eFedRAMP A2LA-Accredited Independent Assessment Service (IAS) | SDVOSB | 1768 Business Center Drive, Suite 220, Reston, VA

NASA SEWP VI — CATEGORY C CONTRACT HOLDER

SEWP VI Ordering Guide

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

Table 1: Document Information

Document ID	SEWP6-CATC-ORD-GUIDE-001
Contract Holder	Excentium, Inc.
SEWP VI Contract	Category C — Contract No. 80TECH26D0532
Period of Performance	November 1, 2026 – October 2036
Main Office Address	1768 Business Center Drive, Suite 220, Reston, VA | Phone: (571) 297-6334 x301
Document Version	v2.4
Date Prepared	November 4, 2026
Prepared By	Richard Verrill, Sr. Director of Governance and Compliance, Excentium, Inc.; SEWP VI Program Manager
Approved By	Colin Corlett, President and CEO SEWP VI Deputy Program Manager
Distribution	Public — for SEWP VI Government customers and Program Office use; published per SEWP VI SOW Attachment A, Section A.6

1.0 Overview

1.1. 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 (0.34%) and supports more than 50,000 orders a year across the Federal Government.

1.2. 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,

The information contained in this document is proprietary to Excentium, Inc. and is not to be used for any purpose other than that for which it is intended.

ISO/IEC 17020, A2LA accreditation requirements, and SOC 2 Type 2 frameworks. Excentium is not a CMMC Third-Party Assessment Organization (C3PAO).

Excentium maintains a dedicated webpage for the SEWP VI contract vehicle at: https://www.excentium.com/nasa_sewp_vi

2.0 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:

Table 2: SEWP VI Scope Categories

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.

3.0 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.

4.0 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.

The information contained in this document is proprietary to Excentium, Inc. and is not to be used for any purpose other than that for which it is intended.

- If modifications are made to any order, those modifications must also be routed through the SEWP PMO.

5.0 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.

For quotes, order status, installation, warranty questions, technical or software support, post-delivery assistance, or a problematic order, contact our SEWP program team

Table 3: Sales and Quote Contacts

Role	Name	Phone	Email
SEWP VI Program Manager	Richard Verrill	(571) 297-6334 x312	verrill_richard@excentium.com
SEWP VI Deputy Program Manager	Colin Corlett	(571) 297-6334 X301	colin@excentium.com
SEWP VI Sales Representative / Quotes /RFQ Desk	Fatemeh Corlett	(571) 297-6334 x302	fcorlett@excentium.com

6.0 Warranty, Technical Support, and Post-Delivery Issues

This section describes Excentium, Inc.'s warranty coverage, technical support model, and procedures for reporting and resolving post-delivery issues on services delivered under Excentium's NASA SEWP VI Category C contract. It applies to all task and delivery orders placed against Excentium's Category C award unless a specific order document states otherwise. This section supplements, and does not supersede, any warranty, support, or remedy terms stated in the SEWP VI Master Contract or in an individual order.

For installation, warranty questions, technical or software support, post-delivery assistance, or a problematic order, contact our SEWP program team

Table 3: Sales and Quote Contacts

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

The information contained in this document is proprietary to Excentium, Inc. and is not to be used for any purpose other than that for which it is intended.

Role	Name	Phone	Email
SEWP VI Deputy Program Manager	Colin Corlett	(571) 297-6334 X301	colin@excentium.com

6.1. 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.

6.2. Basic Warranty (Services)

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), the deliverable acceptance criteria stated in the order, and generally accepted industry practice for the service category (e.g., FedRAMP assessment, RMF/FISMA support, CMMC advisory, ISO/SOC 2 consulting, GRC program management).

6.2.1. Coverage Period

The Basic Warranty period runs for thirty (30) days from Government acceptance of the final deliverable or, for ongoing/recurring services, for the duration of the period of performance stated in the order.

6.2.2. What Basic Warranty Covers

- Correction of deliverables that do not conform to the agreed SOW/PWS, acceptance criteria, or applicable regulatory/framework requirements cited in the order
- Re-performance of the specific task(s) found to be non-conforming, at no additional cost to the ordering agency
- Clarification or correction of documentation errors, factual inaccuracies, or incomplete sections identified in a delivered report or assessment artifact

6.2.3. What Basic Warranty Does Not Cover

- Changes in scope, requirements, or objectives that were not part of the original SOW/PWS
- Issues arising from Government-provided information, systems, or personnel that were inaccurate, incomplete, or unavailable at the time of performance
- Regulatory or framework changes (e.g., a revised NIST publication or FedRAMP baseline) issued after final deliverable acceptance
- Rework requested for reasons of preference rather than non-conformance

6.3. Extended Warranty and Support Options

Ordering agencies may elect to purchase Extended Warranty or Extended Support coverage as a separately priced line item (CLIN) on a Category C order. Extended coverage is optional and must be requested at time of order or added by modification.

