

SEWP VI Ordering Guide



Contract Number: 80TECH26D1834	
Category C- ITC/AV Mission-Based	
(Information Technology Communication (ITC) and Audio Visual (AV)) Services – NAICS 541512	
Period of Performance: November 2026 – November 2036	
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NASA SEWP Helpline: (301) 286-1478 help@sewp.nasa.gov www.sewp.nasa.gov SEWP PMO Hours: M-F 7:30AM-6:00PM (ET)	

SEWP VI Contract Overview

Solutions for Enterprise-Wide Procurement VI (SEWP VI) Government-Wide Acquisition Contract (GWAC) vehicle, Group C. Category C scope provides Federal agencies with customized Solutions at a Mission/Program level that improve and enhance a ITC/AV infrastructure through methodologies including but not limited to custom computer programming services, telecommunication services including network operations, IT, AV, and Communications based engineering and design services, data processing and analysis services, hosting, and related services, IT and network operation and computer facilities, ITC and AV management services, IT consulting and educational services, digital government services, and cybersecurity and security systems services. Services may be performed at Government and/or Contractor locations worldwide, as specified in each Order. Category C has a threshold restriction of \$2 million per order (inclusive of options) for the 1st year of contract performance and \$10 million per order in the 2nd year of contract performance. Product only requirements are not in scope for this category.

The SEWP VI contract is designed to provide federal agencies with a streamlined, government-wide acquisition contract (GWAC) for procuring a broad range of Information Technology, Communication, and Audio Visual (ITC/AV) solutions and services. The SEWP GWAC allows for Firm Fixed Price, Time and Material, Labor Hour, Fixed Price Award Fee, Fixed Price Incentive Fee, Fixed Price Economic Price Adjustment, or any hybrid of commercial contract types for orders. Ordering Contracting Officers are required to include the appropriate FAR and agency clauses when using a respective contract type. The program is self-funded through usage fees (0.34%) and provides all Federal agencies with acquisition support with over 50,000 orders a year.

Fair Opportunity Clause

The SEWP VI Contracts are multi-award contracts and are subject to Fair Opportunity (<https://www.sewp.nasa.gov/sewpv/fairoppportunity.shtml>). Contract Holders will be provided with fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), including the SEWP RFQ tools. FAR 16.505(b) (1) provides that each contractor shall be given fair opportunity to be considered for each order exceeding \$15,000 and issued under multiple award contracts.

CONTACTS

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SEWP Program Management Office (PMO)

Customer Helpline: 301-286-1478

Inquiries Email: help@sewp.nasa.gov

Order Submission Email:

sewporders@sewp.nasa.gov

SEWP Website: www.sewp.nasa.gov

Hours: Mon-Fri 7:30AM-6:00PM (ET)

ORDERING

The recommended method to obtain a quote is to use the **SEWP Quote Request Tool**. Customers can use this tool at www.sewp.nasa.gov and register for an account. With access to the tool, Agencies can issue a Request-For-Information (RFI), Request-For-Quote (RFQ), Market Research Request (MRR) and Request for Agency Catalog (RFAC). This tool is easy to use and available 24x7 on SEWP's website. All SEWP Delivery Orders must be routed through the SEWP Program Office at sewporders@sewp.nasa.gov for processing.

Steps for Obtaining a Quote

The Customer will:

- Submit purchase request and receives approval from Government Contracting Officer
- Determine best value through market research (simple using SEWP VI Quote Request Tool)
- Create an order and submit it to SEWP VI

The SEWP VI Program Management Office (PMO) will:

- Verify the order and enter it into the SEWP VI database
- Submit valid orders to the awarded Contract Holder
- Monitor the order for delivery

LBO's PMO will:

- Confirm receipt of order from SEWP VI
- Process the order
- Fulfill/Deliver the order
- Invoice the customer

Should customers need assistance or have questions, SEWP PMO can be reached via email at help@sewp.nasa.gov or phone at [\(301\) 286-1478](tel:3012861478). Customers may also request a quote by contacting LBO Technology, LLC at sewpvi@lbotech.com or phone at [571-451-0864](tel:5714510864).

Solutions for Enterprise-Wide Procurement VI (SEWP VI) Government-Wide Acquisition Contract (GWAC) - Category C Service Areas:

TECHNICAL AREA 1C: INNOVATION SERVICES

Mission specific Innovation Services that include both Innovation efforts of continuous improvement and innovation. Continuous improvement is defined as the ongoing effort to enhance the efficiency and effectiveness of the IT services. Innovation is defined as the process to identify and implement new ideas and break-through solutions that change and/or enhance the services and results in additional Business and/or IT value.

TECHNICAL AREA 2C: INFORMATION AND DATA ANALYTICS SERVICES (IDAS)

The Information and Data Analytics team is a virtually distributed, hybrid team of analysts, data scientists, developers, and technologists working together to rapidly prototype, develop and deploy solutions to address the most pressing analytic challenges. Provide support for IDAS, including Data Science, Data Modeling, Big Data and Advanced Analytics, Artificial Intelligence, Machine Learning Methods, and Practices to the Agency. Support improving the use, management, and application of data by rapidly prototyping, developing, deploying, and maintaining solutions to address the most pressing analytic challenges.

