Hamilton INDUSTRIES

ABOUT US



Hamilton Industries, LLC (dba Hamilton Industries) is a women-owned small business (WOSB), IT infrastructure provider, and value-add reseller. We serve the U.S. federal government with a focus on asset and inventory management, logistics and material management, and managed services. We set out to remove friction from federal IT procurement and professional services through exceptional responsiveness, mission alignment, and a commitment to making complex processes easier. We don't just deliver products - we deliver outcomes that matter.

For more information, visit hamiltonindustries.com.

SEWP OVERVIEW

NASA SEWP VI – The NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup", provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services for all Federal Agencies and their approved contractors. Created in 1993, SEWP I was the first Government-Wide Acquisition Contract (GWAC) in the federal acquisition space. Originally, the contract vehicle provided only technology products for NASA and all other agencies. SEWP has continually evolved over the past 30 years, expanding its scope to meet the requests of its customers. The SEWP vehicle represents acquisition innovation within the Federal Government. The program is self-funded through usage fees (0.34%) and provides all Federal agencies with acquisition support - more than 50,000 orders a year.

SEWP Helpline

help@sewp.nasa.gov
(301) 286-1478
SEWP PMO Hours:
M-F, 7:30 AM – 6 PM (ET)
www.sewp.nasa.gov

Hamilton Industries, LLC

Category A Contract

80TECH26D0485

CAGE Code: 73DC6
DUNS: 011571641
UEI: QQH3TVGM8N37

PoP: Nov 1, 2026 - Oct 31, 2036

Main Office Address:
Hamilton Industries, LLC
1818 Library St, STE 500
Reston, VA 20190

Hamilton SEWP VI Sales Team:
sewpvi@hamiltonindustries.com
(877) 833-3468

SEWP VI Program Support:

James Simpson
SEWP Program Manager
James.Simpson@hamiltonindustries.com
(703) 407-3613

Abby Krueger
SEWP Deputy Program Manager
Abby.Krueger@hamiltonindustries.com
(703) 625-7952

FAIR OPPORTUNTIY

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 t document the rationale for placement and price of each order. Using the SEWP online Quote Request Tool is the recommended method to assist in this activity and to augment the required decision documentation.The SEWP Quote Request Tool (QRT) will automatically include the Contract Holders within a selected Group or based on a suggested source.

WHAT'S IN SCOPE FOR SEWP VI?

SEWP is designed to provide a broad suite of Information Technology, Communication and Audio Visual (ITC / AV) solutions and services. Technology is ever-evolving and for that reason SEWP's processes enable our Contract Holders to add new commercial technology and IT services to their contract daily, as requested by out customers. The focus of SEWP is on the full suite of technology offerings that simply Governmental access and Industry offerings across the entire ITC/AV solutions and services landscape SEWP is composed of the scope category (**A**) detailed below. If you would like SEWP to determine if your requirement is within scope of the SEWP VI contract, please send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov and we will quickly review and provide feedback.

The SEWP Contract was awarded to Hamilton Industries under scope Category A:

- **Category A -ITC/AV Solutions:** Information Technology, Communications, and Audio-Visual Solutions

ORDERING PROCESS

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase (PR) and Delivery Orders (DO) that are issued against a SEWP contract is 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 Purchase Request (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 Program Management Office (PMO) does not issue DOs – these must be issued through the issuing Agency's procurement office. The SEWP Program Management Office (PMO) reviews, processes and tracks issued DPs and forwards them to the Contract Holder(s).

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, these modifications must also route through the SEWP Program Management Office (PMO).

Additional information is on NASA's website: https://www.sewp.nasa.gov/sewpvi/procurement/ordering-info/

OBTAINING SERVICES AND SUPPORT

Hamilton Industries supports every product and service delivered under SEWP VI contract 80TECH26D0485 from delivery through end of life.

How to request support. Email or call either contact below. Include the Delivery Order number, the product and serial number(s), a description of the issue, and the best way to reach you. Hamilton acknowledges every request within one business day and assigns a Hamilton owner who stays with the request until it is closed.

Basic warranty. Products carry the manufacturer's standard warranty. Hamilton opens the warranty case with the manufacturer on your behalf, obtains the return authorization (RMA), coordinates the replacement or repair, and confirms resolution with you.

Extended warranty and maintenance. Extended warranty, maintenance, and manufacturer support contracts are available as line items on any quote. Contact either representative below to add coverage to an existing order or to a new requirement.

Technical and software support. Technical support, software updates, and licensing support are provided through the manufacturer's support organization under the coverage purchased. If a manufacturer case is not progressing, contact Hamilton and we will escalate directly with the manufacturer.

I**nstallation.** Installation and configuration services are available on request and are quoted as a separate line item.

Support contacts:		
James Simpson, **SEWP Program Manager**	James.Simpson@hamiltonindustries.com	(703) 407-3613
Abby Krueger, **SEWP Deputy Program Manager**	Abby.Krueger@hamiltonindustries.com	(703) 625-7952
Main Office Monday - Friday, 8:00 AM - 6:00 PM ET	sewpvi@hamiltonindustries.com	(877) 833-3468

ORDER ISSES

If an order is late, incomplete, incorrect, damaged in transit, or invoiced incorrectly:

1. Contact Abby Krueger, SEWP Deputy Program Manager, at Abby.Krueger@hamiltonindustries.com or (703) 625-7952. Include the Delivery Order number, the affected line item(s), a description of the problem, and photos if the shipment was damaged.
2. Hamilton acknowledges the issue within one business day, confirms the corrective action (reship, replacement, credit, or corrected invoice), and gives you a target date.
3. If the issue is not resolved to your satisfaction, escalate to James Simpson, SEWP Program Manager, at James.Simpson@hamiltonindustries.com or (703) 407-3613.

Any change to an issued Delivery Order, including quantity, product, or delivery date, must be modified by the issuing agency's Contracting Officer and routed through the NASA SEWP Program Management Office.