



NASA SEWP VI Ordering Guide

TQI Solutions, Inc. · Category B Unrestricted · Category C Small Business Set-Aside (SDVOSB)

CATEGORY B 80TECH26D1472 Unrestricted · Enterprise-Wide ITC/AV Service Solutions	CATEGORY C 80TECH26D0570 Small Business Set-Aside (SDVOSB) · Mission-Based ITC/AV Service Solutions
ORDERING PERIOD November 1, 2026 – October 31, 2036	SEWP CONTRACT ADMINISTRATION FEE 0.34%, included in all pricing

TQI Solutions, Inc. | 535 Independence Pkwy, Suite 700, Chesapeake, VA 23320 | www.tqinc.com

NASA SEWP VI Overview

The NASA Solutions for Enterprise-Wide Procurement (SEWP, pronounced “soup”) Contract is a Government-Wide Acquisition Contract (GWAC) managed and administered by NASA under the authority of the Office of Management & Budget (OMB). Now in its 6th iteration, SEWP provides both commodity and ITC/AV services solutions for all Federal Agencies and authorized contractors (30,000+ customers), with over 140 contract holders (including 100+ small businesses) and 13,000+ OEMs. SEWP has an excellent record of responsiveness, high customer satisfaction, and a low contract administration fee.

Overall, this effort provides the Government with hardware, software, and audio-visual solutions and services that represent the best overall value to the Government in fulfilling its mission. It also minimizes the Government’s administrative costs and provides the ability to fulfill users’ needs in a timely manner.

Contract Administration Fee

The NASA SEWP Program Management Office (PMO) manages the entire program, which is self-funded by a small administrative handling fee on every contract order. The fee, calculated as a percentage of the amount awarded, is currently 0.34%, which is included in all pricing.

Fair Opportunity When Using SEWP Contracts

Fair Opportunity during the bid process must still be provided amongst Contract Holders residing in one or more of the awarded Groups in accordance with the provisions of FAR 16.507, 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.

TQI Solutions SEWP VI Contract Holder Information

Category B — Enterprise-Wide ITC/AV Service Solutions

Contract #80TECH26D1472 · Award Group: Unrestricted

The Category B scope provides Federal Agencies with customized Enterprise-Wide Strategic Solutions that improve and enhance the Agency ITC/AV infrastructure through methodologies such as cloud services; managed services such as computer or printer services; and shared services such as Agency-wide help desk ticketing systems. Services which adhere to the definition of ITC/AV services and encapsulate an enterprise-wide solution are within scope and may be provided to meet an agency's particular mission needs. Ancillary products are limited to support an overall enterprise-wide services requirement.

Category C — Mission-Based ITC/AV Service Solutions

Contract #80TECH26D0570 · Award Group: Small Business Set-Aside (SDVOSB)

The Category C scope provides Federal agencies with customized Solutions at a Mission/Program level that improve and enhance an ITC/AV infrastructure. Focused on ITC/AV mission-based services that provide a full range of technology services such as custom computer programming services, telecommunication services including network operations, ITC/AV based engineering and design services, data processing and analysis services, hosting and related services, ITC/AV and network operation and computer facilities, ITC/AV management services, ITC/AV consulting and educational services, digital government services, and cybersecurity and security systems services. Ancillary products are limited to support an overall mission-based services requirement.

Contract Details

Field	Information
Contract Type	GWAC
Period of Performance	November 1, 2026 – October 31, 2036
SEWP VI Surcharge	0.34%
UEI Number	QKJHQNMUWJ37
CAGE Code	4JRW3
NAICS Codes	541512, 541519, 541330
Business Size	Service-Disabled Veteran-Owned Small Business (SDVOSB)
Ordering Authority	All Federal Agencies and authorized Federal contractors (FAR 51.103)
Credit Cards Accepted	



TQI Solutions Points of Contact

Contact TQI directly for quotes, contract questions, order status, and post-delivery support. Our program team responds to all SEWP inquiries during standard business hours.

