirements using the NASA SEWP Quote Request Tool (QRT), the recommended method for supporting Fair Opportunity, or through another method permitted under SEWP procedures.

To access the tool, first create a login at the following link:

www.sewp.nasa.gov/sewpvi

Once logged in, select SEWP Tools in the menu bar along the top of the page. Then select Quote Request Tool (QRT) from the options in the drop-down list.

3.1 Recommended Quote Request Process

Step 1: Define the Requirement

Develop the requirement, including the Statement of Work or Performance Work Statement, performance objectives, anticipated period of performance, locations, security requirements, deliverables, service levels, labor requirements, evaluation criteria, and other information needed to prepare a responsive quotation.

Step 2: Select the Applicable SEWP VI Category/Group

For requirements meeting the enterprise-wide service definition, select the appropriate Category B group and eligible Contract Holders.

For requirements meeting the mission-based service definition, select the appropriate Category C group and eligible Contract Holders.

Step 3: Submit the Request Through the SEWP QRT

The agency submits its Request for Quote (RFQ), Request for Information (RFI), or Market Research Request (MRR) through the NASA SEWP QRT (link provided below) or another method permitted under SEWP procedures.

Step 4: Receive and Evaluate Responses

MSM Technology reviews the requirement and submits its response through the SEWP Contract Holder Only Page (CHOP) when the request originated in the QRT. Quotations identify their validity period and include required SEWP verification information.

Step 5: Agency Makes the Award Decision

The issuing agency evaluates quotations and makes its Best Value/Fair Opportunity determination in accordance with its acquisition procedures and the RFQ.

3.2 Ordering Process

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase Requests (PR) and Delivery Orders (DO) that are issued against a SEWP contract is defined by the issuing Agency, not the NASA SEWP PMO. The typical process is for an end-user to determine a requirement and generate a Purchase Request.

The purchase request, along with any necessary funding information, is sent to that Agency's procurement office which results in the issuance of a delivery order. Any valid Federal Agency delivery order form, and the associated delivery order number, may be used. The NASA SEWP PMO does not issue delivery orders – these must be issued through the issuing agency's procurement office. The SEWP PMO reviews, processes, and tracks issued delivery orders and forwards them to the Contract Holder(s).

Some Agencies have specialist requirements for issuing IT Delivery Orders. It is the Issuing Agency's Contractor Officer's responsibility to be aware of any Agency-specific policies regarding issuing orders via an existing contract vehicle and GWACs. There are no requirements under the SEWP Contracts for Issuing

Agencies to use other intermediary procurement offices, except as directed through their own internal policies.

If modifications are made to any order, these modifications must also route through the SEWP PMO.

3.3 Authorized Order Types

SEWP VI permits multiple order types, including Firm-Fixed-Price, Time-and-Materials, Labor-Hour, Fixed-Price Award Fee, Fixed-Price Incentive Fee, Fixed-Price Economic Price Adjustment, and hybrids of authorized commercial contract types.

The individual solicitation and Delivery Order establish the applicable contract type, pricing structure, labor categories, deliverables, period of performance, acceptance criteria, invoicing provisions, and other order-specific requirements.

3.4 SEWP Administrative Handling Fee

The SEWP program is self-funded through usage fees and provides all Federal agencies with acquisition support for more than 50,000 orders a year.

The SEWP administrative handling fee (or surcharge) is **0.34%**.

As required by the contract, MSM Technology incorporates the applicable SEWP fee into the total quoted price. The fee is not separately identified as an additional line item on the customer quotation or order.

3.5 Fair Opportunity

FAR 16.505(b) (1) provides that each contractor shall be given fair opportunity to be considered for each order exceeding \$10,000 and issued under multiple award contracts. The FAR states that the method to obtain fair opportunity is at the discretion of the Contracting Officer (CO) and that the CO must document the rationale for placement and price of each order. Using the SEWP online Quote Request Tool (QRT) is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP QRT will automatically include the Contract Holders within a selected Group or based on a suggested source.

4. Policy and Procedural Information – Installation, Implementation, and Transition Support

Because Category B and Category C are both service-oriented, installation, implementation, integration, transition, migration, deployment, configuration, and related activities are performed when included within the scope of the individual Delivery Order.

