NASA SEWP VI — CATEGORY C CONTRACT HOLDER

SEWP VI Ordering Guide

Program Support, Ordering, Warranty, and Issue Resolution Information for Government Customers

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Contract Holder	Excentium, Inc.
SEWP VI Contract	Category C — Contract No. 80TECH26D0532
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Main Office Address	1768 Business Center Drive, Suite 220, Reston, VA | Phone: 571-297-6334 x301
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Prepared By	Rick Verrill, Sr. Director of Governance and Compliance, Excentium, Inc.
Approved By	Colin Corlett, President and CEO
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1. Overview

About the NASA SEWP VI Program

NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced “soup,” provides the latest Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services to all Federal agencies and their approved contractors. Created in 1993, SEWP I was the first Government-Wide Acquisition Contract (GWAC) in the federal acquisition space. The program is self-funded through a usage fee and supports more than 50,000 orders a year across the Federal Government.

About Excentium, Inc.

Excentium, Inc. is a Service-Disabled Veteran-Owned Small Business (SDVOSB) headquartered in Reston, VA. Excentium operates as a FedRAMP A2LA-accredited Independent Assessment Service (IAS) and holds a non-voting advisory member role on the Health Sector Coordinating Council (HSCC) Cybersecurity Working Group. Excentium brings deep governance, risk, and compliance (GRC) experience to federal engagements, including familiarity with FedRAMP, FISMA, the NIST Risk Management Framework (RMF), CMMC, ISO 9001 / 20000-1 / 27001, ISO/IEC 17020, A2LA accreditation requirements, and SOC 2 Type 2 frameworks. Excentium is not a CMMC Third-Party Assessment Organization (C3PAO).

Website: https://excentium.com/contracts/nasa-sewp-vi/

2. What's In Scope for SEWP VI

SEWP is designed to provide a broad suite of ITC/AV solutions and services. SEWP's processes enable Contract Holders to add new commercial technology and IT services to their contract as requested by customers. SEWP VI contracts were awarded by scope category:

Category	Description
Category A	ITC/AV Solutions
Category B	Enterprise-Wide ITC/AV Service Solutions
Category C	Mission-Based ITC/AV Service Solutions — Excentium's award category

If you would like SEWP to confirm whether a requirement is in scope, send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov for review.

3. Fair Opportunity Statement

FAR 16.505(b)(1) provides that each contractor shall be given a fair opportunity to be considered for each order exceeding $10,000 issued under multiple-award contracts. The method used to provide fair opportunity is at the discretion of the ordering agency's Contracting Officer (CO), who must document the rationale for placement and price of each order. Using the SEWP online Quote Request Tool (QRT) is the recommended method to assist in this activity

and to augment the required decision documentation — the QRT automatically includes the Contract Holders within a selected Category or based on a suggested source.

4. Ordering Process

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

- An end-user determines a requirement and generates 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 Delivery Order (DO). Any valid Federal agency DO form and associated DO 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 ordering policies. There is no requirement under the SEWP contracts to use intermediary procurement offices, except as directed by an agency's own internal policy.
- If modifications are made to any order, those modifications must also route through the SEWP PMO.

5. How to Obtain a Quote

Government customers can request a quote for services under Excentium's SEWP VI Category C contract through the SEWP Quote Request Tool (QRT) or by contacting Excentium's sales representatives directly. To help us return an accurate, timely quote, please include:

- A description of the requirement (statement of work, performance work statement, or product/service list)
- Requested period of performance and place of performance
- Funding type and estimated ceiling, if known
- A point of contact for technical and contracting questions
- Any applicable set-aside, evaluation, or delivery constraints

Excentium's standard quote turnaround is five (5) business days from receipt of a complete request.

Role	Name	Phone	Email
Sales Representative	Fatemeh Corlett	(703) 599-3197	SEWP@excentium.com
Quotes / RFQ Desk	SEWP VI Quotes Desk	(571) 297-6334 x312	SEWP@excentium.com

6. Warranty, Technical Support, and Post-Delivery Issues

Installation

Not applicable — Excentium's SEWP VI Category C offerings are professional/advisory services and do not include hardware or software installation. Where a Category C order includes configuration or implementation support as part of a statement of work, terms are documented in the individual order.

Basic Warranty

Excentium warrants that services delivered under a Category C order will be performed in a professional and workmanlike manner, consistent with the applicable statement of work (SOW) or performance work statement (PWS) and the deliverable acceptance criteria stated in the order. The Basic Warranty period runs for thirty (30) days from Government acceptance of the final deliverable, or for the period of performance on ongoing services. It covers correction and re-performance of non-conforming work at no additional cost; it does not cover out-of-scope changes, issues arising from inaccurate or unavailable Government-provided information, or post-acceptance regulatory changes.

