

PS2G / DigiDoc

NASA SEWP VI ORDERING GUIDE

DigiDoc, Inc. dba Public Sector Solutions Group (PS2G)

Contract Information	Details
Contract Vehicle	NASA Solutions for Enterprise-Wide Procurement (SEWP) VI
Contract Holder	DigiDoc, Inc. dba Public Sector Solutions Group (PS2G)
SEWP VI Contract Number	80TECH26D0742
Category	Category A
Contract Type	Government-Wide Acquisition Contract (GWAC)
Period of Performance	November 2026 – October 2036
Corporate Phone	202-299-1011
General Sales	sales@ps2g.us
Website	https://ps2g.us

Document Control

Version 1.0 | September 2026. This electronic guide is intended for download and printing by SEWP customers. PS2G will update the published guide no later than 10 business days after each applicable contract modification.

Contents

1. Purpose and Use of This Guide
2. Contractor Overview
3. NASA SEWP VI Overview
4. PS2G SEWP VI Program Contacts
5. How to Obtain a Quote
6. Ordering Process
7. Quote and Order Information Requirements
8. Fair Opportunity and Agency Responsibilities
9. Installation and Delivery
10. Warranty and Extended Warranty
11. Technical and Software Support
12. Post-Delivery Support
13. Troubleshooting a Problematic Order
14. Returns, Replacements, Cancellations and Modifications
15. Order Status and Tracking
16. Invoicing and Payment
17. Escalation Process
18. Compliance with the SEWP Contract Holder User Manual
19. NASA SEWP Program Office Resources
- Appendix A – Customer Order Checklist
- Appendix B – Contact and Escalation Matrix
- Appendix C – Revision History

1. Purpose and Use of This Guide

This Ordering Guide provides Federal customers, Contracting Officers, acquisition professionals, and authorized support service contractors with practical instructions for requesting quotations and placing and administering orders with DigiDoc, Inc. dba Public Sector Solutions Group (PS2G) under NASA SEWP VI. It is designed to satisfy the ordering-guide requirements in Attachment A, Section A.6 and the SEWP Contract Holder User Manual (CHUM).

Agency-specific acquisition policies remain applicable. This guide does not supersede the Federal Acquisition Regulation (FAR), agency supplements, the SEWP VI contract, an ordering agency's policies, or direction issued by the NASA SEWP Program Management Office (PMO). Where a conflict exists, the governing contract, regulation, or NASA SEWP direction controls.

2. Contractor Overview

DigiDoc, Inc., doing business as Public Sector Solutions Group (PS2G), provides technology, systems integration, data and document solutions, software, infrastructure, managed services, and professional services to public-sector customers. PS2G supports Federal, state, local, education, healthcare, and other mission-focused organizations with technology acquisition and implementation capabilities.

- Legal/contracting entity: DigiDoc, Inc. dba Public Sector Solutions Group (PS2G)
- Primary business contact: 202-299-1011
- General sales and quote support: sales@ps2g.us
- SEWP Program Manager: Steve Pitts – SPitts@ps2g.us
- SEWP Deputy Program Manager: Tom Pathiyil – TPathiyil@ps2g.us

3. NASA SEWP VI Overview

NASA SEWP is a Government-Wide Acquisition Contract administered by the NASA Goddard Space Flight Center SEWP Program Management Office. SEWP provides Federal agencies and authorized users a streamlined method to acquire in-scope information technology solutions and related services. SEWP VI has been awarded and NASA currently anticipates a November 1, 2026 go-live date.

PS2G's SEWP VI onboarding page identifies DigiDoc-PS2G as a Category A contract holder. Customers should use the NASA SEWP customer tools and current contract documentation to confirm scope, applicable contract details, and ordering procedures at the time of each procurement.

Important

Only products and services that are in scope and properly available under the applicable PS2G SEWP VI contract may be quoted and ordered. PS2G will coordinate required catalog/CLIN actions through the SEWP process before order acceptance.

4. PS2G SEWP VI Program Contacts

Role	Contact	Email	Telephone
SEWP Program Manager / Sales	Steve Pitts	SPitts@ps2g.us	202-280-1726 (Direct line)
SEWP Deputy Program Manager	Tom Pathiyil	TPathiyil@ps2g.us	202-299-1014 (Direct line)
General Sales / Quote Desk	PS2G Sales Team	sales@ps2g.us	202-299-1011
Order Administration / Customer Support	PS2G SEWP Support	sales@ps2g.us	202-299-1011
Executive Escalation	Darryl Wiggins, CEO	dwiggin@ps2g.us	202-299-1011

Customers should include the SEWP RFQ number, agency name, point of contact, and a concise description of the issue in all order-related correspondence whenever available.