The information contained in this document is proprietary to Excentium, Inc. and is not to be used for any purpose other than that for which it is intended.

6.3.1. Extended Warranty

- Extends the Basic Warranty coverage period beyond 30 days, up to a term specified in the order (commonly 6 or 12 months)
- Covers re-performance and correction of non-conforming deliverables identified during the extended period, on the same terms as Basic Warranty

6.3.2. Extended Support

- Provides continued advisory access (e.g., periodic Q&A, review of newly identified findings, assistance interpreting prior deliverables) beyond the original period of performance
- Does not include new assessment work, additional testing, or scope not defined in the supporting SOW/PWS unless separately ordered

Pricing, hours, and specific terms for Extended Warranty and Extended Support are provided at quote (Section 5) and documented in the resulting order.

6.4. 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.

6.5. 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.

Table 4: Technical Support Tiers and Target Response Times

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 assessment 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

Support requests may be submitted by email to the assigned Program Manager or through the Contracts POC identified in the order. Please include the order/task number in all correspondence.

6.6. Post-Delivery Issues

A post-delivery issue is any concern identified after a deliverable has been submitted or a milestone completed — including suspected non-conformance with the SOW/PWS, a factual error, an incomplete deliverable, or a disagreement about acceptance criteria.

The information contained in this document is proprietary to Excentium, Inc. and is not to be used for any purpose other than that for which it is intended.

6.6.1. Reporting a Post-Delivery Issue

- Notify the assigned Program Manager in writing (email is acceptable) within seven (7) business days of identifying the issue
- Reference the order/task number, the specific deliverable or milestone, and a description of the concern
- Where possible, cite the specific section, page, or finding in question

6.6.2. What Happens Next

- Excentium will acknowledge receipt within one (1) business day and assign the issue to the appropriate Technical Support tier (Table 4)
- If the issue is confirmed as a warranty-covered non-conformance, Excentium will re-perform or correct the affected work at no additional cost, per the Basic Warranty terms above
- If the issue falls outside warranty coverage (e.g., a scope change), Excentium will provide a rough-order-of-magnitude estimate for the additional work before proceeding

6.7. Warranty, Technical Support, and Post-Delivery Contacts

For installation, warranty questions, technical or software support, post-delivery assistance, or a problematic order, contact our SEWP program team listed below:

Table 5: Warranty, Technical Support, and Post-Delivery Contacts

Role	Name	Phone	Email
SEWP VI Program Manager / Technical Support	Richard Verrill	(571) 297-6334 x312	verrill_richard@excentium.com
SEWP VI Deputy Program Manager	Colin Corlett	(571) 297-6334 x301	colin@excentium.com

7.0 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.

7.1. 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.

7.2. 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.

7.3. 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.

The information contained in this document is proprietary to Excentium, Inc. and is not to be used for any purpose other than that for which it is intended.

7.4. 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.

7.5. 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.

7.6. Escalation Path

Table 6: Escalation Path

Level	Contact	When to Use
1	SEWP VI Program Manager Richard Verrill verrill_richard@excentium.com (571) 297-6334 x312	First point of contact for any support request or post-delivery issue
2	Contracts POC Deena Hudson dhudson@excentium.com (301) 676-5601	Unresolved issue, missed target response time, or contract/acceptance dispute
3	Colin Corlett President and CEO SEWP VI Deputy Program Manager Excentium, Inc. colin@excentium.com (571) 297-6334 x301	Unresolved after Level 2, or issues affecting overall contract performance
4	NASA SEWP PMO Customer Help Desk help@sewp.nasa.gov (301) 286-1478 Contract Holder Help Desk chhelp@sewp.nasa.gov (301) 286-4555 Official Website https://www.sewp.nasa.gov/sewpvi	Issues that cannot be resolved between the ordering agency and Excentium

The information contained in this document is proprietary to Excentium, Inc. and is not to be used for any purpose other than that for which it is intended.

8.0 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.

Table 7: SEWP VI Program Office Contact

Role	Phone	Email
SEWP Customer Helpline	(301) 286-1478	help@sewp.nasa.gov
Contract Holder Help Desk	(301) 286-4555	chhelp@sewp.nasa.gov
Order Submission		sewporders@nasa.gov
SEWP VI Website		https://www.sewp.nasa.gov/sewpvi

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

The information contained in this document is proprietary to Excentium, Inc. and is not to be used for any purpose other than that for which it is intended.