

NASA SEWP VI ORDERING GUIDE

Excel Technologies, LLC, doing business as AetherForge

CATEGORY C

ITC/AV Mission-Based Services

Contract No. 80TECH26D0763

Woman-Owned Small Business | NAICS 541512

Cybersecurity • Resilience • Responsible SI

Ordering period: November 1, 2026 through October 31, 2036

Version 1.0 | October 14, 2026



Contract at a Glance

This guide provides Federal customers and their authorized support-service contractors with practical information for obtaining quotes, placing orders, and receiving support under AetherForge’s NASA SEWP VI Category C contract.

Field	Information
Contract holder	Excel Technologies, LLC, doing business as AetherForge
Contract number	8oTECH26Do763
SEWP VI category	Category C, Group C1 Small Business Set-Aside
Scope	ITC/AV Mission-Based Services
NAICS	541512
Business status	Woman-Owned Small Business
Contract type	Government-Wide Acquisition Contract
Ordering period	November 1, 2026 through October 31, 2036
Agency administrative handling fee	0.34% of the total order value
Program Manager	Debra Yamanaka 703-246-9002 dyamanaka@aetherforge.tech
Deputy Program Manager	Karen Moon 703-246-9002 kmoon@aetherforge.tech
Company address	607 Herndon Parkway, Suite 200, Herndon, Virginia 20170
Company website	www.aetherforge.tech

Email is the most efficient way to reach the AetherForge SEWP VI program team.

About NASA SEWP VI

NASA Solutions for Enterprise-Wide Procurement, pronounced “soup,” is a Government-Wide Acquisition Contract that enables Federal agencies and approved contractors to acquire Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services. NASA’s SEWP Program Management Office supports the acquisition process, processes and tracks orders, and maintains the SEWP database of record.

About AetherForge

AetherForge is a Woman-Owned Small Business operating at the intersection of cybersecurity, organizational resilience, and responsible Super Intelligence (SI). Through SEWP VI Category C, AetherForge provides mission- and program-level ITC/AV services designed around defined agency outcomes, secure implementation, and sustainable operations.

Human-centered by design. Resilience-focused by necessity.

Category C: Mission-Based Services

Category C supports customized mission- and program-level services that improve and enhance ITC/AV infrastructure. Services may be performed at Government or Contractor locations worldwide, as specified in each order. Product-only requirements are not in scope for Category C. Category C order thresholds are \$2 million per order, inclusive of options, during the first year of contract performance and \$10 million per order during the second year. The contract permits consideration of removing these restrictions beginning in the third year.

Representative Service Areas

Innovation Services	Mission-specific modernization, continuous improvement, prototyping, and implementation.
Information and Data Analytics	Data science, modeling, advanced analytics, SI, machine learning, and data solutions.
Application Services and Software Development	Assessment, planning, design, development, testing, integration, deployment, administration, maintenance, operations, and documentation.
Cybersecurity Services	Cyber standards, architecture, engineering, risk management, monitoring, incident response, vulnerability management, privacy, and posture assessment.
Cloud Services	Application integration services, cloud governance, security, compliance, migration, integration, hosting, and X as a service (XaaS) support.
Digital Multimedia and Technical Communications	Mission level television and broadcasting service, mission websites, digital communications, audiovisual support, publishing, and multimedia services.
IT Operations, Maintenance, and Help Desk	System operations, infrastructure management, configuration, support, release installation, service desk, and continual improvement.
Network and Database Services	Mission network operations and database administration, security, monitoring, and optimization.
In-Scope Training	Technology, system, application, product, workforce, and knowledge-transfer training.
Program Management and Ancillary Support	Order-integral program integration, transition, logistics, security, and supporting ITC/AV products or minor alterations.

How to Obtain a Quote

1

Define the requirement

Document the mission need, expected outcomes, performance period, applicable security and accessibility requirements, evaluation approach, and any agency-specific terms.

2

Select the appropriate vehicle scope
Confirm that the requirement is a Category C mission- or program-level ITC/AV service. NASA SEWP can provide a scope review when needed.

3

Issue the request
Use the NASA SEWP Quote Request Tool to issue an RFI, MRR, or RFQ to eligible contract holders.

4

Receive and evaluate responses
Apply the evaluation criteria stated in the request and maintain the agency's fair-opportunity and selection documentation.

