



## NASA SEWP VI

# ORDERING GUIDE

Solutions for Enterprise-Wide Procurement

|                                        |                                                                            |
|----------------------------------------|----------------------------------------------------------------------------|
| <b>Contract Holder</b>                 | 1TechJV, LLC                                                               |
| <b>SEWP VI Category / Contract No.</b> | Category B Contract # 80TECH26D1418<br>Category C Contract # 80TECH26D0099 |
| <b>Ordering Period</b>                 | Base Period: 11/1/2026-10/30/2031<br>Option Period: 11/1/2031-10/31/20236  |
| <b>Guide Version</b>                   | 1.0                                                                        |
| <b>Prepared</b>                        | August 27, 2026                                                            |



**1TechJV, LLC**

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## Document Control and Compliance Crosswalk

|                           |                                                                                                                                  |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>Document Owner</b>     | 1TechJV SEWP Program Management Office                                                                                           |
| <b>Approval Authority</b> | 1TechJV SEWP Program Manager                                                                                                     |
| <b>Publication Format</b> | Electronic Word/PDF suitable for downloading and printing                                                                        |
| <b>Update Requirement</b> | Publish before placement of the first delivery order and update no later than 10 business days after each contract modification. |
| <b>Primary Contact</b>    | SEWP@1TechJV.com   571-285-3994                                                                                                  |

### A.6 Ordering Guide Compliance Crosswalk

| Required Component                                                                           | Guide Coverage                                                                                                           | Location              |
|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------------------|
| <b>Quote process and sales contacts</b>                                                      | Quote-request methods, required inputs, response coordination, names, phone numbers, and email addresses.                | Sections 4 and 5      |
| <b>Installation, warranty, technical support, software support, and post-delivery issues</b> | Support intake, manufacturer-specific terms, escalation, return coordination, and named support contacts.                | Sections 6 and 7      |
| <b>Troubleshooting problematic orders</b>                                                    | Issue categories, intake data, escalation levels, status communications, and contacts.                                   | Section 8             |
| <b>Contractor and SEWP overview</b>                                                          | 1TechJV profile, SEWP VI purpose, scope categories, and contract-data table.                                             | Sections 2 and 3      |
| <b>Contract Holder User Manual alignment</b>                                                 | Ordering, modifications, records, fair opportunity, and use of NASA SEWP tools are addressed at a practical guide level. | Sections 5, 9, and 10 |

## 1. Purpose and Use of This Guide

This ordering guide provides federal customers and approved contractors with practical information for requesting quotes, placing and modifying orders, obtaining installation and warranty support, resolving post-delivery issues, and escalating problematic orders under 1TechJV's NASA SEWP VI contract.

- Use this guide together with the issuing agency's acquisition policies, the SEWP contract, and the current NASA SEWP Contract Holder User Manual.
- Agency Contracting Officers and Ordering Officers retain responsibility for agency-specific approvals, competition decisions, funding, and order issuance.



- NASA SEWP Program Management Office reviews, processes, tracks, and forwards issued delivery orders; it does not issue the ordering agency's delivery order.

## 2. SEWP VI Overview

NASA SEWP, pronounced “soup,” is a Government-Wide Acquisition Contract for Information Technology, Communication, and Audio-Visual solutions and services available to federal agencies and their approved contractors. SEWP VI is organized around three scope categories:

- Category B: Enterprise-Wide ITC/AV Service Solutions
- Category C: Mission-Based ITC/AV Service Solutions

For an official scope review, customers may send a requirement overview and/or bill of materials to [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov). The applicable category must be matched to 1TechJV's final SEWP VI award data before a quote or order is processed.

## 3. About 1TechJV

1TechJV is a Service-Disabled Veteran-Owned Small Business established in 2012. 1TechJV delivers customized information technology, professional services, and product solutions to federal customers, supported by disciplined program management, quality, service management, information security, and supply-chain practices.