5. How to Obtain a Quote

Customers may request pricing for hardware, software, cloud/technology solutions, and associated in-scope services through the NASA SEWP Quote Request Tool (QRT) or through an agency-approved method consistent with SEWP rules.

1. Define the requirement, including technical specifications, quantities, delivery location, required delivery date, service period of performance, security requirements, and any agency-specific terms.
2. Use the NASA SEWP Quote Request Tool to issue an RFQ/RFI to the appropriate contract holders and satisfy applicable fair-opportunity requirements.

3. For PS2G assistance, contact Steve Pitts at SPitts@ps2g.us, Tom Pathiyil at TPathiyil@ps2g.us, or the PS2G Sales Team at sales@ps2g.us / 202-299-1011.
4. PS2G will review the requirement for scope, product/provider availability, configuration, pricing, delivery, warranty/support, and applicable SEWP CLIN requirements.
5. PS2G will submit a quote through the required SEWP/customer channel. The quote will identify the applicable contract, quoted items/services, pricing, quantities, delivery/period of performance information, quote validity, and applicable terms.
6. The ordering agency evaluates quotes and makes its best-value/fair-opportunity determination in accordance with FAR 16.505, agency policy, and the applicable SEWP ordering procedures.

6. Ordering Process

After the customer selects PS2G for an order, the ordering activity should prepare its delivery order or other authorized order document in accordance with agency procedures and current NASA SEWP instructions.

7. Customer selects the applicable PS2G quote and confirms all line items, quantities, pricing, shipping, services, and periods of performance.
8. The ordering agency prepares and signs the delivery order, citing the applicable NASA SEWP VI contract number and DigiDoc, Inc. dba PS2G as the prime Contract Holder.
9. The agency routes the order through the NASA SEWP PMO using the current SEWP ordering process rather than bypassing required PMO processing.
10. PS2G validates the order against the quote and applicable contract CLINs and provides required verification information to the SEWP PMO/CHOP.
11. Following SEWP processing and receipt of an authorized order, PS2G acknowledges the order, coordinates fulfillment, provides status updates, delivers products/services, and invoices the Government in accordance with the order.

Order modifications should follow the same required SEWP routing and validation process. PS2G will not implement an order change until the change is properly authorized.

7. Quote and Order Information Requirements

To minimize processing delays, customers should provide complete and internally consistent information. At a minimum, the order package should include the information required by the current SEWP process and the ordering agency.

Information	Customer / Order Package
Order identification	Unique delivery/order number and issue date
Contract reference	Applicable NASA SEWP VI contract number and PS2G as Contract Holder
Ordering official	Name and contact information for authorized Government ordering official / Contracting Officer
Agency information	Issuing agency and ordering agency, if different
Financial information	Total order amount and required appropriation/accounting data
Addresses	Billing/invoice address and complete ship-to/service location
Line items	Applicable SEWP CLINs, descriptions, quantities, and pricing consistent with the selected quote
Services	Period of performance, place of performance, and applicable statement of work
Terms	Any mutually agreed order-level terms and conditions consistent with the base contract

8. Fair Opportunity and Agency Responsibilities

Ordering agencies are responsible for complying with FAR 16.505(b), applicable agency regulations, and current NASA SEWP guidance governing fair opportunity. The SEWP Quote Request Tool is the primary mechanism for market research and quote requests. The ordering Contracting Officer remains responsible for the agency's acquisition strategy, documentation, funding, approvals, and order award decision.

PS2G will respond to SEWP opportunities in accordance with the contract and CHUM and will not use Government information obtained through SEWP for unauthorized purposes.

9. Installation and Delivery

Installation requirements will be defined in the PS2G quote and/or order. When installation is included, PS2G will coordinate scheduling, site access, delivery sequencing, configuration, staging, integration, acceptance support, and other ordered activities with the designated Government point of contact.

- Delivery dates are based on manufacturer/provider availability, order acceptance, site readiness, and any order-specific dependencies.
- Customers should identify security, badging, escort, loading-dock, restricted-access, power/network, and site-hour requirements before award whenever possible.
- PS2G will communicate material changes to estimated delivery or service schedules and maintain required order-status information through the applicable SEWP process.
- Acceptance criteria are governed by the order, applicable manufacturer terms, and the SEWP VI contract.

