TECHNOLOGIES

NASA SEWP VI

Ordering Guide

Category B: Enterprise-Wide ITC/AV Service Solutions
Category C: ITC/AV Mission Based Services

Version 1.0

Contract Detail	Information
Contract Holder	S2Technologies LLC
SEWP VI Contract No.	Category B: 80TECH26D1484 Category C: 80TECH26D0834
NAICS Code	541512
CAGE Code	6FWN1
UEI	RLCMEWJP82A7
Anticipated Ordering Period	November 1, 2026 – October 31, 2036

Quick Reference

Use the contacts below for quotes, orders, and order support. For most requests, the S2Technologies SEWP VI Program Management Office (PMO) is the fastest place to start.

S2Technologies SEWP VI Program Management Office

Role	Name	Phone	Email / Web
Program Manager	Thearin Wendel	301-904-3415	thearin.wendel@s2-gov.com
Deputy Program Manager	Maggie Stein	919-938-8911	maggie.stein@s2-gov.com
PMO Mailbox	—	—	sewpvi@s2-gov.com
Website	—	—	https://www.s2-gov.com/sewp-vi

NASA SEWP VI Program Office

Contact Type	Details
Hours	Monday – Friday, 7:30 AM – 6:00 PM EST
Customer Help Desk	301-286-1478
General Email	help@sewp.nasa.gov
Order Submission	sewporders@sewp.nasa.gov | Fax 301-286-0317
Website	www.sewp.nasa.gov

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1. NASA SEWP VI Overview

NASA Solutions for Enterprise-Wide Procurement (SEWP) VI is a multiple-award Government-Wide Acquisition Contract (GWAC) that enables NASA and all Federal agencies to acquire mission-critical Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services efficiently and effectively. It does so through a suite of contracts that spans a range of business sizes and offerings.

SEWP VI streamlines procurement of ITC/AV products, cloud, cybersecurity, and related professional services, giving Federal customers rapid access to a broad range of in-scope IT offerings, value-added solutions, and acquisition support. Its customized reporting, streamlined procurement processes, innovative applications, premier customer service, acquisition insight, and Government–industry partnership deliver Best-in-Class value for the Federal Government. The program is self-funded through a usage fee and supports tens of thousands of orders each year across the Federal community.

1.1 Contract at a Glance

Contract Term	Details
Contract Type	Multiple-award Government-Wide Acquisition Contract (GWAC)
Eligible Users	NASA and all Federal agencies
Ceiling	$20 billion per prime contract
Ordering Period	10 years (anticipated November 1, 2026 – October 31, 2036)
Order Pricing Types	Firm-Fixed-Price; Time-and-Materials; Labor-Hour; Fixed-Price Award-Fee; Fixed-Price Incentive-Fee; Fixed-Price with Economic Price Adjustment; or any hybrid of commercial contract types
Agency Handling Fee	Not to exceed 0.34% of the order total (see Section 4.4)

1.2 Contract Categories

SEWP VI is divided into three categories. Each order is placed within a single category. S2Technologies holds a Category B and Category C contract.

Category	Focus	Eligible Business Size
A	ITC/AV Solutions (products and product-based services)	Unrestricted and Small Business
B	**Enterprise-Wide ITC/AV Service Solutions**	**Unrestricted and Small Business**
C	**Mission-Based ITC/AV Services**	**Small Business only**

2. S2Technologies Category B Scope

Category B delivers enterprise-wide strategic solutions that enhance and modernize Government ITC/AV infrastructure. Any service that meets the definition of ITC/AV and provides enterprise-wide solution are within scope and may be used to support an agency's mission needs.

2.1 Category B Technical Areas

Area	Technical Area
1b	Enterprise-Wide Network Services
2b	IT Managed Services
3b	Enterprise-Wide Innovation Services
4b	IT Service Management
5b	Enterprise Service Program Integration
6b	Enterprise-Wide Information and Data Analytics Services (IDAS)
7b	Enterprise-Wide Application Services / Software Development
8b	Enterprise-Wide Cybersecurity Services
9b	Enterprise-Wide Cloud Services
10b	Enterprise-Wide Digital Multimedia and Technical Communications Services
11b	Program Management / Ancillary Services and Supplies

3. S2Technologies Category B Scope

Category C delivers enterprise-wide strategic solutions that enhance and modernize Government ITC/AV infrastructure. Any service that meets the definition of ITC/AV and provides enterprise-wide solution are within scope and may be used to support an agency's mission needs.