### Representative Capabilities

- Program and project management
- Systems and network engineering
- Cybersecurity and information assurance
- Software development, DevSecOps, and digital services
- Cloud planning, migration, hosting, and operations
- Service desk and end-user support
- Unified communications and audiovisual solutions
- Data center modernization and consolidation
- Acquisition, quality assurance, testing, and IV&V
- ITC/AV product sourcing, configuration, integration, and lifecycle support

### Corporate Information

|                  |                                                         |
|------------------|---------------------------------------------------------|
| Legal Name       | 1TechJV, LLC                                            |
| Address          | 14000 Crown Court, Suite 206, Woodbridge, VA 22193-1460 |
| Main Phone       | 571-285-3994                                            |
| SEWP Email       | SEWP@1TechJV.com                                        |
| Website          | <a href="http://www.1TechJV.com">www.1TechJV.com</a>    |
| Tax ID           | 92-1547279                                              |
| Unique Entity ID | PP15SAJH2BZ8                                            |

|                                        |                                                                            |
|----------------------------------------|----------------------------------------------------------------------------|
| <b>CAGE Code</b>                       | 9GL99                                                                      |
| <b>SEWP VI Category / Contract No.</b> | Category B Contract # 80TECH26D1418<br>Category C Contract # 80TECH26D0099 |
| <b>Ordering Period</b>                 | Base Period: 11/1/2026-10/30/2031<br>Option Period: 11/1/2031-10/31/20236  |

## 4. Program Support and Points of Contact

1TechJV uses a centralized SEWP Program Management Office to coordinate quotes, orders, contract administration, support, and escalation. The shared mailbox is the preferred entry point because it supports continuity, assignment, and tracking.

| Role                              | Name                | Purpose                                                       | Phone             | Email                   |
|-----------------------------------|---------------------|---------------------------------------------------------------|-------------------|-------------------------|
| <b>Program Office</b>             | 1TechJV<br>SEWP PMO | Quotes, order status,<br>support intake,<br>unresolved issues | 571-285-3994      | SEWP@1TechJV.com        |
| <b>Program Manager</b>            | Bill Lytle          | Program oversight,<br>contract/order escalation               | 571-285-3994 x102 | Bill.Lytle@1TechJV.com  |
| <b>Deputy Program Manager</b>     | Byron Athan         | Alternate program<br>oversight and escalation                 | 571-285-3994 x101 | Byron.Athan@1TechJV.com |
| <b>Sales Representative</b>       | Bill Lytle          | Product/service quote<br>development                          | 571-285-3994 x102 | Bill.Lytle@1TechJV.com  |
| <b>Post-Delivery Support Lead</b> | Byron Athan         | Installation, warranty,<br>technical/software<br>support      | 571-285-3994 x101 | Byron.Athan@1TechJV.com |

### NASA SEWP Help Desk

|                  |                                                            |
|------------------|------------------------------------------------------------|
| <b>Email</b>     | help@sewp.nasa.gov                                         |
| <b>Telephone</b> | 301-286-1478                                               |
| <b>Hours</b>     | Monday through Friday, 7:30 a.m. to 6:00 p.m. Eastern Time |
| <b>Website</b>   | www.sewp.nasa.gov                                          |

## 5. How to Obtain a Quote

### 5.1 Preferred Quote-Request Method

The recommended method is the NASA SEWP online Quote Request Tool (QRT). It supports fair-opportunity outreach to the applicable contract holders and provides a documented acquisition record. Customers may also contact 1TechJV directly for product information, scope questions, preliminary market research, or assistance preparing a quote request.

## 5.2 Submit a Complete Requirement

- Agency and requesting organization
- Requestor and Contracting Officer contact information
- SEWP VI category and 1TechJV contract number, when known
- Statement of work, performance work statement, specifications, or bill of materials
- Manufacturer, part number, quantity, configuration, and required accessories for products
- Service location, place of performance, security requirements, and required labor categories for services
- Required delivery or performance schedule
- Shipping destination and acceptance point
- Warranty, installation, configuration, maintenance, training, or support requirements
- Quote due date, desired validity period, and any required quote format
- Applicable clauses, agency terms, socioeconomic considerations, and evaluation factors

## 5.3 Direct Quote Assistance

Email SEWP@1TechJV.com with the subject line “SEWP VI Quote Request – [Agency] – [Requirement Name].” 1TechJV will acknowledge the request, identify the responsible sales/solution lead, validate scope and contract availability, coordinate manufacturers and teammates as needed, and submit a responsive quote through the required channel.

### Quote Integrity

A 1TechJV quote is not an order. Work begins only after 1TechJV receives and validates an authorized delivery order and any required funding, security, technical, and performance documentation.