Before performance, MSM coordinates applicable requirements with the customer, such as:

- performance locations;
- implementation and transition schedules;
- Government-furnished information/equipment;
- site and system access;
- network and cybersecurity requirements;
- dependencies and interfaces;
- acceptance criteria;
- service-level requirements;
- deliverables and reporting;
- transition and knowledge-transfer activities; and
- Government points of contact.

Specific implementation responsibilities, schedules, acceptance criteria, and service levels are governed by the awarded Delivery Order.

4.1 Warranty, Technical Support, Software Support, and Post-Delivery Support

Category B and Category C both primarily provide services rather than stand-alone products. Warranty and support provisions therefore depend upon the services, software, cloud services, ancillary products, and other components included in the individual Delivery Order.

4.2 Service Performance

MSM Technology performs services in accordance with the requirements, service levels, quality standards, deliverables, and acceptance provisions established in each Delivery Order. Any required correction or reperformance of nonconforming services will be handled in accordance with the applicable order and SEWP VI contract terms.

4.3 Basic and Extended Warranty

When ancillary hardware, software, or other products are authorized as an integral and necessary component of a Category B or Category C service solution, applicable manufacturer, publisher, or provider warranty information will be identified in the quotation or order documentation, as appropriate.

Extended warranty or maintenance services may be provided when within scope and included in the awarded Delivery Order.

4.4 Software and Cloud Support

Software, application, platform, cloud, subscription, and related support is provided in accordance with the applicable Delivery Order and authorized provider terms. Support may include configuration, administration, maintenance, incident resolution, upgrades, patches, troubleshooting, integration, and other order-specific services.

5. Order Status and Customer Support

MSM Technology's SEWP Program Office coordinates order status, service delivery, performance inquiries, and customer support throughout the order lifecycle.

For an order-status request, customers should provide:

- SEWP Control Number (SCN);
- Agency Delivery Order number;
- Customer/agency name;
- Brief description of the issue or requested information; and
- Customer point-of-contact information.

MSM maintains and reports required order status information to the SEWP PMO in accordance with the Contract Holder User Manual.

Please contact MSM's NASA SEWP VI Program Manager or Deputy Program Manager for support. Our representative will review the Delivery Order, SCN, requirement, current status, and supporting documentation and coordinate corrective action with the responsible delivery team.

- **SEWP Program Manager:** Mike Ricco | mricco@msmtechinc.com | 540-219-3335
- **SEWP Deputy Program Manager:** Charles Duke | cduke@msmtechinc.com | 540-426-9503

6. Troubleshooting a Problematic Order

Customers experiencing an order, performance, invoicing, technical, or post-delivery problem should first contact MSM's NASA SEWP VI Program Manager or Deputy Program Manager for support. Our representative will review the Delivery Order, SCN, requirement, current status, and supporting documentation and coordinate corrective action with the responsible delivery team. If escalation support is required, please reach out to MSM's President and CEO, Manisha Morris, at mmorris@msmtechinc.com.

6.1 NASA SEWP VI Assistance

When an issue cannot be resolved through the Contract Holder or requires SEWP PMO assistance:

NASA SEWP Customer Helpline

Email: help@sewp.nasa.gov

Phone: (301) 286-1478

Hours: Monday–Friday, 7:30 a.m.–6:00 p.m. ET

Website: www.sewp.nasa.gov

6.2 Order Modifications

Changes to an awarded Delivery Order must be issued by an authorized Government official and routed through the NASA SEWP PMO.

MSM Technology will not act on an order modification that changes authorized work, funding, pricing, or other contractual requirements until the modification has been processed through the required SEWP procedures.

Customers should reference both the agency Delivery Order number and the SEWP Control Number when requesting assistance concerning a modification.

6.3 Sensitive or Classified Requirements

Classified information, Personally Identifiable Information (PII), or other sensitive information should not be transmitted through SEWP systems when prohibited or inappropriate.

For requirements involving classified or sensitive information, the customer and MSM Technology will use the secure transmission method specified by the issuing agency and permitted by SEWP procedures. Customers may contact the SEWP PMO for additional guidance when necessary.