

SEWP VI Ordering Guide

Category C: ITC/AV Mission-Based Services

NASA SEWP VI



Solutions for
Enterprise-
Wide
Procurement

Contract Holder

SEWP OVERVIEW

About NASA SEWP

NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup," provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services to all federal agencies and their approved contractors. Created in 1993, SEWP was the first Government-Wide Acquisition Contract (GWAC) in federal acquisition, and it has continually expanded its scope over more than 30 years to meet its customers' needs.

The program is self-funded through a 0.34% fee built into Contract Holder pricing, and it supports federal agencies with more than 50,000 orders a year.

FAIR OPPORTUNITY

How Orders Are Competed

FAR 16.505(b)(1) requires that each Contract Holder on a multiple-award contract be given a fair opportunity to be considered for each order exceeding the micro-purchase threshold. The method is at the Contracting Officer's (CO's) discretion, and the CO documents the rationale for placement and price of each order.

The SEWP online Quote Request Tool (QRT) is the recommended method. It automatically includes every Contract Holder in the selected category, or a suggested source, and supports the required decision documentation.

The full Fair Opportunity clause from DEFTEC's contract (A.1.13) is posted at deftec.com/sewpvi.

ABOUT DEFTEC

DEFTEC Corporation is a woman-owned small business headquartered in Huntsville, Alabama, delivering mission-focused IT, cybersecurity, and program management services to defense and federal civilian customers. DEFTEC is ISO 9001:2015 certified and holds a NASA SEWP VI Category C contract.

Visit our SEWP page: www.deftec.com/sewpvi

CATEGORY C CONTRACT

80TECH26D1537

Ordering period: Nov 1, 2026 to Oct 31, 2036

MAIN OFFICE

200 West Side Square, Suite 410
Huntsville, AL 35801

UEI: GP28Z9MYU8T6 · CAGE: 6TYK3

SEWP VI PROGRAM SUPPORT

Quotes, order issues, and post-award support

Ryan Beardsley

SEWP Program Manager
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(442) 222-4585

Linda Harris

SEWP Deputy Program Manager
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(407) 497-9133

Drew Ehrich

Contracts Manager
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(619) 504-0087

SEWP Team Inbox

sewp@deftec.com

NASA SEWP HELPLINE

help@sewp.nasa.gov
(301) 286-1478

SEWP PMO hours: Mon to Fri, 7:30 AM to 6 PM (ET)

www.sewp.nasa.gov

SCOPE

What's in Scope for SEWP VI

To confirm a requirement is in scope, send an overview or bill of materials (BOM) to help@sewp.nasa.gov for review by the SEWP Program Management Office (PMO).

DEFTEC AWARD · CATEGORY C
ITC/AV Mission-Based Services

DEFTEC Category C Services

Category C delivers mission- and program-level ITC/AV services that improve and enhance an agency's ITC/AV infrastructure. Ancillary products are included only in support of a services requirement. Through our Category C contract, DEFTEC provides:

- | | |
|--|--|
| • Custom computer programming and application services | • Telecommunications services, including network operations |
| • ITC/AV engineering, design, and integration | • Data processing and analysis |
| • Hosting and related services | • ITC/AV and network operations and computer facilities management |
| • ITC/AV management services, including end-user and help desk support | • ITC/AV consulting, training, and education |
| • Digital government services | • Cybersecurity and security systems services |

Business Size

DEFTEC is a small business under all NAICS codes on our SEWP VI contract, including 541330, 541511, 541512, 541513, 541519, 541611, 541613, 541618, 541690, 541715, 541990, and 611710.

TEAMING PARTNERS

DEFTEC leads every SEWP VI task order as the prime, with subcontract partners Brevard Achievement Center (BAC), GD Resources (GDR), CyberWerx LLC, Lavery Cyber, and Metronome LLC extending the team in managed IT, cybersecurity, service desk, PMO support, and DevSecOps. Partner details are at www.deftec.com/sewpvi. Need a capability not listed? Contact sewp@deftec.com.

QUOTES

How to Get a Quote

Federal agencies and SEWP-approved support contractors request quotes through the SEWP Quote Request Tool at www.sewp.nasa.gov by selecting Category C. DEFTEC responds through the SEWP system, and every DEFTEC quote:

- States how long the quote is valid, and DEFTEC honors any order placed within that period
- Includes only items on our SEWP contract, priced at or below the contract price
- Builds the 0.34% SEWP fee into our prices rather than listing it as a separate line

For market research, capability questions, or help framing a requirement, contact our SEWP team:

Contact	Role	Phone	Email
SEWP Team Inbox	All quote, capability, and market research inquiries	Email only	sewp@deftec.com
Ryan Beardsley	SEWP Program Manager	(442) 222-4585	ryan.beardsley@deftec.com
Linda Harris	SEWP Deputy Program Manager	(407) 497-9133	linda.harris@deftec.com
Drew Ehrich	Contracts Manager	(619) 504-0087	drew.ehrich@deftec.com

Once an RFQ is open, please ask questions through the Quote Request Tool's Q&A feature.

ORDERING

Ordering Process

The internal ordering process varies by agency. The issuing agency, not the SEWP PMO, defines the process and forms for Purchase Requests (PR) and Delivery Orders (DO). The typical process:

- 1 The end user determines the requirement and generates a PR.
- 2 The PR and funding information go to the agency's procurement office, which issues the DO. Any valid federal agency DO form and DO number may be used.
- 3 The DO goes to the SEWP PMO at sewporders@sewp.nasa.gov or fax (301) 286-0317. The PMO reviews, processes, and tracks the order, assigns a SEWP Control Number (SCN), and forwards it to DEFTEC.
- 4 DEFTEC acknowledges the order and begins work only after the SCN is assigned.

The SEWP PMO does not issue DOs and requires no intermediary procurement office. The issuing CO applies any agency-specific ordering rules, and order modifications also route through the SEWP PMO.

Payment

DEFTEC accepts EFT and Government Purchase Card payment on any order. Purchase card payments carry a 3.75% surcharge, quoted as its own line (PURCHASECARD-Z) and never added after a quote is issued.

Post-Award Support

Kickoff: Within 5 business days of the SCN, your DEFTEC Task Order Program Manager contacts your CO and COR to schedule kickoff and confirm deliverables, staffing, and security requirements.

Quality: Every task order runs under our ISO 9001:2015 quality management system, with one named Task Order Program Manager.

Installation and integration: DEFTEC performs it as the prime, accepted per the order's terms.

Warranty: Services are warranted per the task order's terms. Ancillary products carry the manufacturer's warranty, passed through; extended warranty only when quoted.

Technical and software support: As specified in the task order's PWS; ancillary software support passes through per license terms.

Order status: Updated in the SEWP system within two business days of any change.

TROUBLESHOOTING

Order Issues and Escalation

Level	Contact	Use for	Response target
1	Your Task Order Program Manager (named at kickoff), or sewp@deftec.com	Performance, deliverables, staffing	1 business day
2	Drew Ehrich , Contracts Manager (619) 504-0087 drew.ehrich@deftec.com	Mods, invoicing, SCN or order status, or Level 1 unresolved after 2 business days	1 business day
3	Ryan Beardsley , SEWP Program Manager (442) 222-4585 ryan.beardsley@deftec.com	Level 2 unresolved, or any concern about SEWP procedures	Same business day
4	Linda Harris , SEWP Deputy Program Manager and Chief Executive Officer (407) 497-9133 linda.harris@deftec.com	Executive escalation	Same business day

You can also contact the NASA SEWP Program Office at any time at (301) 286-1478 or help@sewp.nasa.gov.