## 6. Ordering Process

1. End user defines the requirement and develops a purchase request, funding package, and supporting documentation.
2. Ordering activity applies its agency procedures and satisfies fair-opportunity requirements for the applicable multiple-award contract category.
3. Ordering activity requests and evaluates quotes, documents its decision, and selects the appropriate contract holder.
4. Authorized Contracting Officer or Ordering Officer issues a delivery order using a valid federal agency order form and delivery-order number.
5. Ordering activity transmits the order through the NASA SEWP process and provides 1TechJV any documents needed for performance.
6. NASA SEWP PMO reviews, processes, tracks, and forwards the order to 1TechJV.
7. 1TechJV validates contract number, scope, pricing, funding, period, delivery information, terms, and acceptance requirements, then acknowledges the order.
8. 1TechJV performs, delivers, invoices, and supports the order in accordance with the accepted delivery order.

### 6.1 Fair Opportunity

FAR 16.505(b)(1) requires each contractor to receive a fair opportunity to be considered for orders exceeding \$10,000 under multiple-award contracts, unless an applicable exception is supported and documented. The ordering Contracting Officer determines the method and documents the rationale for order placement and price. The SEWP QRT is the recommended method for supporting this process.

## 6.2 Order Validation Checklist

- ☐ Correct 1TechJV SEWP VI contract number and category
- ☐ Delivery-order number and authorized signature
- ☐ Funding and accounting data
- ☐ Complete line items, quantities, unit/extended prices, and total
- ☐ Delivery/performance dates and locations
- ☐ Acceptance, inspection, invoicing, and payment instructions
- ☐ Applicable clauses and agency-specific requirements
- ☐ Security, privacy, accessibility, supply-chain, and asset-management requirements
- ☐ Points of contact for contracting, technical, receiving, and invoicing matters

## 7. Installation, Warranty, Technical Support, and Software Support

Installation, basic warranty, extended warranty, technical support, and software support vary by manufacturer, publisher, product, and quoted service package. 1TechJV will identify the applicable coverage in its quote and order acknowledgement and will coordinate support throughout the order lifecycle.

| Support Area                           | What the Customer Receives                                                                                                                     | Primary Intake   | Key Information Needed                                                                    |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------------------------------------------------------|
| <b>Installation</b>                    | Coordination of authorized installation, configuration, integration, scheduling, site readiness, and acceptance tasks identified in the order. | SEWP@1TechJV.com | Order number, site, equipment/software, requested date, local contact, access constraints |
| <b>Basic Warranty</b>                  | Manufacturer or publisher warranty coverage stated in the quote/order, with 1TechJV coordination for entitlement and repair/replacement.       | SEWP@1TechJV.com | Order number, part/serial number, failure description, entitlement evidence               |
| <b>Extended Warranty / Maintenance</b> | Optional OEM, publisher, or 1TechJV coverage purchased on the order, including the stated term and service level.                              | SEWP@1TechJV.com | Contract/order number, coverage identifier, asset, location, requested service            |
| <b>Technical Support</b>               | Triage, OEM/vendor engagement, troubleshooting coordination, status tracking, and escalation.                                                  | SEWP@1TechJV.com | Symptoms, impact, urgency, screenshots/logs, troubleshooting completed                    |
| <b>Software Support</b>                | License, entitlement, download, activation, subscription, patch/update, and publisher-support coordination.                                    | SEWP@1TechJV.com | Publisher, product, license/subscription ID, tenant/org, error details                    |

### 7.1 Delivery Inspection and Acceptance

- Inspect packages and delivered items promptly for visible damage, shortage, incorrect item, or serial-number discrepancy.
- Retain packaging, shipping labels, packing slips, and photographs when damage or discrepancy exists.

- Do not return products to the manufacturer or distributor without 1TechJV coordination and a return authorization when one is required.
- Report license or entitlement discrepancies with the affected order, line item, product, and user/tenant information.
- Follow the order’s inspection and acceptance terms; notify the Contracting Officer when a contractual remedy or order change may be required.

## 8. Troubleshooting a Problematic Order

### 8.1 Contact 1TechJV

Send the issue to [SEWP@1TechJV.com](mailto:SEWP@1TechJV.com) or call 571-285-3994. Use the subject line “SEWP VI ORDER ISSUE – [Order Number] – [Short Description].” For urgent mission-impacting issues, call after sending the email and request Program Manager escalation.

