

NASA SEWP VI

CONSOLIDATED ORDERING GUIDE

CATEGORY B + CATEGORY C



FEDERAL ITC/AV SERVICES | CONTRACT VEHICLE INFORMATION

SHR Consulting Group, LLC is a prime contract holder under NASA Solutions for Enterprise-Wide Procurement (SEWP) VI for enterprise-wide and mission-based Information Technology, Communications and Audio/Visual (ITC/AV) services. This guide explains how authorized customers can request quotes, place orders, and obtain support.

SHR SEWP VI contracts

Contract	Category / purpose	Ordering period
80TECH26D1027	B Enterprise-Wide ITC/AV Service Solutions	Nov. 1, 2026 - Oct. 31, 2036
80TECH26D0917	C Mission-Based ITC/AV Service Solutions	Nov. 1, 2026 - Oct. 31, 2036

QUICK START / ISSUE AN RFQ

Use the NASA SEWP Quote Request Tool (QRT) for formal requests when appropriate. Select the relevant category, applicable NAICS and business-size criteria, and provide the scope, performance requirements, and instructions. SHR receives and responds to eligible QRT requests through the SEWP Contract Holder Only Page (CHOP).

Questions before issuing an RFQ? Rohan Luke Marya | luke.marya@shr.us | 703-819-1955

01 SEWP VI overview and eligible users

SEWP VI is a multi-award Government-Wide Acquisition Contract (GWAC) administered by NASA. It supports procurement of in-scope ITC/AV solutions and services by NASA, other federal agencies, and approved federal support contractors. Authorized contracting officers and designated Government ordering officials may issue delivery or task orders. A separate Delegation of Procurement Authority (DPA) is not required under SEWP VI.

Federal support-service contractors require authorization from their Government Contracting Officer. The authorization letter must be submitted to the SEWP Program Management Office (PMO) as specified in the CHUM. Orders are placed by the issuing agency, not by NASA on an agency's behalf.

02 SHR service capabilities and category alignment

SHR is a federal IT systems integrator specializing in enterprise infrastructure, cybersecurity, cloud modernization, application development, data engineering, artificial intelligence, and mission-focused technology services. The following examples describe SHR capabilities; each proposed offering must be within the awarded category scope and approved in the SEWP Database of Record before a formal RFQ quotation.

Capability	Category B: enterprise-wide example	Category C: mission-based example
Enterprise infrastructure & engineering	Shared platforms, data center and enterprise IT engineering	Mission-system infrastructure, technical engineering
Cloud migration & modernization	Agency-wide migration and operations	Mission application/platform modernization
Cybersecurity & Zero Trust	Enterprise security architecture and operations	Mission-system security engineering
Networking & telecommunications	Enterprise network transformation, integration	Mission communications and network services
ITSM, operations & help desk	Shared service desk, IT operations and ITSM	Mission-specific operations and support
Application delivery & DevSecOps	Agency-wide applications and delivery platforms	Mission application development and DevSecOps
Data, analytics & AI	Enterprise data platforms, analytics and AI enablement	Mission data engineering, analytics and AI services
Systems integration & architecture	Enterprise architecture and interoperable systems	Mission-focused systems integration
IT engineering & technical services	Cross-agency engineering support	Mission-specific engineering and technical services

Category B covers services delivering enterprise-wide ITC/AV solutions. Category C covers ITC/AV services supporting a particular mission need. Ancillary products may be included only as permitted in support of the applicable services requirement. Software development is within the scope of either category when aligned to enterprise-wide or mission-specific requirements. The agency determines the appropriate category for its requirement.

03 Fair opportunity and requesting quotations

Fair opportunity (summary of SEWP VI Attachment A, A.1.13): Contractors are provided fair opportunity at the individual-order level as appropriate under FAR Part 16, including SEWP RFQ tools. The issuing procurement office maintains documentation for the order selection; that documentation is not submitted with the order.

The ordering agency determines eligible contract holders, the category, NAICS code and business-size designation, and its selection methodology. NASA recommends the SEWP QRT; other agency-directed request methods may be used when permitted.

Suggested quotation sequence

- Define the statement of work, deliverables, period of performance, required labor skills, security requirements and evaluation factors.
- Select Category B for enterprise-wide services or Category C for mission-specific ITC/AV services; apply the appropriate business-size and NAICS criteria.
- Issue the RFI, Market Research Request (MRR), or Request for Quote (RFQ) through NASA's QRT as appropriate. For a QRT request, SHR responds through the CHOP Quote tool.
- Review compliant quotations and conduct the agency's fair opportunity and best-value determination; issue an order under the selected SHR contract number.

QRT request types: An RFI may address possible future offerings. MRR and RFQ quotations must use already-approved, properly priced contract line items (CLINs); RFQs and MRRs require the applicable SEWP verification/CLIN-list information. SHR may not quote open-market items. Quoted prices may not exceed approved SEWP prices. For QRT requests, clarification normally occurs through the CHOP Q&A/Would Quote process; direct contractor-initiated contact during an open request is restricted unless the customer initiates or expressly allows it.

04 How to place an order

1 Prepare the requirement

The authorized agency official defines the ITC/AV services, scope, place of performance, period of performance, delivery expectations, and applicable terms.

