Tuba Group SEWP VI Contractor Ordering Guide

This guide helps federal customers request quotes, place service orders, and resolve support or order issues under Tuba Group's NASA SEWP VI contract. The terms of the awarded delivery order and applicable SEWP contract control each purchase.

Contract holder	SEWP VI contract	Category and vehicle	Contract period
Tuba Group, Inc.	80TECH26D0186	Category C | GWAC	November 1, 2026 – October 31, 2036

Contract and service overview

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. 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.

Tuba Group supports federal customers with mission based information technology, communications, and audiovisual services within the scope of its Category C contract. Available services, labor, deliverables, periods of performance, and prices are identified in an individual quote and authorized order. This guide does not serve as a catalog or price list. SEWP VI complies with FAR 16.505; orders over $10,000 require fair opportunity.

How to request a quote

Use the NASA SEWP Quote Request Tool (QRT) to request a quote and provide fair opportunity as applicable. Customers may also contact Tuba Group for service information or market research. Send the service requirements and requested response date to:

Program Manager: Mickey Williams, mwilliams@tubagroup.com and
Deputy Program Manager: Hervey Tuba, htuba@tubagroup.com
Orders and order modifications must be submitted through the NASA SWEP Program Office.

How to place an order

The ordering agency evaluates responses and issues its delivery order under its procurement procedures. To reduce processing delays, the order should include the following information, as applicable:

- Unique order number and date; issuing and ordering agency; authorized ordering official's name, phone, and email; signature when required.
- Tuba Group's name and SEWP VI contract number; quoted SEWP CLINs, descriptions, quantities, line item prices, and total.
- Funding data; billing and delivery or place of performance information; service period of performance; statement of work and agreed terms.

Submit the order and subsequent modifications to the NASA SEWP Program Management Office at sewporders@sewp.nasa.gov for processing. Tuba Group will begin fulfillment only after the SEWP Program Management Office assigns a SEWP Control Number. Changes to scope, funding, or period of performance require an authorized order modification.

Tuba Group contacts

Role and contact	Email	Telephone
Program Manager Mickey Williams	mwilliams@tubagroup.com	703-417-9410
Deputy Program Manager Hervey Tuba	htuba@tubagroup.com	703-417-9410
General, sales and technical support Christina Paul	cpaul@tubagroup.com	703-417-9410

How to Order from Tuba Group

SEWP VI orders are competed and processed through NASA SEWP in accordance with the ordering agency's acquisition strategy and the SEWP procedures applicable to the request.

1. Define the requirement	Identify the required services, period of performance, deliverables, place of performance, security/access needs, labor mix, and any applicable service levels or outcomes.
2. Request a quote	Issue the requirement through the NASA SEWP Quote Request Tool (QRT) or another SEWP-authorized process. For Tuba Group quote coordination, contact our PM or DPM.
3. Tuba Group prepares the response	Tuba Group will map the requirement to appropriate in-scope service labor categories/CLINs, confirm pricing and period of performance, identify assumptions, and provide required quote documentation.
4. Agency evaluates and selects	The ordering agency evaluates responses in accordance with its stated factors, fair opportunity requirements, and best-value approach.
5. Submit the order through SEWP	The customer or Contract Holder submits the order to the SEWP Program Management Office for processing. Tuba Group begins fulfillment only after the order is processed and assigned a SEWP Control Number (SCN).
6. Perform and manage the order	Contract acknowledges and receives delivery order.

Service delivery and post delivery support

Tuba Group primarily provides services. Installation, warranty, and software support apply only when expressly included in the quote and authorized order, or when an applicable product or third party agreement provides them. The order identifies the service scope, deliverables, acceptance criteria, support period, and any response or correction obligations.

Basic and extended warranty

Service deliverables are reviewed and any deficiencies handled under the acceptance, inspection, and correction terms of the applicable order and contract. A separate product warranty is not automatically included with a services order. If an order includes hardware, software, or a third party product, its manufacturer or publisher warranty terms will be identified in the quote or accompanying documentation. Extended warranty or maintenance is available only if separately quoted.

Technical and software support

For services delivered by Tuba Group, direct support requests to sewpsupport@tubagroup.com or 703-417-9410. Include the agency, order number, SEWP Control Number if available, affected service or deliverable, issue description, impact, and a point of contact. Tuba Group will acknowledge the request, route it to the responsible project team, and coordinate investigation and resolution under the order's support terms.

Order problems and escalation

For order issues such as incorrect pricing, delays, delivery discrepancies, acceptance, or invoicing, contact Mickey Williams at mwilliams@tubagroup.com or Hervey Tuba at htuba@tubagroup.com, 703-417-9410. Only the authorized Government ordering official may direct changes to an order.

How to contact SEWP PMO

SEWP PMO Hours: Mon - Fri, 7:30 AM – 6:00 PM (ET)
Email: help@sewp.nasa.gov
Customer Help Desk: 301-286-1478
Website: www.sewp.nasa.gov