5

Issue the order
The agency Contracting Officer issues the delivery order or task order using an authorized agency order form.

6

Route the order through SEWP
Send the order, including credit-card orders and modifications, to the NASA SEWP PMO for processing and validation before performance begins.

AetherForge Quote Support

For assistance shaping a SEWP VI request or obtaining an AetherForge quote, contact the AetherForge SEWP VI Program Manager or Deputy Program Manager listed in this guide. Quotes will state their validity period and identify applicable order-level assumptions, terms, and support arrangements.

Preparing the Order

Agency procedures for purchase requests and delivery orders vary. The issuing agency is responsible for complying with its own acquisition policies and including the information needed for NASA SEWP processing.

✓

Date of order

✓

Signature of the authorized Government ordering official

✓

Name of the Contracting Officer for the order

✓

Credit-card holder name, when applicable

✓

Name and telephone number of the authorized Government ordering official

✓

Issuing agency and ordering agency, if different

✓

Unique agency order number

✓	Excel Technologies, LLC d/b/a AetherForge and contract number 80TECH26D0763
✓	Appropriation and accounting data
✓	Billing and invoice address
✓	Performance or shipping location, as applicable
✓	SEWP VI contract line item numbers and descriptions
✓	Total order amount
✓	Statement of work, performance work statement, or other mutually agreed order terms
✓	Period of performance, including options
✓	Applicable security, accessibility, data, transition, acceptance, and reporting requirements

Order Types and Order-Level Terms

SEWP VI permits multiple commercial order types, including firm-fixed-price, time-and-materials, labor-hour, fixed-price award-fee, fixed-price incentive-fee, fixed-price economic-price-adjustment, and hybrid orders. The ordering Contracting Officer is responsible for including the clauses appropriate to the selected order type. Additional order-level terms must be identified in writing and remain subject to the SEWP VI contract's order of precedence.

Fair Opportunity and Quoting Rules

AetherForge participates in fair opportunity at the individual-order level in accordance with FAR 16.505(b) and the SEWP VI contract. The issuing procurement office maintains the documentation supporting its order selection. The NASA SEWP Quote Request Tool is the recommended mechanism for requesting and receiving information and quotes.

The full text of the Fair Opportunity Clause in the NASA SEWP contract is below:

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

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

Practical Rules for Requests and Quotes

Topic	Rule
Formal RFQs and MRRs	AetherForge may quote only offerings that are available on its SEWP VI contract and must not exceed the applicable price in the SEWP database of record when the quote is issued.
RFIs used for market research	Offerings not yet on contract may be identified only when clearly marked as unavailable under the contract and accompanied by the required technology-refreshment action.
Complete responses	Unless the request permits partial quotes, AetherForge must respond to all stated requirements or submit a no-bid.
Quote validity	Every AetherForge quote will state the period for which it remains valid, and AetherForge will honor an order submitted within that period.
SEWP request information	Information posted to the Contract Holder Only Page may be used only for legitimate SEWP proposal and order activities and may not be disclosed or repurposed improperly.
Order validation	AetherForge will not begin processing or fulfilling an order until the NASA SEWP PMO has processed and validated it.

Administrative Handling Fee

NASA applies an agency administrative handling fee of 0.34% of the total delivery-order value. The fee is already included in pricing and is not separately added or invoiced later.

Service Delivery Policies and Procedures

Because AetherForge holds a Category C services contract, these procedures focus on service startup, implementation, acceptance, warranty, support, and problem resolution. The applicable order controls whenever it establishes a different or more specific requirement.

Service Start-Up and Onboarding

After receipt of a validated order from the NASA SEWP PMO, AetherForge coordinates the anticipated start date with the Government point of contact. Personnel in-processing, security and badging, access provisioning, and order-specific onboarding begin in accordance with the approved transition or project plan.

Third-Party Products and Platforms

Installation or configuration involving third-party software, cloud services, equipment, or platforms is performed in accordance with the applicable order and the manufacturer, publisher, or service-provider requirements identified in the quote.

Basic Service Warranty

AetherForge warrants that services will conform to the applicable order requirements and professional standards stated in the order. Nonconforming work will be corrected or reperformed in accordance with the contract and the order's inspection, acceptance, and remedy provisions.

