

NASA SEWP VI Ordering Guide

ALLTECH VENTURES, LLC • CATEGORIES A, B & C

Contract Information

CONTRACT HOLDER	AllTech Ventures, LLC	BUSINESS SIZE	Small — SDVOSB (SBA-approved Mentor-Protégé Joint Venture)
CATEGORY A	80TECH26D0749	UEI	Y4NZCWQT728
CATEGORY B	80TECH26D2004	CAGE	9UX10
CATEGORY C	80TECH26D1232	CONTRACT TYPE	Government-Wide Acquisition Contract (GWAC), Multiple Award IDIQ
SEWP SURCHARGE	0.34%	WEBSITE	alltechjv.com/sewp.html

SEWP Contract Holder listing: www.sewp.nasa.gov/sewp6public/contractholders

SEWP Overview

The NASA Solutions for Enterprise-Wide Procurement (SEWP) program, pronounced "soup," provides the latest Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services to all Federal agencies and their approved contractors. Established in 1993, SEWP I was the first Government-Wide Acquisition Contract (GWAC) in the federal acquisition space. Originally limited to technology products, the vehicle has evolved over three decades to meet expanding customer requirements. SEWP is self-funded through a usage fee (0.34%) and supports more than 50,000 orders per year.

SEWP VI is composed of three scope categories:

CATEGORY A	ITC/AV Solutions — computer systems, networking, storage, security, audio-visual hardware, software, and product-based services.
CATEGORY B	Enterprise-Wide ITC/AV Service Solutions — networks, managed services, cybersecurity, cloud, analytics, and application services delivered agency-wide.
CATEGORY C	Mission-Based ITC/AV Service Solutions — engineering, integration, and IT services scoped to specific programs and mission requirements.

To confirm whether a requirement falls within the scope of SEWP VI, agencies may send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov for review.

About AllTech Ventures, LLC

AllTech Ventures, LLC is a Service-Disabled Veteran-Owned Small Business (SDVOSB) joint venture formed under the U.S. Small Business Administration Mentor-Protégé Program, pairing Allied Federal Solutions, LLC with TechWerks, LLC. AllTech Ventures delivers enterprise IT, custom software development, network operations, cybersecurity, and federal health technology to Defense and Federal civilian customers in the United States and Europe. The joint venture holds a Top Secret facility clearance and is headquartered in Arlington, Virginia.

Corporate home page: alltechjv.com

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 issued under multiple-award contracts. The FAR states that the method for obtaining 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. Use of the SEWP online Quote Request Tool (QRT) is the recommended method to support this activity and to augment the required decision documentation. The QRT automatically includes Contract Holders within a selected group or based on a suggested source.

Requests for Quotes (Contract Clause A.1.13). Contractors are provided fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), including the SEWP RFQ tools. No documentation for order selection is required to be submitted with the order; all such documentation is 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 those solutions are included in the SEWP database of record and available to all Government end-users. Where the Government issues an RFI as part of market research, the Contractor may provide items not yet listed on its SEWP contract provided all such items are clearly marked as not yet available on the contract and a technology refreshment request is submitted to add those products. In response to an RFQ or Market Research Request, the Contractor may only respond with items available on its contract, priced no greater than the price in the SEWP database of record at the time the quote is issued. Where the Contractor has insufficient items on contract to fully respond to a Formal RFQ, the Contractor will respond with a No Bid. Unless the RFQ specifically allows partial quotes, the Contractor will respond fully to all requirements specified in the RFQ. All quotes state the period for which the quote is valid, and AllTech Ventures honors any order submitted within that stated period.

Program Support Contacts

The following personnel support quoting, ordering, contract administration, and post-delivery issues for all three AllTech Ventures SEWP VI contracts.

ROLE	NAME	TELEPHONE	EMAIL
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Program Manager Contract oversight, escalation	Justin Bacon	703-475-1812	jbacon@alltechjv.com
Deputy Program Manager Quotes, RFQ/RFI response, ordering	Mike Alberi	703-980-0289	malberi@alltechjv.com
Contracts Manager Terms, modifications, invoicing	CC Cavender	210-445-1893	contracts@alltechjv.com
Technical Support Installation, warranty, post-delivery	Guy Feltenstein	202-657-1099	gfeltenstein@alltechjv.com

How to Obtain a Quote

1. **Identify the applicable category.** Products fall under Category A; enterprise-wide services under Category B; mission-based services under Category C.
2. **Issue the request through the NASA SEWP Quote Request Tool (QRT).** Agencies may issue a Request for Quote (RFQ), Request for Information (RFI), or Market Research Request (MRR), selecting the applicable competition group or suggested source.
3. **Pre-solicitation questions.** For scope confirmation, configuration assistance, capability information, or an informal budgetary estimate, contact Mike Alberi, Deputy Program Manager, at 703-980-0289 or malberi@alltechjv.com.
4. **Quote response.** AllTech Ventures responds through the NASA-prescribed process in accordance with Attachment C, Contract Holder User Manual (CHUM). Each quote states its validity period and any order-specific terms. AllTech Ventures honors any order submitted within the stated validity period.

