NASA SEWP VI Ordering Guide

Solutions for Enterprise-Wide Procurement

Category A · 80TECH26D1819
Category B · 80TECH26D1053
Category C · 80TECH26D0922

Ordering Period: November 1, 2026 – October 31, 2036
Issued October 2026

True Zero Technologies · Veteran-Owned Small Business
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1. SEWP Overview

The NASA Solutions for Enterprise-Wide Procurement (SEWP, pronounced “soup”) program provides the latest Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services for all Federal Agencies and their approved contractors. SEWP VI is a multiple-award Government-Wide Acquisition Contract (GWAC) offering a streamlined, pre-competed path from acquisition planning through implementation and sustained operations. The program is self-funded through a usage fee of 0.34% and supports more than 50,000 orders each year.

True Zero Technologies is a veteran-owned small business focused on secure, mission-ready technology, and is a SEWP VI awardee in all three categories. That three-category award creates a single procurement pathway for requirements spanning technology products, enterprise transformation, and ongoing mission support.

CATEGORY A CONTRACT	**80TECH26D1819**	CONTRACT TYPE	**GWAC (IDIQ)**
CATEGORY B CONTRACT	**80TECH26D1053**	ORDERING PERIOD	**Nov 1, 2026 – Oct 31, 2036**
CATEGORY C CONTRACT	**80TECH26D0922**	MAXIMUM VALUE	**$20 billion per contract**
SEWP SURCHARGE	**0.34%**	BUSINESS DESIGNATION	**Veteran-Owned Small Business**
UEI	**T7FZY7L6JRX6**	CAGE CODE	**8CXQ5**

True Zero’s SEWP Contract Holder detail page: sewp.nasa.gov/sewpvi/sewppublic/contractholders#/detail/329 (active once True Zero is fully onboarded following the SEWP VI website launch).

2. Fair Opportunity

Contractors are provided a fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), including through the SEWP RFQ tools. No documentation for the order selection is required to be submitted with the order; all such documentation is maintained by the issuing procurement office.

True Zero Technologies shall not market, quote, or otherwise offer for sale any IT solution under its SEWP VI contracts until that solution is included in the SEWP database of record and available to all Government end-users.

Requests for Information and Market Research

If the Government issues a Request for Information (RFI) as part of market research, True Zero may provide items not yet listed on its SEWP contract as part of a market research quote, provided that all such items are clearly marked as not yet available on the SEWP contract, and that True Zero submits a

technology refreshment request to add those products to the contract.

Requests for Quote and Market Research Requests

If the Government issues a Request for Quote (RFQ) or a Market Research Request (MRR), True Zero may respond only with items available on its contract, and the price of each item shall be no greater than the price in the SEWP database of record at the time the quote is issued. If True Zero has insufficient items on contract to fully respond to a Formal RFQ, True Zero will respond with a No Bid. Unless the RFQ specifically allows partial quotes, responses will fully address all requirements specified in the RFQ.

Quote Validity

When submitting a quote to a government end-user, True Zero clearly states the length of time the quote is valid, and honors any order submitted within that stated time period.

True Zero Technologies does not use Government information posted on the NASA SEWP Contract Holder Only Page (such as RFQs and RFIs) for any purpose other than proposing on SEWP requirements, and does not provide such information or requirements to third parties.

3. Contact Information

True Zero Technologies

SEWP PROGRAM MANAGER	SEWP DEPUTY PROGRAM MANAGER	QUOTES, SUPPORT & TROUBLESHOOTING
Brittany Banks-Wyrick bbankswyrick@truezerotech.com (240) 806-8788	Tiffany Roth troth@truezerotech.com (717) 729-5361	sewp6@truezerotech.com (703) 225-3453

Office: 11325 Random Hills Road, Suite 360, Fairfax, VA 22030. Order status, troubleshooting, and problem resolution are handled through sewp6@truezerotech.com and the main line above.

NASA SEWP Program Management Office

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**

4. What's in Scope for SEWP VI

SEWP VI covers information technology, communications, and audiovisual offerings that support modernization and mission delivery. Traditional ITC/AV product solutions sit primarily in Category A, with a full suite of ITC/AV services in Categories B and C. Agencies may acquire hardware, software, cloud-based solutions, cybersecurity technologies, systems integration, installation, product training, maintenance and warranty support, engineering, consulting, managed services, and other in-scope IT services.

Category A — IT Solutions 80TECH26D1819	Category B — Enterprise-wide IT Service Solutions 80TECH26D1053	Category C — IT Mission-Based Services 80TECH26D0922
Product-based ITC/AV solutions and directly related services.	Large-scale services spanning multiple locations, departments, or user communities.	Focused technical services tied to a defined agency or program mission.
• Software and cloud technology • Security technologies and tools • Computer, storage and networking solutions • Product integration and installation • Maintenance, warranty, training and product support	• Enterprise cybersecurity and Zero Trust • Cloud security and modernization • Managed and shared IT services • Enterprise service management and integration • Data analytics, AI and machine learning • Application and platform services • Infrastructure and network optimization	• Security engineering and architecture • Cyber operations and threat intelligence • Penetration testing and information assurance • Cloud engineering and security • Software and application services • Data engineering, analytics and AI • IT operations, technical support and training

Any quote is limited to offerings available under the applicable True Zero SEWP VI contract and catalog at the time of quotation. NAICS codes are defined at the order level, and any valid in-scope NAICS code may be used.