### 8.2 Include These Details

- Agency, Contracting Officer, technical point of contact, and receiving contact
- 1TechJV SEWP VI contract number and delivery-order number
- Affected contract line item, manufacturer, part number, serial number, license, or service task
- Clear description of the issue, when it began, and current operational impact
- Delivery, shipping, receiving, or acceptance documentation
- Photographs, error messages, logs, screenshots, or correspondence relevant to the issue
- Troubleshooting already performed and the outcome
- Requested resolution and required-by date
- Whether the issue may require an order modification, stop-work direction, replacement, return, credit, or other Contracting Officer action

### 8.3 Escalation Path

| Level | Owner                                              | Use When                                                                                                                 | Contact                                                                                                  |
|-------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| 1     | 1TechJV SEWP PMO                                   | New quote, order, delivery, warranty, support, or invoice issue                                                          | <a href="mailto:SEWP@1TechJV.com">SEWP@1TechJV.com</a><br>571-285-3994                                   |
| 2     | 1TechJV Program Manager                            | Issue is unresolved, recurring, high impact, or requires executive/vendor escalation                                     | Bill Lytle<br>571-285-3994 x102<br><a href="mailto:Bill.Lytle@1TechJV.com">Bill.Lytle@1TechJV.com</a>    |
| 3     | 1TechJV Deputy Program Manager                     | Program Manager unavailable or alternate escalation required                                                             | Byron Athan<br>571-285-3994 x101<br><a href="mailto:Byron.Athan@1TechJV.com">Byron.Athan@1TechJV.com</a> |
| 4     | Ordering Contracting Officer / NASA SEWP Help Desk | Contract interpretation, official direction, fair opportunity, scope, order routing, or unresolved vehicle-level concern | Ordering CO and<br><a href="mailto:help@sewp.nasa.gov">help@sewp.nasa.gov</a><br>301-286-1478            |

**Authority for Contract Changes**

Only an authorized Contracting Officer may direct changes affecting price, scope, schedule, quantity, terms, or funding. 1TechJV personnel will not act on an unauthorized change.

## 9. Order Modifications, Cancellations, Returns, and Credits

### 9.1 Modifications

All delivery-order modifications must be issued by an authorized Contracting Officer and routed through the NASA SEWP process. Send a copy to [SEWP@1TechJV.com](mailto:SEWP@1TechJV.com). 1TechJV will review the modification for scope, funding, schedule, pricing, and performance impacts before acknowledging it.

### 9.2 Cancellations

Contact the 1TechJV SEWP PMO and the ordering Contracting Officer immediately. Cancellation is subject to product status, manufacturer/distributor terms, non-cancellable commitments, restocking or termination considerations, and the delivery order. 1TechJV will identify known impacts for Contracting Officer disposition.

### 9.3 Returns and Replacements

- Obtain 1TechJV coordination before shipment.
- Use the authorized return location, packaging, labeling, and return-material authorization instructions.
- Preserve serial-number and chain-of-custody records.
- Sanitize or protect government data before return as directed by agency security requirements.
- Track shipment and provide proof of delivery.
- Credits, replacements, and repair outcomes are processed according to the order and applicable manufacturer/distributor terms.

## 10. Post-Delivery Administration

### 10.1 Invoicing and Payment

1TechJV will invoice in accordance with the delivery order's invoicing instructions, acceptance terms, and payment method. Direct invoice questions to [SEWP@1TechJV.com](mailto:SEWP@1TechJV.com) and include the order number, invoice number, line item, amount, and nature of the discrepancy. Contractual disputes or funding changes must be addressed by the ordering Contracting Officer.

### 10.2 Asset, License, and Records Support

- Packing slips, serial numbers, license/entitlement information, warranty data, and other deliverables will be provided as required by the order.
- Customers should retain the quote, order, modifications, acceptance evidence, invoices, support records, and disposition documentation in the official acquisition file.
- Requests for replacement copies of available order records may be sent to [SEWP@1TechJV.com](mailto:SEWP@1TechJV.com).

### 10.3 Customer Responsibilities

- Provide accurate requirements and authorized direction.
- Maintain current technical, receiving, contracting, and invoicing contacts.
- Ensure site readiness, access approvals, security coordination, and acceptance resources.

- Protect delivered assets, credentials, licenses, and sensitive information.
- Notify 1TechJV promptly of discrepancies, performance concerns, or changes.
- Route contractual direction through the authorized Contracting Officer.

