



NASA SEWP VI

ORDERING GUIDE

Categories B & C

SEWP VI Contract Number: Category B - 80TECH26D1206

SEWP VI Contract Number: Category C - 80TECH26D0065

Period of Performance: November 2026 – October 2036

AOC Connect, LLC
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Ashburn, VA 20147
www.aocconnect.com

1. AOC SEWP VI Contract Information

Contract Vehicle	NASA Solutions for Enterprise-Wide Procurement VI (SEWP VI)
Contract Type	Multi-award Government-Wide Acquisition Contract (GWAC)
AOC Awarded Categories	Category B and Category C
Category B Contract Number	80TECH26D1206
Category C Contract Number	80TECH26D0065
Period of Performance	November 2026 – October 2036
SEWP Fee	0.34% (included in quoted pricing; subject to NASA SEWP updates)
UEI	MN4TNLZQHK45
CAGE Code	3BU32
Business Size / Status	Small Business
AOC SEWP VI Website	https://aocconnect.com/sewpvi/

2. NASA SEWP VI Overview

NASA SEWP (Solutions for Enterprise-Wide Procurement) is a Government-Wide Acquisition Contract managed by the NASA SEWP Program Management Office. SEWP VI provides Federal agencies and authorized users access to Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services. AOC Connect is a SEWP VI Contract Holder in Categories B and C.

SEWP VI is a request-based acquisition vehicle. Customers define their requirements and may use NASA's SEWP Quote Request Tool (QRT) for Requests for Information (RFI), Market Research Requests (MRR), and Requests for Quote (RFQ).

3. AOC Connect SEWP VI Scope

CATEGORY B	CATEGORY C
Category B covers enterprise-wide ITC/AV services and solutions, including IT infrastructure, cloud, cybersecurity, telecommunications, networking, software development, systems integration, managed services, operations and maintenance, and related technical support. Category B may also include ancillary products when they directly support the enterprise-wide services being delivered, enabling agencies to acquire integrated technology services and supporting components under a single solution.	Category C covers mission-based ITC/AV services and customized solutions designed to support specific agency missions, programs, and operational requirements. Services may include IT engineering and design, systems integration, telecommunications and network operations, cybersecurity, software development, data analytics, cloud and hosting, IT operations, consulting, and program support, along with ancillary products that directly support the mission-based services being delivered.

4. Fair Opportunity and Requests for Quotes

Consistent with FAR 16.505(b) and the SEWP VI contract, eligible Contract Holders are provided fair opportunity at the individual order level, as applicable. The issuing procurement office is responsible for determining its acquisition approach, evaluating responses, making the order-selection decision, and maintaining the supporting order-selection documentation.

The NASA SEWP Quote Request Tool (QRT) is the recommended method for issuing Requests for Information (RFIs), Market Research Requests (MRRs), and Requests for Quote (RFQs). The QRT enables customers to communicate requirements to eligible Contract Holders and supports the fair opportunity process. Contract Holders responding through the SEWP online quoting system must follow the applicable SEWP VI contract requirements and Contract Holder User Manual (CHUM).

Solutions offered in response to formal RFQs and MRRs must be available under the responding Contract Holder's SEWP VI contract and comply with applicable SEWP Database of Record requirements. Contract Holders may not market, quote, or otherwise offer for sale solutions that are not available under their SEWP VI contracts.

For Government RFIs conducted as part of market research, solutions not yet available on a Contract Holder's SEWP contract may be identified when permitted by the SEWP VI contract. Such offerings must be clearly identified as not currently available on contract and handled in accordance with applicable SEWP technology refreshment procedures.

Quotes submitted in response to an RFQ must address the requirements established by the issuing agency and identify the applicable period of quote validity. Orders submitted within the stated validity period are subject to the terms of the applicable quote, SEWP VI contract, and resulting Delivery or Task Order.

5. Obtaining a Quote

Customers may use the NASA SEWP Quote Request Tool (QRT) to submit an RFI, MRR, or RFQ to eligible SEWP VI Contract Holders. Customers may also contact the AOC SEWP team for assistance with scope, acquisition requirements, or preparation of a SEWP request.