Technical Support

Technical support is provided through the delivery team assigned to the order and managed through the designated program or project lead. Support requests are handled through the order's communication and issue-management process and tracked and reported as required by the order.

Support Hours and Response

Unless an order specifies otherwise, standard business support is available from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday, excluding Federal holidays. Extended, on-call, or continuous coverage may be provided when required by the order and included in the quote.

Implementation, Installation, and Transition

When an order includes installation, implementation, configuration, integration, migration, deployment, or transition activities, AetherForge performs them in accordance with the order, statement of work, or performance work statement. Site prerequisites, Government and contractor responsibilities, access requirements, schedule, security controls, acceptance criteria, testing, documentation, training, and operational transition are coordinated and documented at the order level.

Service Acceptance

Services, deliverables, and implementation activities are reviewed and accepted using the criteria in the applicable order. Identified deficiencies are addressed through the order's quality-assurance, correction, and issue-resolution procedures.

Extended Warranty and Optional Periods

Warranty, maintenance, and sustainment obligations apply as specified in the applicable order and any exercised option. Third-party support remains subject to the manufacturer, publisher, or provider terms identified in the quotation.

Software Support and Maintenance

For software AetherForge develops or maintains under an order, support may include defect correction, configuration management, release management, and version control when included in the order. Third-party commercial software support is governed by the applicable license and maintenance terms stated in the quote.

Customer Support and Escalation

AetherForge aims to resolve concerns at the delivery level whenever possible while providing a clear path for contractual, delivery-quality, and executive escalation.

Level	Contact	Use For	Contact Information
1. Delivery-level support	Assigned project or task-order manager	Day-to-day performance, deliverables, schedule, technical support, and issue tracking	As identified in the order or post-award kickoff materials
2. Order and program support	Karen Moon, SEWP VI Deputy Program Manager	Quote questions, order administration, or an unresolved delivery concern	703-246-9002 kmoon@aetherforge.tech
3. Delivery-quality escalation	Val Collins, Chief Delivery Officer	Material delivery-quality or customer-care concern	703-246-9002 vcollins@aetherforge.tech
4. Executive or contractual escalation	Debra Yamanaka, SEWP VI Program Manager	Unresolved order, contractual, or executive-level concern	703-246-9002 dyamanaka@aetherforge.tech
5. NASA SEWP assistance	NASA SEWP Program Management Office	SEWP scope, process, or program assistance	301-286-1478 help@sewp.nasa.gov

Troubleshooting a Problematic Order

- Raise the concern first through the assigned delivery lead and provide the order number, affected requirement, relevant dates, and desired resolution.
- If the issue is not resolved through the project team, contact the Deputy Program Manager for order-level coordination.
- Escalate material delivery-quality concerns to the Chief Delivery Officer and unresolved contractual or executive concerns to the Program Manager.
- Contact the NASA SEWP PMO directly when the matter concerns SEWP processing, scope, or program administration.

Post-Delivery Support

At order completion, AetherForge performs the closeout, knowledge-transfer, documentation, transition, and final reporting activities required by the order. Continuing support, maintenance, or sustainment is available only when included in the order or a valid option or modification.

NASA SEWP VI and AetherForge Contacts

AetherForge SEWP VI Program Office

Role	Name	Telephone	Email
Program Manager	Debra Yamanaka	703-246-9002	dyamanaka@aetherforge.tech
Deputy Program Manager	Karen Moon	703-246-9002	kmoon@aetherforge.tech
Chief Delivery Officer	Val Collins	703-246-9002	vcollins@aetherforge.tech

NASA SEWP Program Support

NASA SEWP Helpline
Telephone: 301-286-1478
Email: help@sewp.nasa.gov
Hours: Monday through Friday, 7:30 a.m. to 6:00 p.m. Eastern Time
Website: www.sewp.nasa.gov

Scope Review

Customers may send an overview of the requirement and, when applicable, a bill of materials to help@sewp.nasa.gov for a NASA SEWP scope review.

Document Control

Document	AetherForge NASA SEWP VI Ordering Guide
Version	1.0
Publication date	October 14, 2026
Contract	8oTECH26Do763
Update requirement	A current electronic version will be maintained for customer download. Updated versions will be made available within 10 business days following each contract modification.
Accessibility	The electronic guide is structured for accessible reading and should be published with preserved headings, table headers, hyperlinks, and document metadata.