10. Warranty and Extended Warranty

Hardware and software warranties are generally provided in accordance with the applicable manufacturer or publisher warranty and the specific PS2G quote/order. Warranty terms, duration, service level, and support entitlement will be identified or referenced in the quote when applicable.

- Basic warranty: PS2G will assist the customer in identifying and accessing the standard manufacturer warranty included with the ordered product.
- Extended warranty/maintenance: When available and in scope, PS2G may quote extended warranty, maintenance, or support as separately identified contract line items.
- Warranty claims: Customers should contact PS2G at sales@ps2g.us or 202-299-1011 with the order number, serial number/license identifier, product description, failure description, and contact information.
- Manufacturer authorization: Some repairs, replacements, returns, and license-support actions may require manufacturer/provider authorization. PS2G will coordinate those actions and keep the customer informed.

11. Technical and Software Support

Technical and software support will be provided in accordance with the ordered solution, applicable OEM/software publisher entitlement, and any PS2G services included in the order.

Support Need	Initial Action
Hardware technical issue	Contact PS2G with order number, product/serial number, symptoms, troubleshooting already performed, and urgency.

Software/license issue	Provide product name, license/subscription identifier, affected users/systems, error information, and support entitlement.
Cloud/subscription issue	Provide tenant/account identifier (non-sensitive), affected service, impact, and applicable subscription/order information.
Installation/configuration issue	Provide site, installation date, configuration details, observed condition, and customer technical contact.
Security-sensitive issue	Do not send classified or restricted information through ordinary email. Coordinate an approved secure method with the agency and PS2G.

Initial support contact: sales@ps2g.us | 202-299-1011. PS2G will route the request to the appropriate program, technical, OEM, distributor, or software support resource.

12. Post-Delivery Support

PS2G provides order administration and customer coordination throughout the post-delivery lifecycle. Support may include delivery confirmation, missing/damaged item resolution, warranty coordination, license/subscription activation assistance, invoice reconciliation, service scheduling, and coordination with OEM/provider support.

- Report shipping shortages, visible damage, or incorrect items promptly after receipt.
- Retain packaging and shipping documentation when a carrier or manufacturer claim may be required.
- For software and subscriptions, verify license quantities, entitlement dates, tenant/account assignment, and activation information.
- For services, promptly identify acceptance issues against the order's statement of work or acceptance criteria.

13. Troubleshooting a Problematic Order

For an order delay, discrepancy, missing item, damaged shipment, incorrect configuration, invoice issue, warranty problem, or other fulfillment concern, use the following process:

12. Contact PS2G at sales@ps2g.us or 202-299-1011 and identify the agency, order number, SEWP RFQ number (if applicable), affected line item(s), and requested resolution.
13. PS2G Order Administration will research the issue with the appropriate OEM, distributor, logistics provider, technical team, or finance resource.
14. PS2G will provide the customer with status, required next steps, and an estimated resolution path. Material delivery/status changes will be reflected in the applicable SEWP order-status process.
15. If the issue is not resolved at the working level, escalate to SEWP Program Manager Steve Pitts at SPitts@ps2g.us.
16. For unresolved or significant contractual/customer-impact issues, escalate to Executive Management through Darryl Wiggins at dwiggins@ps2g.us / 202-299-1011.
17. For SEWP process questions or issues requiring NASA SEWP PMO involvement, contact the NASA SEWP Customer Help Desk at help@sewp.nasa.gov or 301-286-1478.

14. Returns, Replacements, Cancellations and Modifications

Returns and replacements are subject to the applicable order terms, manufacturer/provider policies, product condition, licensing restrictions, and required authorization. Customers should not return material without PS2G return instructions or an applicable return authorization.

DigiDoc, Inc. dba Public Sector Solutions Group (PS2G) | NASA SEWP VI

- Cancellations before shipment/performance are subject to the order terms and any non-cancellable/non-returnable manufacturer or publisher commitments disclosed in the quote.
- Damaged or defective products will be handled through the appropriate carrier, OEM, warranty, or replacement process.
- Software, subscriptions, configured products, custom products, and activated licenses may be subject to special return/cancellation restrictions.
- Any contractual modification to an issued SEWP order must be authorized by the ordering Contracting Officer and routed through the applicable SEWP process.

15. Order Status and Tracking

PS2G will maintain order-status information and communicate material changes to the customer. In accordance with SEWP Contract Holder procedures, order-status changes are reported through CHOP within the required timeframe. Customers may request status at any time by contacting sales@ps2g.us or 202-299-1011.

