



NASA SEWP VI — CONTRACT HOLDER

GuROO LLC on NASA SEWP VI

Solutions for Enterprise-Wide Procurement (SEWP) VI — Category A and Category C

CATEGORY A CONTRACT

80TECH26D0261

CATEGORY C CONTRACT

80TECH26D0345

CONTRACT TYPE

Multi-Award GWAC

PERIOD OF PERFORMANCE

Nov 2026 – Oct 2036

About GuROO LLC

GuROO LLC (operating as GuROO IT) is a small-business Information Technology Value-Added Reseller (VAR) serving the federal government and the Department of Defense. GuROO delivers IT, communications, and audio-visual hardware, software, and related services, with deep experience supporting federal customers.

GuROO holds NASA SEWP VI awards in **Category A (ITC/AV Solutions)** and **Category C (Mission-Based ITC/AV Service Solutions)**, and is an Apple Authorized Reseller as well as an authorized partner for major OEM lines including but not limited to Dell, Cisco, HPE, IBM, Microsoft, and Palo Alto Networks.

GuROO is an ISO 9001:2015 and ISO 27001:2022 certified company.

NASA SEWP VI Overview

NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup," is a Government-Wide Acquisition Contract (GWAC) providing the latest Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services to all federal agencies and their approved contractors. Created in 1993, SEWP I was the first GWAC in the federal acquisition space. The program is self-funded through a usage fee of 0.34% and processes more than 50,000 orders a year, providing all federal agencies with acquisition support.

The SEWP VI period of performance begins **November 1, 2026** and runs for ten years.

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SEWP VI Contacts

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GuROO SEWP Team

Quotes & general inquiries

sewp@gurooit.com

GuROO Order Desk

Order status, post-delivery & RMA

(703) 936-2202

orders@gurooit.com

What Is in Scope for SEWP VI?

SEWP provides a broad suite of ITC/AV solutions and services. The catalog is dynamic: Contract Holders add new commercial technology and IT services to the contract as requested by customers. SEWP VI is composed of three scope categories:

- **Category A** — ITC/AV Solutions (*GuROO award*)
- **Category B** — Enterprise-Wide ITC/AV Service Solutions
- **Category C** — Mission-Based ITC/AV Service Solutions (*GuROO award*)

Category A covers the sale of products. Category C provides customized services; products may be sold under Category C when they are part of a service being provided. There are no open-market items. If you would like SEWP to determine whether your requirement is within scope of the SEWP VI contract, send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov.

How to Contact SEWP

SEWP PMO Hours

Mon–Fri, 7:30 AM – 6:00 PM ET

Email: help@sewp.nasa.gov

Customer Help Desk: (301) 286-1478

Website: www.sewp.nasa.gov

Contract Identification

GuROO LLC is a Contract Holder on NASA SEWP VI, a multiple-award Government-Wide Acquisition Contract (GWAC). GuROO holds awards in two of the three SEWP VI scope categories.

GuROO LLC SEWP VI contract details

SEWP VI Contract Number (Category A)	80TECH26D0261 — ITC/AV Solutions
SEWP VI Contract Number (Category C)	80TECH26D0345 — Mission-Based ITC/AV Service Solutions
Contract Type	Multiple-Award Government-Wide Acquisition Contract (GWAC)
Period of Performance	November 1, 2026 – October 31, 2036
SEWP Surcharge	0.34%
UEI	LJFLFMFLUNF9
CAGE Code	66U03
Quality Certifications	ISO 9001:2015 · ISO 27001:2022
SEWP Contract Holder Information	GuROO LLC on the NASA SEWP Contract Holder listing

Fair Opportunity — SEWP VI Clause A.1.13

The following is reproduced from the body of the SEWP VI contract, Clause A.1.13, *Fair Opportunity and Requests for Quotes*.

A.1.13 FAIR OPPORTUNITY AND REQUESTS FOR QUOTES

Contractors will be provided a fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), 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.

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 Attachment F SEWP database of record at the time the quote is issued. If the Contractor has insufficient items on 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 on-line 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 on-line quoting system.

Also relevant, FAR 16.505(b)(1) provides that each contractor shall be given fair opportunity to be considered for each order exceeding \$10,000 issued under multiple-award contracts. The method of obtaining fair opportunity is at the discretion of the Contracting Officer, who 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.

How to Obtain a Quote

GuROO accepts quote requests for hardware, software, and services in either of the following ways.

Preferred: through the SEWP Quote Request Tool

- 1 Issue your Request for Quote (RFQ), Request for Information (RFI), or Market Research Request (MRR) through the SEWP QRT at www.sewp.nasa.gov, selecting GuROO LLC by name, Group, or suggested source.
- 2 The SEWP PMO notifies GuROO that your request has been issued.
- 3 GuROO reviews the requirement and, if products or services are not already on contract, submits a Technology Refresh (TR) to add the required CLINs.
- 4 GuROO posts the quote in the tool within your stated response window. The SEWP default response time is 5 days; you control the window, from a minimum of 1 day up to 1 year. Please consider the complexity of the requirement when setting it.
- 5 You are notified that GuROO has posted a quote, and you make your best-value determination.

Note: When a request has been issued through the SEWP quote tool, GuROO will respond through that tool. We will not send a quote outside the SEWP process for a SEWP-originated request. Every GuROO quote states the length of time it is valid, and GuROO will honor any order submitted within that period.

Direct contact

For market research, capability questions, configuration assistance, or help scoping a requirement before a solicitation is issued, contact our SEWP team using the contacts listed on this page. Email sewp@gurooit.com to reach the full team at once.

