NASA SEWP VI · CATEGORY C CONTRACT HOLDER

NASA **SEWP VI** Ordering Guide

Solutions for Enterprise-Wide Procurement — program overview, ordering guidance and support contacts for Federal customers.

NASA SEWP VI
Solutions for Enterprise-Wide Procurement
Contract Holder

ABOUT CYBERDATA TECHNOLOGIES

CyberData Technologies is a certified small business delivering secure, scalable IT solutions across the federal space. Our GWACs, IDIQs, and GSA Schedule make it easy for agencies to access capabilities in cybersecurity, cloud, systems integration, and enterprise modernization, supporting missions across the Civilian, Defense, and Health sectors.

Visit our website: **www.cyberdatainc.com**

SEWP OVERVIEW

National Aeronautics and Space Administration (NASA) Solutions for Enterprise-Wide Procurement (SEWP) VI is a Government-Wide Acquisition Contract (GWAC) administered by NASA that provides Federal Executive Agencies with streamlined access to IT products, standalone IT services, and enterprise- and mission-based IT solutions. Through SEWP VI, CyberData supports agencies with flexible procurement options across Firm-Fixed Price, Time-and-Materials, and Labor Hour contract types, helping federal customers acquire the technology capabilities and services needed to modernize operations, support mission delivery, and meet evolving enterprise IT requirements.

CATEGORY C AWARDED

CyberData Technologies has been awarded Category C, Mission-Based ITC/AV Service Solutions. We are pleased to offer services within the scope of Category C.

CyberData Technologies Inc.

Vehicle	**GWAC**
Contract	**Category C**
Number	**80TECH26D1050**
PoP	**11/1/2026 – 10/31/2036**
SEWP Fee	**0.34%**

MAIN OFFICE ADDRESS

CyberData Technologies, Inc.
1800 Alexander Bell Drive
Suite 505
Reston, Virginia 20191
Phone: 703-481-0888

SEWP VI PROGRAM SUPPORT
Sales, Support & Order Issues

SEWP PROGRAM MANAGER
Craig Summers
Craig.Summers@CyberDataInc.com
202-213-6102

SEWP DEPUTY PROGRAM MANAGER
Ryan Rossiter
Ryan.Rossiter@CyberDataInc.com
484-374-8668

SEWP HELPLINE

help@sewp.nasa.gov
301-286-1478
www.sewp.nasa.gov

PMO Hours: M-F, 7:30 AM – 6 PM (ET)

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 our Contract Holders to add new commercial technology and IT services to their contract daily, as requested by our 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 (3) scope categories detailed below. If you would like SEWP to determine if your requirement is within scope of the SEWP VI contract, please send an overview and/or bill of materials (BOM) to **help@sewp.nasa.gov** and we will quickly review and provide feedback.

The SEWP Contracts were awarded by scope category, the three categories are:

- **Category A - ITC/AV Solutions**
- **Category B - Enterprise-Wide ITC/AV Service Solutions**
- **Category C - Mission-Based ITC/AV Service Solutions** (CyberData's awarded category)

HOW TO REQUEST A QUOTE

Agencies may request a quote from CyberData Technologies for services within the scope of Category C, including any hardware or software required as part of a service solution, in either of the following ways:

1. **SEWP Quote Request Tool (QRT):** Submit your requirement through the QRT at **www.sewp.nasa.gov**, selecting Category C or identifying CyberData Technologies as a suggested source. This is the recommended method and supports fair-opportunity documentation.
2. **Contact CyberData directly:** Email or call our SEWP VI sales representatives listed below. Please include the Statement of Work (SOW) or Performance Work Statement (PWS), any bill of materials (BOM), period and place of performance, preferred contract type (Firm-Fixed Price, Time-and-Materials, or Labor Hour), and the quote due date. All CyberData quotes reference NASA SEWP VI contract **80TECH26D1050**. The SEWP Program Fee is **0.34%**.