Technology and Delivery Capabilities

- Security engineering and architecture; cyber operations; cyber threat intelligence; penetration testing; and information assurance.
- Managed services, cloud security, emerging technology adoption, and AI and machine learning.
- AWS, Google Cloud, and Microsoft Azure services.
- Implementation and managed services involving platforms such as Tanium, Splunk, Cribl, Zscaler, Elastic, CrowdStrike and ServiceNow.

5. Ordering Process

Step 1 — Confirm Scope

If a requirement is within the scope of SEWP, agencies may proceed directly to a quote request. If there is uncertainty about scope, requirements may be sent to help@sewp.nasa.gov for review, or to True Zero at sewp6@truezerotech.com for pre-quote assistance at no cost.

Step 2 — Submit a Request for Quote

The recommended method is the NASA SEWP online Quote Request Tool (QRT), available at sewp.nasa.gov. The QRT, Market Research Tool, and simplified RFI tool may be used to request availability and pricing information from Contract Holders, and assist in providing and documenting Fair Opportunity. True Zero Technologies monitors the QRT and responds to all applicable RFQs, RFIs, and MRRs.

Step 3 — Receive the Quote

True Zero returns a quote through the QRT together with a Verification File, which the SEWP Program Office checks automatically against the SEWP database during the quote submission process. The quote states the period for which it is valid.

Step 4 — Place the Order

Once True Zero Technologies is selected, the ordering Contracting Officer issues the delivery order or task order and submits it to the NASA SEWP Program Management Office:

- Email PDF or image files to: sewporders@sewp.nasa.gov
- Fax orders and completed forms to: (301) 286-0317
- Orders received by True Zero Technologies directly will be forwarded to the SEWP PMO.
- SEWP VI supports firm-fixed-price, time-and-materials, labor-hour, fixed-price award fee, fixed-price incentive fee, and fixed-price economic price adjustment orders, or any hybrid of commercial contract types.
- All three SEWP VI categories allow for any form of small business set-aside at the order level.
- Accepted payment methods: ACH (Electronic Funds Transfer) and credit card.

Under normal circumstances an order sent to the SEWP PMO is logged and routed to the designated Contract Holder within one business day of receipt.

Step 5 — Delivery and Performance

Delivery is FOB Destination unless otherwise stated on the quote or order. True Zero Technologies maintains current delivery and performance status in the SEWP system and provides updates upon request. If a delivery date changes, True Zero notifies the customer promptly with a revised date and cause. For services ordered under Categories B and C, start of performance and milestones are established in the applicable task order.

6. Warranty, Service Levels and Maintenance

Hardware and software products include the manufacturer's or publisher's standard commercial warranty, consistent with the terms in effect at time of order. Extended warranties and maintenance offerings are available upon request and quoted at the order level.

Warranty claims are administered in coordination with the manufacturer or publisher. True Zero Technologies serves as the customer's point of contact for initiating and tracking warranty service, license management, and compatibility questions related to SEWP VI purchases.

For services ordered under Categories B and C, performance standards, service levels, and any warranty of workmanship are established in the applicable task order, SOW, or PWS.

7. Order Issues, Returns and Problem Resolution

True Zero Technologies is committed to resolving any issue with an existing order as quickly as possible. Customers may raise issues with the SEWP Program Manager, the Deputy Program Manager, or contact sewp6@truezerotech.com.

- **Returns / RMA:** Customers should contact True Zero to request a Return Material Authorization (RMA). Return requests should generally be submitted within 30 days of delivery and are subject to applicable OEM or distributor return terms. Any restocking fees will be disclosed to the customer in advance and will not be applied without customer acknowledgment.
- **Damaged or Incorrect Shipments:** Customers should notify True Zero promptly upon discovery. True Zero will coordinate with the OEM or distributor to arrange replacement, correction, or return of the affected item at no additional cost to the customer when the damage or error is attributable to fulfillment.
- Unresolved issues may be escalated to the NASA SEWP Program Office at help@sewp.nasa.gov or (301) 286-1478.

8. Contract Access Fee

The SEWP contract access fee of 0.34% is included in the price of all items and is not shown separately on quotes or orders. It is the Contract Holder's responsibility to remit the fee from quoted prices.

9. Additional Resources

- NASA SEWP Program Office: www.sewp.nasa.gov
- NASA SEWP VI program and onboarding page: www.sewp.nasa.gov/sewpvi/
- NASA award release: nasa.gov/news-release/nasa-awards-solutions-for-federal-enterprise-procurement-contracts
- True Zero Technologies award announcement: truezerotech.com/blog-post/true-zero-technologies-awarded-spot-on-nasas-sewp-vi-governmentwide-acquisition-contract

- True Zero Technologies SEWP VI page: www.truezerotech.com/nasa-sewp-vi

This guide is intended to assist ordering activities and does not modify the terms and conditions of the SEWP VI contracts, the Statement of Work, the Contract Holder User Manual (CHUM), the FAR, or agency-specific procurement policies. In the event of any inconsistency, the applicable contract documents and governing regulations shall prevail.

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