Quotes, Sales, and Contract Support

Role	Name	Email	Phone
Program Manager	Jeff Baur	Jeffrey.Baur@tqigov.us	757-222-1424
Deputy Program Manager	Bruce Asberry	Bruce.Asberry@tqigov.us	757-222-1439
Quote Requests / Sales			
Contracts	Aimee Walker	Aimee.Walker@tqigov.us	757-222-1436

NASA SEWP Program Office

SEWP Customer Helpline	301-286-1478
SEWP Customer Support Email	help@sewp.nasa.gov
SEWP Order Submission	sewporders@sewp.nasa.gov
SEWP Order Fax	301-286-0317

What's in Scope for SEWP VI

SEWP is designed to provide a broad suite of Information Technology, Communication and Audio-Visual (ITC/AV) solutions and services. Technology is ever evolving, and for that reason SEWP's processes enable Contract Holders to add new commercial technology and IT services to their contract daily, as requested by customers. The focus of SEWP is on the full suite of technology offerings that simplify Governmental access and Industry offerings across the entire ITC/AV solutions and services landscape. SEWP is composed of three scope categories:

- Category A — ITC/AV Solutions
- Category B — Enterprise-Wide ITC/AV Service Solutions
- Category C — Mission-Based ITC/AV Service Solutions

TQI holds SEWP VI contracts in Category B and Category C.

If you would like SEWP to determine whether your requirement is within scope of the SEWP VI contract, send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov for review and feedback.



How to Obtain a Quote

If your requirements are within the scope of SEWP, you can send out a Request for Quote (RFQ) or a Request for Information (RFI) for the IT products, services, or solutions you are looking to obtain. Contract Holders will add the items to the contract based on your request and send you back a quote. You can then order the items based on that quote. If you are uncertain about the scope, send your requirements to help@sewp.nasa.gov for review.

Recommended quote method

The recommended method for getting a SEWP quote is the RFQ/RFI tool available on the SEWP website. Using this tool assists in providing and documenting Fair Opportunity. Quotes may also be obtained by contacting a Contract Holder directly; the customer is then responsible for ensuring Fair Opportunity is provided.

The SEWP on-line Quote Request Tool (QRT), Market Research Tool, and simplified RFI tool can be used to request availability and pricing information from Contract Holders. When using the QRT to obtain quotes, the Contract Holder must also send in a Verification File along with their quote. This Verification File is checked against the SEWP database automatically by the SEWP Program Office during the quote submission process. The verification summary is available under the “CLIN List” column of the on-line Quotes tab. The customer need only check that the items in the “Pass” file under the “CLIN List” column match the items and pricing on the quote. If a quote is obtained from outside the QRT, the verification process will not occur until the order is processed by the SEWP Program Office.

Ordering Process

- Government Agency submits orders to the NASA SEWP Program Management Office (PMO).
- Orders cannot be fulfilled until verified and approved by NASA SEWP.

Delivery Orders Must Be Routed Through SEWP

- E-mail PDF orders to: sewporders@sewp.nasa.gov
- Fax order forms to SEWP: 301-286-0317

The internal ordering process of each agency varies. The process and accompanying forms for purchase requests (PRs) and delivery orders (DOs) issued against a SEWP contract are defined by the issuing agency and not the NASA SEWP PMO. The typical process is for an end-user to determine a requirement and generate a PR.

The PR, along with any necessary funding information, is sent to that Agency's procurement office, which results in the issuance of a DO. Any valid Federal Agency DO form and the associated delivery order number may be used. The NASA SEWP PMO does not issue DOs — these must be issued through the issuing Agency's procurement office. The SEWP PMO reviews, processes, and tracks issued DOs and forwards them to the Contract Holder.



Some agencies have special requirements for issuing IT delivery orders. It is the issuing agency's Contracting Officer's responsibility to be aware of any agency-specific policies regarding issuing orders via an existing contract vehicle and Government-Wide Acquisition Contracts. There are no requirements under the SEWP contracts for issuing agencies to use other intermediary procurement offices, except as directed through their own internal policies.

If modifications are made to any order, those modifications must also route through the NASA SEWP PMO.

Required Information for Each Order

Delivery orders must contain the following information for processing. If this information does not appear on the delivery order, the order may not be processed, or processing may be delayed.