QUOTES & SALES · PRIMARY
Craig Summers
Craig.Summers@CyberDataInc.com · 202-213-6102

QUOTES & SALES · ALTERNATE
Ryan Rossiter
Ryan.Rossiter@CyberDataInc.com · 484-374-8668

ORDERING PROCESS

STEP 1
End-user determines a requirement and generates a Purchase Request (PR)

STEP 2
Agency procurement office receives the PR and funding and issues a Delivery Order (DO)

STEP 3
SEWP PMO reviews, processes and tracks the DO

STEP 4
CyberData receives the DO from the SEWP PMO

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase Requests (PR) and Delivery Orders (DO) that are issued against a SEWP contract is defined by the issuing Agency, not the NASA SEWP Program Management Office (PMO). The typical process is for an end-user to determine a requirement and generate a Purchase Request (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 Program Management Office (PMO) does not issue DOs - these must be issued through the issuing Agency's procurement office. The SEWP Program Management Office (PMO) reviews, processes and tracks issued DOs and forwards them to the Contract Holder(s).

Some Agencies have special requirements for issuing IT Delivery Orders. It is the Issuing Agency's Contracting Officers' (COs/KOs) 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, these modifications must also route through the SEWP Program Management Office (PMO).

SUPPORT & POST-DELIVERY POLICIES

The following policies apply to all CyberData SEWP VI orders unless otherwise specified in the Delivery Order. Post-delivery support is provided by the CyberData SEWP Program Management team: **Craig Summers**, Program Manager (**Craig.Summers@CyberDataInc.com**, 202-213-6102) and **Ryan Rossiter**, Deputy Program Manager (**Ryan.Rossiter@CyberDataInc.com**, 484-374-8668).

INSTALLATION

Where an order includes installation, configuration, or deployment, CyberData personnel perform the work in accordance with the schedule and acceptance criteria defined in the Delivery Order's SOW/PWS.

BASIC WARRANTY

CyberData warrants that services will be performed in a professional manner consistent with industry standards. Nonconforming services reported within 30 days of acceptance, or the period stated in the Delivery Order, will be re-performed at no additional cost. Any incidental commercial products carry the manufacturer's (OEM) standard warranty, which CyberData passes through to the Government.

EXTENDED WARRANTY

Extended warranties for incidental products are available where offered by the OEM and are quoted as separate line items. Extended or ongoing service support may be ordered as optional line items in the Delivery Order.

TECHNICAL SUPPORT

Standard support is available Monday – Friday, 8:00 AM – 5:00 PM (ET), excluding federal holidays, through the Program Management contacts listed in this guide. CyberData acknowledges requests within one (1) business day. Extended-hours or 24×7 support may be specified in the Delivery Order.

SOFTWARE SUPPORT

For software developed or configured by CyberData under an order, defects are corrected during the warranty period at no additional cost. Commercial software maintenance, updates, and renewals follow the publisher's terms and can be quoted on request.

OTHER POST-DELIVERY ISSUES

Questions about deliverables, acceptance, invoicing, or order changes should be directed to the Program Manager. All order modifications must route through the SEWP Program Management Office (PMO).

ORDER ISSUE RESOLUTION & ESCALATION

If you experience a problem with an order, such as a delivery, performance, invoicing, or documentation issue, please contact CyberData in the order below. Have your Delivery Order number, SEWP order number, and a brief description of the issue ready.

LEVEL 1

Craig Summers
SEWP PROGRAM MANAGER
Craig.Summers@CyberDataInc.com
202-213-6102

First point of contact for all order issues.

LEVEL 2

Ryan Rossiter
SEWP DEPUTY PROGRAM MANAGER
Ryan.Rossiter@CyberDataInc.com
484-374-8668

If the issue is not resolved within two (2) business days or Level 1 is unavailable.

LEVEL 3

SEWP Helpline
NASA SEWP PMO
help@sewp.nasa.gov
301-286-1478

For contract-level concerns or issues not resolved by CyberData. M-F, 7:30 AM – 6 PM (ET).

FAIR OPPORTUNITY

FAR 16.505(b)(1) provides that each contractor shall be given fair opportunity to be considered for each order exceeding $10,000 and issued under multiple award contracts. The FAR states that the method to obtain fair opportunity is at the discretion of the Contracting Officer (CO) and that the CO must document the rationale for placement and price of each order. Using the SEWP online Quote Request Tool is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP Quote Request Tool (QRT) will automatically include the Contract Holders within a selected Category or based on a suggested source.