Extended Warranty and Extended Support

Ordering agencies may elect Extended Warranty (a longer coverage period for correction/re-performance) or Extended Support (continued advisory access after the period of performance) as a separately priced line item (CLIN) on an order. Details are provided at quote and documented in the resulting order.

Software Support

Not applicable — Excentium does not deliver licensed software products under this Category C award. Any software tools used in service delivery (e.g., assessment or reporting tools) are supported as part of the underlying service engagement, not sold or licensed separately.

Technical Support

Support is available for the duration of the period of performance and any active warranty coverage, during Excentium's standard business hours (8:30 AM–5:00 PM Eastern, Monday–Friday, excluding federal holidays), unless the order specifies extended coverage.

Tier	Scope	Target Response Time
Tier 1 — General Inquiry	Questions about a deliverable, scheduling, or status; routed to the assigned Program Manager	1 business day
Tier 2 — Technical Issue	Suspected non-conformance, unclear finding, or requested clarification on methodology or results	2 business days
Tier 3 — Critical / Contract Issue	Disputed deliverable acceptance, missed milestone, or issue affecting contract performance; routed to Contracts and the Sr. Director of Governance and Compliance	1 business day (acknowledgment); resolution plan within 5 business days

Post-Delivery Issues

A post-delivery issue is any concern identified after a deliverable has been submitted or a milestone completed. Notify the assigned Program Manager in writing within seven (7) business days of identifying the issue, referencing the order/task number and the specific deliverable in question. Excentium will acknowledge receipt within 1 business day and assign the issue to the appropriate support tier above.

Warranty, Technical Support, and Post-Delivery Contacts

Role	Name	Phone	Email
Program Manager	Richard Verrill	(571) 297-6334 x312	verrill_richard@excentium.com
Technical Support Lead	Richard Verrill	(571) 297-6334 x312	verrill_richard@excentium.com

7. How to Troubleshoot a Problematic Order

If an order is not progressing as expected — a missed milestone, unclear status, or a deliverable that does not meet expectations — follow these steps before escalating formally.

Step 1 — Confirm the Baseline

- Re-check the order/task document, SOW/PWS, and any written acceptance criteria to confirm what was agreed to, and identify the specific milestone, deliverable, or date in question.

Step 2 — Contact the Program Manager

- Reach out directly with the order number, the specific concern, and any supporting detail (dates, correspondence, deliverable excerpts). Ask for a status update and a target date for resolution.

Step 3 — Document the Issue in Writing

- If the initial contact does not resolve the concern, submit it in writing per the Post-Delivery Issues procedure in Section 6. Keep a copy of all correspondence for the order file.

Step 4 — Escalate if Unresolved

- If there is no response within the target times in Section 6, or the response does not resolve the issue, escalate to the Contracts point of contact. If still unresolved, escalate to Excentium's President and CEO.

Step 5 — Involve the SEWP Program Office if Needed

- For issues that cannot be resolved between the ordering agency and Excentium, the NASA SEWP Program Office can be engaged consistent with SEWP VI Master Contract dispute procedures (Section 8).

Excentium Escalation Path

Level	Contact	When to Use
1	Program Manager	First point of contact for any support request or

Level	Contact	When to Use
	Richard Verrill verrill_richard@excentium.com (571) 297-6334 x312	post-delivery issue
2	Contracts POC Denna Hudson contracts@excentium.com (301) 676-5601	Unresolved issue, missed target response time, or contract/acceptance dispute
3	Colin Corlett President and CEO Excentium, Inc. colin@excentium.com (571) 297-6334 x301	Unresolved after Level 2, or issues affecting overall contract performance

8. SEWP VI Program Office Support

For issues that cannot be resolved directly with Excentium, or for general questions about the SEWP VI program, the NASA SEWP Program Management Office (PMO) can be contacted using the information below.

Role	Name	Phone	Email
SEWP Helpline	—	(301) 286-1478	help@sewp.nasa.gov

SEWP PMO hours: Monday–Friday, 7:30 AM–6:00 PM (ET) | www.sewp.nasa.gov

9. Revision History

Version	Date	Description of Change	Author
1.0	09/08/2026	Initial ordering guide issued	Rick Verrill
2.0	10/15/2026	Restructured to align with SEWP VI Contract Holder ordering guide example and SOW Attachment A, Section A.6; updated Group C to Category C terminology; merged warranty/technical support/post-delivery content; added scope categories, ordering process, and SEWP PMO support sections	Rick Verrill
2.1	10/24/2026	Finalized contacts and responsibilities (Sales Rep,	Colin Corlett

Version	Date	Description of Change	Author
		Quotes/RFQ Desk, SEWP extension, Contracts POC); confirmed warranty and period of performance; corrected suite; added webpage link; Section 508 remediation	