Formal quotes are provided through the SEWP Quote Request Tool. Where a market research response includes items not yet on GuROO's SEWP contract, those items are clearly identified as such and a Technology Refresh request is submitted to add them.

Please include, where available: the SEWP contract category, a bill of materials or statement of work, required delivery date, delivery location, and any agency-specific requirements (e.g., Section 508, TAA, CMMC, or supply chain documentation).

Ordering Process

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

The PR, along with any necessary funding information, is sent to that agency's procurement office, which results in the issuance of a DO. Any valid federal agency DO form and the associated Delivery Order number

may be used. The NASA SEWP PMO does not issue DOs — these must be issued through the issuing agency's procurement office. The SEWP PMO reviews, processes, and tracks issued DOs and forwards them to the Contract Holder.

Some agencies have special requirements for issuing IT Delivery Orders. It is the issuing agency's Contracting Officers' (COs/KOs) responsibility to be aware of any agency-specific policies regarding issuing orders via an existing contract vehicle and Government-Wide Acquisition Contracts. 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, those modifications must also route through the SEWP PMO.

SEWP Control Number (SCN)

GuROO cannot accept or fulfill an order until the SEWP PMO has issued a SEWP Control Number for it. Please reference the SCN on all correspondence, shipping documents, and invoices relating to your order.

Payment

- GuROO accepts government purchase cards (credit cards) for SEWP orders in all awarded categories, in addition to Delivery Orders and other authorized payment methods.
- GuROO does not use third-party payment platforms. Invoice banking information matches GuROO's active registration in SAM.gov.
- Invoices reference the SEWP Control Number and the applicable SEWP contract number.

Delivery and Partial Shipments

GuROO commits to the delivery time quoted. If a shortage or delay arises, GuROO will notify the customer in advance, not after the fact. Per SEWP clause A.1.19, a partial shipment is any shipment that does not include all items specified in the order. Partial shipments will not be accepted unless authorized on the delivery order or by the issuing Contracting Officer prior to the time of delivery.

Installation, Warranty, and Technical Support

Installation and configuration

Installation, imaging, asset tagging, configuration, and related services are available and are quoted on a per-order basis under the applicable SEWP category. Requirements for on-site work — including site access, security clearances, and scheduling — are confirmed in writing with the customer before work begins.

Basic warranty

Products supplied by GuROO carry the original equipment manufacturer's (OEM) standard commercial warranty, passed through to the government customer in full. Warranty terms, duration, and service levels are

those published by the manufacturer for the specific part number quoted, and are identified on the GuROO quote.

Extended warranty and maintenance

Extended warranty, extended service plans, and maintenance renewals (for example, AppleCare for Enterprise, Dell ProSupport, Cisco SmartNet) can be quoted as separate line items on the original order or added later. Contact the GuROO SEWP team for a quote on coverage extension or renewal.

Technical and software support

First-line technical and software support for manufacturer products is provided by the OEM under the applicable warranty or support agreement. GuROO assists customers in opening, escalating, and tracking OEM cases, and remains the customer's single point of contact for any order-related issue until it is resolved. Software licensing questions — entitlement, registration, transfer, and renewal — are handled by the GuROO SEWP team.

Post-Delivery Issues, Defects, and Returns

To report a defective product, contact GuROO at orders@gurooit.com or (703) 936-2202 with your SEWP order number (SCN), part number, and serial number. GuROO will log your request within one business day, coordinate a Return Merchandise Authorization (RMA) with the manufacturer, and arrange replacement, repair, or credit per the manufacturer's warranty terms.

GuROO's documented defect and RMA procedure includes triage within one business day, RMA coordination within two business days, and remedy per the applicable OEM or contract service level. Suspect counterfeit items are quarantined and handled under a separate procedure and are never processed as a routine return.

Product lifecycle notifications

GuROO monitors OEM and distributor field notices, recalls, security advisories, and end-of-life announcements for every product line on contract, and proactively notifies affected customers:

- **Recalls and security advisories** — within 5 business days (critical security advisories within 2 business days).
- **End of support** — at least 90 days in advance where OEM notice allows, together with replacement options.

Troubleshooting a Problematic Order

If anything about your order is not going as expected — a delivery date at risk, an incorrect or damaged item, an invoicing question, or a quote that needs revision — use the escalation path below. GuROO will acknowledge your inquiry within one business day.

Level	Contact	When to use
1 — Order desk	GuROO Order Desk orders@gurooit.com (703) 936-2202	Order status, shipping and tracking, delivery scheduling, invoices, returns and RMA requests, damaged or incorrect items.
2 — Deputy Program Manager	Ryan Klockmann Ryan.Klockmann@GuROOIT.com (304) 279-4955	Unresolved order issues, delivery commitments at risk, quote or configuration disputes, Category C task order questions.
3 — Program Manager	Chepiernaël Cruz Chepiernaël.CruzRodriguez@GuROOIT.com (410) 982-7040	Any issue not resolved at Level 2, contract-level questions, compliance and reporting matters, formal escalation.

If an issue remains unresolved after escalation to the GuROO Program Manager, customers may contact the NASA SEWP Helpline at help@sewp.nasa.gov or (301) 286-1478.

GuROO LLC NASA SEWP VI Ordering Guide — Version 1.0, effective November 1, 2026. In accordance with SEWP VI Attachment A, Sections A.5.1 and A.6, this page and the downloadable ordering guide are maintained as public contract resources, and updated versions are published no later than 10 business days following each contract modification. Questions about this page: sewp@gurooit.com.