3.1 Category C Technical Areas

Area	Technical Area
1c	Innovation Services
2c	Information and Data Analytics Services (IDAS)
3c	Application Services / Software Development
4c	Cybersecurity Services
5c	Cloud Services
6c	Digital Multimedia and Technical Communications Services
7c	IT Operations and Maintenance / Help Desk / Call Center Support
8c	Network Services
9c	Database Services
10c	In-Scope Training
11c	Ancillary Services and Supplies
12c	Mission-Based ITC/AV Service Solutions

4. Requesting a Quote

Customers may request a quote from S2Technologies for hardware, software, and services through any of the following channels:

Channel	How to Reach	When to Use
NASA SEWP VI Quote Request Tool (QRT)	www.sewp.nasa.gov	Primary method for requesting quotes
NASA SEWP VI PMO	sewporders@sewp.nasa.gov or fax 301-286-0317	If you are unable to use the QRT
S2Technologies SEWP VI PMO	SEWPvi@s2-gov.com	To work directly with S2Technologies on hardware, software, or service quotes

4.1 What to Include in Your Request

To help us respond quickly and accurately, please provide as much requirement detail as possible:

- ☐ Product descriptions
- ☐ Manufacturer names
- ☐ Part numbers
- ☐ Quantities
- ☐ Delivery locations
- ☐ Required delivery dates
- ☐ Installation or support requirements

5. Placing an Order

5.1 Agency Ordering Process

Ordering processes vary by agency. The **issuing agency** — not the NASA SEWP VI PMO — defines the process and forms used for Purchase Requests (PRs) and Delivery Orders (DOs) placed against a SEWP VI contract. A typical flow looks like this:

Step	What Happens
1. Identify the Need	The end user identifies a requirement and submits a PR under internal agency procedures.
2. Route for Approval	The PR, with funding and approval documentation, is routed to the agency procurement office.
3. Issue the Order	The procurement office issues the DO. Any valid Federal DO form and order number may be used.

The NASA SEWP VI PMO does not issue Delivery Orders. Instead, it reviews, processes, tracks, and forwards issued orders to the Contract Holder.

> **Agency responsibility:** Some agencies have additional internal requirements for IT delivery orders. The issuing agency's Contracting Officer is responsible for compliance with agency-specific procurement policies, approvals, and ordering procedures. Any modification made after award must also be processed through the appropriate channels and routed through the SEWP PMO, as required.

5.2 Order Processing Steps

Once the requirement scope is defined, orders move through the following steps:

Step	Action
1	The customer or Contract Holder submits the order to the SEWP VI Program by email (sewporders@sewp.nasa.gov) or fax (301-286-0317).
2	The SEWP VI PMO enters the order into its system and assigns a case number.
3	If an RFQ number is provided with the order, the PMO verifies the CLIN list submitted by the Contract Holder during quoting against the order total and assigns a SEWP VI Control Number (SCN).
4	Once the order is verified, the PMO emails the Contract Holder that the order has been entered.
5	The Contract Holder acknowledges receipt by replying to the order email or selecting "Mark as Received" on the Contract Holder Only Page (CHOP) **within one (1) business day.**

CLIN verification: If the totals do not match, or no RFQ number is provided, the Contract Holder must re-enter the CLIN verification file using the CHOP order tool **within one (1) business day**. An SCN is not assigned until the CLIN list is verified. A CLIN list is required for all new orders and for any modification that changes the order's dollar amount.