- Date of order
- Signature (direct, electronic, or implied through a pre-approved method) of the authorized Government Ordering Official
- Contracting Officer for the order
- Credit card holder name, for credit card orders
- Name and phone number of the authorized Government Ordering Official
- Name of Issuing Agency
- Name of Ordering Agency, if different from the Issuing Agency
- Order Number — a unique order number determined by the Ordering Agency
- Contractor name and SEWP contract number
- Appropriation and accounting data
- Billing and invoice address
- Shipping address
- SEWP CLINs (Contract Line Item Numbers) and product descriptions to be delivered
- Total order amount
- Additional mutually agreed upon terms and conditions, statement of work, etc.
- Period of performance for any associated services

Post-Delivery Support

TQI supports every SEWP VI order after delivery. The sections below describe how installation, warranty, technical support, and software support are handled, and who to contact for each.

Installation and Site Support

Installation, configuration, and site support are defined in the delivery order or statement of work for each requirement. TQI confirms site readiness, schedule, and points of contact with the ordering agency before work begins, and provides a completion record at turnover.

Basic and Extended Warranty

Ancillary products supplied under a TQI SEWP VI services order carry the original equipment manufacturer's standard warranty, which passes to the Government at delivery. Extended warranty, customized warranty,



and maintenance coverage are available and are quoted per order. Warranty claims are initiated through the TQI program team, who coordinate with the OEM on the agency's behalf.

Technical and Software Support

Technical support for services delivered under a SEWP VI order is provided by the TQI program team during standard business hours, Monday through Friday, 8:00 AM to 5:00 PM Eastern. Software support, including updates and security patches for licensed products supplied under an order, is provided under the terms of the applicable OEM or publisher support agreement.

Post-Delivery Support Contacts

Role	Name	Email	Phone
Program Manager	Jeff Baur	Jeffrey.baur@tqigov.us	757-222-1424
Technical Support			
Warranty / RMA			
Invoicing / Payment			

Troubleshooting an Order

If an order is delayed, incomplete, incorrectly delivered, or otherwise not performing as expected, use the escalation path below. Each step has a named owner so an issue does not stall waiting for the right contact.

Step	What to do	Who to contact
1. Check order status	Confirm the order was received and verified by the NASA SEWP PMO. Orders are not fulfilled until SEWP approves them.	NASA SEWP Helpline help@sewp.nasa.gov
2. Contact TQI program support	Report the issue to the TQI program team with the SEWP order number and contract number. TQI acknowledges within one business day.	Jeff Baur, Program Manager Jeffrey.baur@tqigov.us 757-222-1424
3. Escalate to the Deputy Program Manager	If the issue is not resolved or acknowledged within the stated response time, escalate to the Deputy Program Manager.	Bruce Asberry, Deputy Program Manager Bruce.Asberry@tqigov.us 757-222-1439
4. Escalate to TQI Contracts	For contractual disputes, invoicing or payment issues, or any matter requiring the Contracting Officer, escalate to TQI Contracts.	Aimee Walker, TQI Contracts Director Aimee.Walker@tqigov.us 757-222-1436

Issues involving the SEWP contract itself, order routing, or the SEWP ordering system should also be reported to the NASA SEWP Customer Helpline at 301-286-1478 or help@sewp.nasa.gov.



Service Warranty

TQI Solutions, Inc. representatives shall perform Services in accordance with good standards that are generally accepted in the United States of America on the Creation Date for the industry and profession relevant to the Services. All Services will be performed (i) by qualified personnel in a professional manner, and (ii) in accordance with the performance specifications and the terms and conditions set forth in the delivery order or statement of work.

Disclaimer

This is our only promise for our services. We give no other guarantees, and we do not promise specific results or outcomes from our work.

About TQI Solutions

TQI Solutions is a Service-Disabled Veteran-Owned Small Business (SDVOSB) that delivers mission-critical data and analytics, cybersecurity and risk management, digital IT services, systems engineering and integration, and portfolio management. With more than 20 years of Navy and DoD experience, we bring clarity to complexity, ensure readiness, and enable mission success.

Ensuring Readiness. Enabling Success.

SEWP VI Resources and Office Information

Resource	Information
NASA SEWP VI Website	www.sewp.nasa.gov/sewpvi/
NASA SEWP VI Basic Contracts	
TQI Solutions Website	www.tqinc.com
SEWP Customer Helpline	301-286-1478
SEWP Customer Support Email	help@sewp.nasa.gov

TQI Solutions Main Office

Address	TQI Solutions, Inc., 535 Independence Pkwy, Suite 700, Chesapeake, VA 23320
Phone	757-204-4618
Fax	757-204-4628
Business Hours	Monday – Friday, 8:00 AM to 5:00 PM Eastern