Ordering Process

The internal ordering process of each agency varies. The process and accompanying forms for Purchase Requests (PR) and Delivery Orders (DO) issued against a SEWP contract are defined by the issuing agency, not the NASA SEWP Program Management Office (PMO). The typical process is as follows:

1. The end user determines a requirement and generates a Purchase Request (PR).
2. The PR, along with necessary funding information, is sent to the agency's procurement office, which issues a Delivery Order. Any valid Federal agency DO form and associated Delivery Order number may be used.
3. The agency evaluates quotes per its own procedures and FAR 16.505, and issues the order through SEWP. The NASA SEWP PMO does not issue Delivery Orders; these are issued through the agency's procurement office.
4. The SEWP PMO reviews, processes, and tracks issued DOs, assigns a SEWP Control Number (SCN), and forwards the order to the Contract Holder.

5. AllTech Ventures begins performance upon receipt of the processed order bearing an SCN. Orders sent directly to AllTech Ventures are routed back through the SEWP process before performance begins.

Modifications to any order must also be routed through the NASA SEWP Program Management Office. Some agencies have specific requirements for issuing IT Delivery Orders; it is the issuing Contracting Officer's responsibility to be aware of agency-specific policies regarding orders placed through GWACs.

Installation, Warranty, and Post-Delivery Support

Installation

Installation, configuration, and deployment services are quoted at the order level when requested. Requirements for site preparation, delivery windows, and installation scheduling are confirmed in writing prior to performance. Coordination is handled by Technical Support, Guy Feltenstein, 202-657-1099, gfeltenstein@alltechjv.com.

Basic Warranty

Products supplied under Category A carry the applicable Original Equipment Manufacturer (OEM) warranty, which is passed through to the ordering agency in full. Warranty terms, duration, and coverage are stated on the quote for each order. AllTech Ventures coordinates all warranty claims with the OEM on the agency's behalf.

Extended Warranty and Maintenance

Extended warranty, maintenance, and support agreements are available for quote at the order level. Agencies should identify the desired coverage period and service level in the RFQ so that pricing reflects the full period of coverage. Renewal notifications are provided in advance of expiration where AllTech Ventures holds the maintenance record.

Technical and Software Support

Technical support for delivered hardware and software is provided through the applicable OEM or publisher support channel, with AllTech Ventures acting as the agency's advocate for escalation and case management. Software licensing questions, entitlement transfers, version upgrades, and subscription renewals are handled by Technical Support with support from the Contracts Manager where a contractual change is required.

Other Post-Delivery Issues

Delivery discrepancies, damaged or incorrect items, returns, and invoicing questions are directed to Technical Support in the first instance, with contract-level matters escalated to the Contracts Manager.

How to Troubleshoot a Problematic Order

1. **First contact — Technical Support.** Guy Feltenstein, 202-657-1099, gfeltenstein@alltechjv.com. Provide the agency name, Delivery Order number, SEWP Control Number (SCN), a description of the issue, and the operational impact. Acknowledgement is provided within one business day.
2. **Contract-level issues — Contracts Manager.** CC Cavender, 210-445-1893, contracts@alltechjv.com, for questions involving order terms, modifications, pricing discrepancies, or invoicing.

3. **Escalation — Program Manager.** Justin Bacon, 703-475-1812, jbacon@alltechjv.com, for any issue not resolved to the agency's satisfaction, or where mission impact requires immediate attention.
4. **NASA SEWP PMO.** Where appropriate, issues may be raised with the SEWP Program Office at help@sewp.nasa.gov or (301) 286-1478.

How to Contact NASA SEWP

PMO HOURS	Mon–Fri, 7:30 AM – 6:00 PM ET
EMAIL	help@sewp.nasa.gov
CUSTOMER HELP DESK	(301) 286-1478
ORDER PROCESSING	sewporders@sewp.nasa.gov
WEBSITE	www.sewp.nasa.gov

RELATED RESOURCES

- NASA SEWP Home — www.sewp.nasa.gov/sewpv/index.shtml
- NASA SEWP VI Information — www.sewp.nasa.gov/sewpvi/
- AllTech Ventures SEWP VI page — alltechjv.com/sewp.html
- AllTech Ventures corporate home page — alltechjv.com

This ordering guide is published in accordance with NASA SEWP VI Attachment A, Section A.6 (Ordering Guides) and Section A.5.1 (World Wide Web Services), and complies with the requirements of Attachment C, Contract Holder User Manual. Updated versions are published no later than 10 business days following each contract modification.