## 11. Quick Reference

| Need                                  | Best First Step                                                      | Contact / Tool                              |
|---------------------------------------|----------------------------------------------------------------------|---------------------------------------------|
| <b>Request a competitive quote</b>    | Use the NASA SEWP QRT and include a complete requirement package.    | NASA SEWP QRT<br>SEWP@1TechJV.com           |
| <b>Confirm scope</b>                  | Send requirement overview or BOM for review.                         | help@sewp.nasa.gov                          |
| <b>Product or service information</b> | Contact 1TechJV before or during market research.                    | SEWP@1TechJV.com<br>571-285-3994            |
| <b>Order status</b>                   | Provide delivery-order number and line item.                         | SEWP@1TechJV.com                            |
| <b>Installation or support</b>        | Provide order, asset/license, site, symptom, and impact information. | SEWP@1TechJV.com                            |
| <b>Unresolved problematic order</b>   | Request Program Manager escalation.                                  | Bill.Lytle@1TechJV.com<br>571-285-3994 x102 |
| <b>Contract/order interpretation</b>  | Contact the ordering CO and, where appropriate, NASA SEWP.           | Ordering CO<br>help@sewp.nasa.gov           |
| <b>Order modification</b>             | Obtain an authorized modification and route it through SEWP.         | Ordering CO<br>SEWP@1TechJV.com             |

## 12. Finalization Checklist Before Publication

- ☐ Insert final SEWP VI contract number, category, ordering period, and award data.
- ☐ Confirm current UEI, CAGE, legal address, tax data, and website.
- ☐ Name and validate the sales representative and post-delivery support lead.
- ☐ Confirm 1TechJV Program Manager and Deputy Program Manager information.
- ☐ Verify NASA SEWP Help Desk contact information and operating hours.
- ☐ Validate fair-opportunity language and threshold against the final contract and current FAR.
- ☐ Validate the SEWP QRT and program website links.
- ☐ Verify manufacturer-specific support language does not promise coverage beyond the quote/order.
- ☐ Confirm consistency with the current Contract Holder User Manual.
- ☐ Remove all yellow placeholders and draft notices.
- ☐ Approve the guide and publish electronically before the first delivery order.
- ☐ Update the guide within 10 business days after each contract modification.



## Appendix A. Quote Request Email Template

**To:** SEWP@1TechJV.com

**Subject:** SEWP VI Quote Request – [Agency] – [Requirement Name]

**Agency / Office:** \_\_\_\_\_

**Requestor Name, Phone, Email:** \_\_\_\_\_

**Contracting Officer Name, Phone, Email:** \_\_\_\_\_

**SEWP VI Category / Contract Number:** \_\_\_\_\_

**Requirement Summary:** \_\_\_\_\_

**Attachments: SOW/PWS/Specifications/BOM:** \_\_\_\_\_

**Delivery / Performance Location:** \_\_\_\_\_

**Required Delivery / Period of Performance:** \_\_\_\_\_

**Warranty / Installation / Support Requirements:** \_\_\_\_\_

**Security / Accessibility / Supply-Chain Requirements:** \_\_\_\_\_

**Quote Due Date and Time:** \_\_\_\_\_

**Additional Instructions:** \_\_\_\_\_



## Appendix B. Problem Order Intake Template

Agency / Office: \_\_\_\_\_

Delivery-Order Number: \_\_\_\_\_

1TechJV SEWP VI Contract Number: \_\_\_\_\_

Contracting Officer / Ordering Officer: \_\_\_\_\_

Technical / Receiving Contact: \_\_\_\_\_

Affected CLIN / Item / Serial / License / Service Task: \_\_\_\_\_

Issue Description: \_\_\_\_\_

Operational Impact and Urgency: \_\_\_\_\_

Date / Time Discovered: \_\_\_\_\_

Troubleshooting Completed: \_\_\_\_\_

Supporting Evidence Attached: \_\_\_\_\_

Requested Resolution and Required-By Date: \_\_\_\_\_

Potential Contracting Officer Action Needed: \_\_\_\_\_

## Appendix C. Source Basis and Assumptions

This draft was prepared from the attached “Example Ordering Guide for SEWP VI CHs” and the prior “1TechJV-SEWP V Ordering Guide.” The example identifies the minimum ordering-guide components in Attachment A, Section A.6 and provides model SEWP VI overview, fair-opportunity, scope-category, ordering-process, and help-desk information. The prior 1TechJV guide supplied corporate, contact, and support language used as the starting point for this revision.