TECHNICAL AREA 3C: APPLICATION SERVICES/SOFTWARE DEVELOPMENT

Perform assessment, planning, design, development, testing, integration, administration, maintenance, operational support, decommission, and documentation for new and existing applications defined at the order level for Mission specific Applications. Track current technologies and trends as they relate to the desktop (native), server, web, Cloud as a Service, and mobile application environment support. Application development may require expertise in various areas including, but not limited to agile development practices; front and back-end development; automated (unit/integration/end-to-end) testing; Continuous Integration and Continuous Deployment; Application Programming Interface (API) development and documentation; Cloud deployment; Product management and strategy; Visual design; Building and testing public-facing sites and tools; etc.

TECHNICAL AREA 4C: CYBERSECURITY SERVICES

Cybersecurity standards, architecture, and engineering include assisting in designing and developing cybersecurity architecture and engineering taking advantage of modern technologies such as the cloud, meeting Federal requirements, and enhancing the user experience. Cybersecurity and privacy services include providing services for continuous monitoring and threat detection, incident response and management, vulnerability management, cyber forensics, and analysis, implementation of the National Institute of Standards and Technology (NIST) risk management framework, and cybersecurity posture assessment.

TECHNICAL AREA 5c: CLOUD SERVICES

Evaluate, recommend, implement, and support at the Mission/Program level for the adoption of various cloud technologies such as cloud environments (e.g., AWS GovCloud, Azure Government Cloud, Salesforce Government Cloud); cloud services (e.g., Amazon Web Services, iSite, Snowflake); and cloud service

models (e.g., IaaS, PaaS, SaaS). Examples of Cloud services include but are not limited to: Application Integration Services; Cloud Governance, Security, and Compliance; Cloud Strategy and Planning; Cloud Storage and Hosting; X as a Service (XaaS). Cloud Services is inclusive of all offerings and services associated with cloud services.

TECHNICAL AREA 6C: DIGITAL MULTIMEDIA AND TECHNICAL COMMUNICATIONS SERVICES

This category includes but is not limited to Mission level Television and Broadcasting services; Mission website and social media operations; digital communications; institutional audiovisual support; publishing support; and foundational work in graphic, visual, electronic, and broadcast arts. Provide multimedia and communication products, systems, and services to support meeting institutional, programmatic, and mission requirements (e.g., still and motion imagery in support of center events; multimedia engineering, imagery acquisition, and video operations in support of engineering analysis; and mission operations).

TECHNICAL AREA 7C: IT OPERATIONS AND MAINTENANCE / HELP DESK/CALL CENTER SUPPORT

Support the operation and maintenance of IT systems. Operations and maintenance on IT systems include all software and hardware associated with mainframes, client/server, web-based applications, XYZ-as-a-Service, virtual desktop infrastructure, and networking. Operational Support includes Infrastructure Management Services (IMS) (Configuration Management; Network/Hardware Support; Resource Management; Backup and Recovery Management; Installation, Configuration, and Tuning; Electronic Software Licensing Services, including license: deployment, management, tracking, upgrading, etc.; System Management; IT Operation and Maintenance Planning; Data Quality Management; Continual Service Improvement; IT Infrastructure Optimization; Hardware Asset Management; Software Management) Provide a full array of services, staff, and expertise to operate and maintain Service Desk/Help Desk/ Call Center functions. Provide software system administration and operational support onsite or remotely as required. Install new software releases to supported locations/facilities/sites as required. This may include, but is not limited to, individual computer and peripheral maintenance and desk-side services.

TECHNICAL AREA 8C: NETWORK SERVICES

Manage a single end-to-end service provisioning organization that combines and streamlines LAN and WAN communications services for mission networks. Tasks, defined at the task order level, may include but are not limited to Providing continuity of service for legacy custom data network solutions for point-to-point network connections and point-to-point copper and fiber optic circuits; providing Corporate Network Services, Corporate Voice Services, Corporate Data Services, Corporate Collaboration Services, Corporate Management and Operations, Mission Services, Mission Management, and Operations, Customer Relationship Management, Service Management, Strategy Generation, Cybersecurity Support, Cable Plant Services, and Unified Communications and Collaboration (UCC).

TECHNICAL AREA 9C: DATABASE SERVICES

Manage database applications and services including database administration, Database Management System (DBMS) software, and associated database tools both on premise and in the cloud. Database services include but are not limited to: Database creation; Database Monitoring and Alerting; Performance Tuning and Optimization; Database Administration and Security; etc.

TECHNICAL AREA 10C: IN-SCOPE TRAINING

Identify training requirements, obtain, or develop training programs and conduct training for technologies, systems, applications, and products. This includes but is not limited to: IT workforce development and competency-based training; training for personnel to ensure proper operation, maintenance, and testing of systems, applications, and products; training and knowledge transfer to technicians and other staff about services and associated products within the functional scope of the SEWP Contracts.

TECHNICAL AREA 11C: PROGRAM MANAGEMENT/ANCILLARY SERVICES AND SUPPLIES

The Contractor may provide ancillary support as necessary to offer an IT services-based solution. The ancillary support described here may only be included in a task order when it is integral to and necessary for the IT services-based effort. Ancillary support may include, but is not limited to:

- Clerical support services
- Data entry services
- Program Management / Integration services
- Financial management services
- Logistics services
- Phase-In/transition management services
- Procurement services
- Physical and Cyber security management services
- Facilities Management services
- Ancillary ITC/AV products
- Minor alteration, and repair to real property services