2 Solicit and evaluate

Use the SEWP QRT where appropriate, identify Category B or C, provide fair opportunity, and evaluate responsive quotations consistent with applicable acquisition rules.

3 Issue the agency order

The issuing agency sends a delivery/task order specifying SHR's correct SEWP contract number and the approved offerings. Send orders and modifications to sewporders@sewp.nasa.gov, preferably directly from the issuing agency.

4 NASA processes the order

The SEWP PMO verifies offerings and prices, processes the order, and assigns a SEWP Control Number (SCN). Except for the specific micro-purchase Government Purchase Card exception, SHR cannot start fulfillment before the SCN is issued.

5 Manage performance and changes

SHR acknowledges receipt, coordinates kickoff and delivery with the customer, and manages order-status reporting. Submit order modifications through the SEWP PMO, even if the modification does not change price.

Information to include on an order

Identification and authorizations	Requirements and administration
Agency and unique agency order number	SHR legal name and SEWP contract number
Date and authorized ordering official / contact details	SEWP CLINs, descriptions, quantities and prices
Issuing/ordering agency names, if different	Order total and appropriations/accounting data
Billing/invoice address and delivery location	Period of performance and required terms/SOW

Category C order limitations

NASA SEWP VI Category C restricts the total value of each order, inclusive of options, to \$2 million in the first contract performance year and \$10 million in the second year. The CHUM states these restrictions are subject to removal beginning in the third year; removal is not automatic. The NASA SEWP PMO verifies applicable contract-level thresholds during order processing. Category B and C awards each state a \$20 billion not-to-exceed contract ceiling; this is not committed funding.

05 Pricing, SEWP fee and payment

SHR prepares requirement-specific quotations using available and approved SEWP contract offerings, identifies the applicable quotation validity period, and honors orders submitted within that period. Labor categories, service offerings and associated rates must be accepted into NASA's SEWP Database of Record before inclusion in RFQ/MRR quotations. Pricing must meet contract requirements and any applicable order-level negotiations.

The NASA SEWP administrative handling fee is currently 0.34% and is included within the quoted prices of all applicable items and services, including labor, travel and other direct costs. In accordance with SEWP VI, the fee is not separately listed or added as a separate line item to the Government quote or order. The applicable published SEWP rate controls if changed.

SEWP requires contract holders to support payment by Electronic Funds Transfer (EFT) and authorized Government Purchase Cards (GPCs), subject to the contract and Government payment requirements. Customers should contact SHR's Contract Manager to coordinate payment method, billing details, and any authorized, disclosed card-processing terms before placing an order. Government orders establish applicable billing and payment conditions.

06 Installation, warranty and technical support

Installation and implementation: SHR coordinates installation, configuration, integration, transition and implementation activities when included within the applicable task or delivery order.

Basic warranty and third-party products: When authorized ancillary hardware, software or third-party solutions are provided, manufacturer/provider warranty and licensing terms apply as specified in the order. SHR coordinates warranty inquiries and works with the responsible provider.

Extended warranty and maintenance: Extended coverage, maintenance and software support are provided only to the extent included in authorized SEWP offerings and the applicable delivery order.

Technical and software support: SHR provides troubleshooting, maintenance and operations assistance according to the applicable statement of work, service levels and order commitments.

07 Order issues and escalation

For a problematic order, missing deliverable, installation concern, warranty question, invoice issue or request for support, contact Gretchen Byrne first. Please provide the agency order number, SEWP contract number, SCN (if assigned), description of the issue, any relevant dates and the preferred return contact. SHR coordinates with its delivery team, subcontractors and providers; unresolved issues are escalated to SHR's Program Manager. Contractual service commitments are those stated in the order.

SHR contacts

Role	Name / title	Email / telephone
Program Manager; sales / RFQs	Rohan Luke Marya President	luke.marya@shr.us 703-819-1955
Deputy Program Manager	James Teller BDE	james.teller@shr.us 540-229-2852
Contract Manager; order / post-delivery support	Gretchen Byrne Contract Manager	gretchen.byrne@shr.us 703-298-4963

SHR support hours: Monday-Friday, 9:00 a.m.-5:00 p.m. Eastern Time, excluding federal holidays. Any extended coverage is governed by the applicable delivery order.

08 About SHR and official resources

SHR Consulting Group, LLC is a federal IT systems integrator supporting defense and civilian agencies. SHR applies engineering, cybersecurity, software delivery and operations capabilities to modernize and sustain mission-critical technology environments. SHR identifies as a Small Business (SB) and Small Disadvantaged Business (SDB).

Corporate qualifications: ISO 9001; ISO/IEC 20000-1; ISO/IEC 27001; CMMI Development Maturity Level 3; CMMI Services Maturity Level 3; and CMMC Level 2.

SHR contract holder information

Legal contractor / identifiers	Office / contact
SHR Consulting Group, LLC UEI: R2QCGJ5HH4F7 CAGE: 6MJL9 Master Bid NAICS: 541511	5285 Shawnee Road, Suite 575K Alexandria, VA 22312 www.shrgroupllc.com

NASA SEWP program: www.sewp.nasa.gov

NASA SEWP customer help desk: help@sewp.nasa.gov

Orders and modifications to SEWP PMO: sewporders@sewp.nasa.gov

SEWP Contract Holder procedural support: chhelp@sewp.nasa.gov