- Order acknowledgement / review status
- Estimated ship or service start date
- Shipment date and tracking information, when available
- Partial shipment/backorder status
- Service period of performance
- Delivery or completion status

16. Invoicing and Payment

PS2G will invoice in accordance with the delivery order, SEWP VI contract, and applicable Federal payment requirements. Invoice questions should be submitted to the PS2G order-support contact with the order number and invoice number. Government Purchase Card or other authorized payment methods will be handled in accordance with the contract, agency policy, and applicable SEWP procedures.

Customers should ensure that the order includes accurate billing instructions, invoicing address/system requirements, appropriation/accounting information, and designated payment contacts.

17. Escalation Process

Level	When to Use	Contact
1 – Order Support	Routine quote, order, delivery, invoice, warranty, or support question	sales@ps2g.us 202-299-1011
2 – Program Management	Unresolved issue, material schedule impact, repeated issue, or priority requirement	Steve Pitts SPitts@ps2g.us 202-280-1726
3 – Deputy Program Management	Program continuity, operational coordination, or alternate management path	Tom Pathiyil TPathiyil@ps2g.us 202-299-1014
4 – Executive Escalation	Significant contractual/customer-impact issue requiring executive attention	Darryl Wiggins dwiggins@ps2g.us 202-299-1011
NASA SEWP PMO	SEWP process, tool, scope, or program-level assistance	help@sewp.nasa.gov 301-286-1478

18. Compliance with the SEWP Contract Holder User Manual

PS2G administers its SEWP VI activities in accordance with the applicable SEWP VI contract, Attachment A Statement of Work, the current Contract Holder User Manual (CHUM), NASA SEWP PMO direction, and ordering-agency requirements. PS2G will maintain this Ordering Guide as an electronic document suitable for customer download and printing and will publish applicable updates within the timeframe required by the contract.

- Quotes will be prepared and submitted through approved SEWP/customer processes.
- Ordered products/services will be validated against applicable contract CLINs and required verification data.
- Order-status changes will be maintained through the required SEWP Contract Holder process.
- Contract modifications that affect this guide will be incorporated into an updated published version no later than 10 business days after the modification.
- PS2G will protect Government information and will follow agency-approved methods for sensitive information.

19. NASA SEWP Program Office Resources

Resource	Information
NASA SEWP Website	https://www.sewp.nasa.gov/
SEWP VI Information	https://www.sewp.nasa.gov/sewpvi
Customer Help Desk	help@sewp.nasa.gov 301-286-1478
SEWP PMO Hours	Monday–Friday, 7:30 AM–6:00 PM Eastern Time
Order Routing	Use the current NASA SEWP ordering instructions and tools. Customers should verify current routing information on the SEWP website before submission.

Appendix A – Customer Order Checklist

- ☐ Requirement is within SEWP scope.
- ☐ Applicable fair-opportunity procedures have been completed/documented by the ordering agency.
- ☐ PS2G quote is current and within its stated validity period.
- ☐ Correct PS2G SEWP VI contract number is cited.
- ☐ Order number and issue date are included.
- ☐ Contracting Officer / authorized ordering official information is included.
- ☐ Issuing and ordering agency information is complete.
- ☐ Ship-to/service location and billing information are complete.
- ☐ CLINs, descriptions, quantities, unit prices, and total price match the selected quote.
- ☐ Services include the applicable statement of work and period/place of performance.
- ☐ Funding and accounting information are complete.
- ☐ Required agency terms/clauses are included and consistent with the base contract.
- ☐ Order is routed through the current NASA SEWP PMO process.

Appendix B – Contact and Escalation Matrix

Function	Primary Contact	Email	Phone
Quotes / Sales	Steve Pitts / PS2G Sales	SPitts@ps2g.us / sales@ps2g.us	202-299-1011
Program Management	Steve Pitts	SPitts@ps2g.us	202-280-1726
Deputy Program Management	Tom Pathiyil	TPathiyil@ps2g.us	202-299-1014
Order / Post-Delivery Support	PS2G Support	sales@ps2g.us	202-299-1011
Executive Escalation	Darryl Wiggins	dwiggin@ps2g.us	202-299-1011
NASA SEWP PMO	Customer Help Desk	help@sewp.nasa.gov	301-286-1478

Appendix C – Revision History

Version	Date	Description
1.0	September 2026	Initial PS2G/DigiDoc SEWP VI Ordering Guide prepared for contract-holder onboarding and publication.