5.3 Required Order Information

Each order must include the following information:

Category	Required Elements
Order Details	▪ Date of order ▪ Order number — unique to the ordering Government entity and determined by the ordering agency ▪ Total order amount ▪ Period of performance for any associated services
Authorization	▪ Signature of the Authorized Government Ordering Official (direct, electronic, or implied through a preapproved method) ▪ Name and phone number of the Authorized Government Ordering Official ▪ Contracting Officer for the order ▪ Cardholder name (credit card orders only)
Agency and Contractor	▪ Name of issuing agency ▪ Name of ordering agency (if different from the issuing agency) ▪ Contractor name and SEWP VI contract number
Funding and Delivery	▪ Appropriation and accounting data ▪ Billing and invoice address ▪ Shipping address
Scope	▪ SEWP VI CLINs and descriptions of products to be delivered ▪ Any additional mutually agreed-upon terms and conditions, Statement of Work, or similar documents

5.4 Agency Administrative Handling Fee

Fee: An Agency Administrative Handling Fee, **not to exceed 0.34%** of the total delivery order price, applies to all orders under the SEWP VI contracts. The current rate is posted on the SEWP VI website, and the SEWP VI PMO notifies contractors of the rate by email.

6. Post-Award Support

This section covers installation, basic and extended warranty, technical support, software support, and other post-delivery issues.

6.1 Troubleshooting

If there is a problem with an order, contact S2Technologies as soon as possible and provide all relevant order information. Common issues include:

- Incorrect items shipped
- Quantity discrepancies
- Damaged goods
- Delayed delivery
- Software licensing issues
- Warranty claims
- Order documentation concerns

6.2 Problem Resolution Contact

Role	Name	Phone	Email
Primary Order Support	Thearin Wendel	301-442-4551	sewpvi@cs2-gov.com

6.3 Information to Provide When Reporting an Issue

- ☐ SEWP VI tracking number
- ☐ Delivery order number
- ☐ Agency name
- ☐ Description of the issue
- ☐ Part number(s) / serial number(s)
- ☐ Quantity affected
- ☐ Photos or supporting documentation
- ☐ Customer point of contact information

What happens next: S2Technologies will review the reported issue, coordinate internally and with any applicable OEM or distributor, and work with you toward a timely resolution.

6.4 Installation, Warranty, and Support Terms

Because SEWP VI covers a broad and continually evolving range of products and services from many providers, installation, warranty, maintenance, and technical support terms are not standardized at the master contract level. These terms vary by manufacturer, product line, and service offering, and often change as vendors update their commercial practices.

For services and solutions that include installation, warranty, or support components, the specific terms — service levels, response times, and coverage periods — will be defined in S2Technologies' Technical Refresh catalog and may be negotiated at the task order level. S2Technologies will disclose applicable manufacturer or third-party warranty terms, along with any proposed support offerings, in its task order proposal response.

Questions? For installation, warranty, or support terms on a specific product or service, contact the S2Technologies SEWP VI PMO at sewpvi@s2-gov.com.

7. Fair Opportunity When Using SEWP VI Contracts

Contractors will be provided a fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), including the SEWP VI 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 VI 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 VI contract as part of a market research quote if:

1. All such items are clearly marked as not yet available on their SEWP VI 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 the no greater than the price in Attachment F SEWP VI 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 VI 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 VI Contract Holder Only Page, such as RFQs, RFIs, etc., for purposes other than proposing on SEWP VI requirements. This includes Contract Holders providing third parties with SEWP VI information and requirements for the purpose of assisting companies, that are not SEWP VI Contract Holders, with providing unsolicited proposals to meet agency requirements already posted to the NASA SEWP VI RFQ on-line quoting system.

8. About S2Technologies

S2Technologies, LLC (S2) is a trusted federal technology partner delivering innovative, secure, and mission-critical solutions to the Department of Defense and civilian agencies. With proven expertise in cybersecurity, enterprise IT operations, software engineering, systems modernization, and mission support, S2 combines technical excellence, operational agility, and a customer-first approach to solve complex government challenges. As a NASA SEWP VI prime contract holder in Categories B and C, S2 provides federal agencies streamlined access to high-quality, scalable, and cost-effective technology services and solutions. Driven by integrity, innovation, and mission success, S2 delivers technology that empowers the mission.