Sales / Quote Assistance	Program Manager	Deputy Program Manager
Email: sewpvi@aoconnect.com Phone: 571-583-0050	Doug Thomas Chief Operating Officer Email: dthomas@aoconnect.com Phone: 571-583-0050	Emily Horton Rodi Proposal Manager Email: ehorton@aoconnect.com Phone: 571-583-0040

6. Ordering Process

1 Define the Requirement

The customer defines the requirement and determines the applicable SEWP VI category, NAICS code, acquisition strategy, and agency-specific requirements.

2 Submit the Request

The customer may use the NASA SEWP QRT to issue an RFI, MRR, or RFQ to eligible Contract Holders and provide fair opportunity as applicable.

3 Receive and Evaluate Quotes

AOC responds when the requirement is within its awarded scope. The issuing agency evaluates responses using its stated criteria.

4 Issue the Order

The issuing agency creates a Delivery Order or Task Order referencing the applicable AOC SEWP VI contract number and routes it through the NASA SEWP PMO.

5 SEWP PMO Processing

The NASA SEWP PMO reviews and processes the order, assigns the applicable SEWP Control Number (SCN), and forwards a valid order to AOC.

6 AOC Fulfillment and Tracking

After receipt of the processed order, AOC performs and/or fulfills the order in accordance with its terms. Order modifications must also route through the SEWP PMO.

7. Delivery Order Information

To support timely SEWP PMO processing, delivery/task orders should contain the information required by the SEWP program, including:

- Delivery/Task Order number and date issued
- Applicable AOC SEWP VI contract number
- AOC quote supporting the order
- AOC mailing address and phone number
- Issuing office and ship-to agency names/addresses
- Total order value and line-item pricing
- Contracting Officer signature, phone number, and date signed

8. SEWP Fee and Payment

The current SEWP fee is 0.34%. The fee applies to SEWP orders and applicable order modifications. The fee is included in the price of offerings and is not separately listed. NASA SEWP may adjust the fee in accordance with program requirements. AOC accepts all common payment methods and Government Purchase Cards. Any payment terms, card-related charges, or other order-specific conditions will be identified in the applicable quote and order.

9. Installation, Warranty, Technical and Software Support

Installation	AOC will provide or coordinate installation, implementation, integration, or related services when included within the applicable AOC SEWP VI scope and order.
Basic Warranty	Warranty coverage will follow the applicable manufacturer, publisher, provider, or AOC service terms identified in the quote/order.
Extended Warranty	Extended warranty or maintenance coverage may be offered when available and within scope. Terms will be identified in the applicable quote/order.
Technical Support	AOC will provide or coordinate technical support consistent with the applicable solution, service, manufacturer/provider support terms, and order requirements.
Software Support	Software maintenance/support may include commercially available support, patches, updates, upgrades, or related services as applicable to the ordered solution.
Post-Delivery Support	AOC will work with the customer and applicable manufacturers/providers to address delivery, configuration, documentation, warranty, technical, software, or other post-delivery issues.

10. Troubleshooting a Problematic Order

Customers experiencing a problem with an AOC SEWP VI order should contact the AOC SEWP support team. Please provide the SEWP Control Number (SCN), Delivery/Task Order number, customer contact information, and a description of the issue when available.

Order / Technical Support	Escalation Contact
SEWP contact: Doug Thomas Email: dthomas@aoconnect.com Phone: 571-583-0050	Escalation: Doug Thomas Email: dthomas@aoconnect.com Phone: 571-583-0050

11. AOC and NASA SEWP Contact Information

AOC CONNECT	NASA SEWP PROGRAM MANAGEMENT OFFICE
AOC Connect, LLC 19955 Highland Vista Drive, #175 Ashburn, VA 20147 Website: https://aoconnect.com SEWP VI Website: https://aoconnect.com/sewpvi/ General SEWP / RFQ Contact: Doug Thomas Email: dthomas@aoconnect.com Phone: 571-583-0050 UEI: MN4TNLZQHK45 CAGE: 3BU32	Customer Help Desk: (301) 286-1478 Email: help@sewp.nasa.gov Hours: Monday–Friday, 7:30 AM–6:00 PM ET Website: www.sewp.nasa.gov

12. Guide Maintenance and Governing Information

This Ordering Guide summarizes AOC Connect's SEWP VI ordering and support information. It is intended as a customer reference and does not replace the terms of AOC's SEWP VI contracts, the SEWP VI Contract Holder User Manual, NASA SEWP PMO guidance, or issuing-agency requirements. AOC will maintain this guide in accordance with applicable SEWP VI contract requirements and will publish updated versions following contract modifications affecting the information contained herein.