ELECTROSOFT SERVICES, LLC

NASA SEWP VI ORDERING GUIDE

Categories B and C | Government-Wide Acquisition Contract (GWAC)

Category B	Enterprise-Wide ITC/AV Service Solutions | Contract 80TECH26D0169
Category C	Mission-Based ITC/AV Service Solutions | Contract 80TECH26D0038
Ordering Period	November 1, 2026 - October 31, 2036
SEWP Fee	0.34% (included in quoted prices; not separately listed)

Electrosoft NASA SEWP VI webpage

Electronic ordering guide | Version 1.0 | October 2026

1. General Overview

Electrosoft Services, LLC is a federal information technology and professional services contractor supporting mission modernization, cybersecurity, cloud, software engineering, data and artificial intelligence, managed services, infrastructure, and IT operations. Under NASA Solutions for Enterprise-Wide Procurement (SEWP) VI, Electrosoft holds Category B and Category C prime contracts, enabling Federal agencies and approved contractors to acquire enterprise-wide and mission-based Information Technology, Communication, and Audio-Visual (ITC/AV) services through a streamlined multiple-award GWAC.

NASA SEWP VI provides Federal agencies with streamlined access to ITC/AV solutions and services. Electrosoft can compete for Small Business and Unrestricted task orders under Categories B and C. Category B is suited to large-scale, agency-wide initiatives, while Category C supports program- and mission-focused IT services.

2. Electrosoft SEWP VI Contract Information

Category	Contract Number	Scope
Category B	80TECH26D0169	Enterprise-wide ITC/AV Service Solutions
Category C	80TECH26D0038	ITC/AV Mission-Based Services

Task orders may include firm-fixed-price, time-and-materials, labor-hour, fixed-price award-fee, and fixed-price incentive-fee arrangements, as authorized by the ordering agency and SEWP contract. The ordering period is November 1, 2026 through October 31, 2036.

3. Fair Opportunity and Quote Requests

In accordance with FAR Part 16.505(b), contractors are provided a fair opportunity to be considered at the individual order level, as appropriate, including through the NASA SEWP RFQ tools. The ordering Contracting Officer is responsible for following applicable fair-opportunity procedures and retaining required order-selection documentation. The SEWP online Quote Request Tool (QRT) is the recommended method for obtaining competitive quotes and supporting fair-opportunity documentation.

When responding to a formal RFQ or Market Research Request, Electrosoft will quote only items or services available under its SEWP contract and will clearly state the quote validity period. Unless an RFQ permits partial quotes, responses must address the complete requirement.

4. SEWP Fee

The current SEWP Agency Administrative Handling Fee is 0.34% of the total delivery order price. Electrosoft includes the fee within the total quoted amount, inclusive of applicable costs. The fee is not listed separately on quotes or orders.

5. How to Obtain a Quote

1. Define the requirement, including the desired services or solution, period of performance, delivery/performance location, security or technical requirements, and any applicable evaluation criteria.

2. Use the NASA SEWP Quote Request Tool (QRT), the recommended method, to issue the applicable RFQ or market research request to eligible SEWP VI Contract Holders. Customers may also contact Electrosoft directly for pre-solicitation questions and assistance consistent with procurement rules.
3. Identify the appropriate SEWP VI category. Use Category B for enterprise-wide, multi-location or agency-scale ITC/AV services and Category C for mission- or program-specific ITC/AV services.
4. Review Electrosoft's response for scope, labor or solution elements, price, quote validity, delivery/performance assumptions, and any applicable support terms.
5. After source selection and internal agency approvals, the ordering agency issues its Delivery Order (DO). NASA SEWP PMO reviews, processes, tracks, and forwards issued orders to the Contract Holder.
6. Submit orders to the SEWP Program via sewporders@sewp.nasa.gov or fax 301-286-0317, consistent with current SEWP ordering procedures.

6. Electrosoft Program, Sales, and Ordering Contacts

Role	Name	Phone	Work Email
Program Manager / Sales / Customer Support	Crystal Mertes	703-851-4636	cmertes@electrosoft-inc.com
Deputy Program Manager / Sales / Customer Support	Rachel Timbro	703-343-3806	rtimbro@electrosoft-inc.com

General SEWP inquiries: NASASEWPVI@electrosoft-inc.com

Electrosoft SEWP VI webpage: https://www.electrosoft-inc.com/nasa-sewp-vi-gwac

7. Installation, Warranty, Technical, and Software Support

Electrosoft manages post-award and post-delivery support in accordance with each order, the applicable manufacturer or software publisher terms, and the SEWP VI contract. Because Categories B and C are services categories, specific installation, warranty, maintenance, technical-support, and software-support obligations will be defined in the applicable task order and quote. The following customer support process applies:

- Installation: Electrosoft coordinates installation, integration, configuration, acceptance support, and deployment activities when included in the order. Scheduling, site prerequisites, access, security, and acceptance criteria are confirmed with the ordering agency before performance.
- Basic warranty: Applicable product or solution warranties are passed through and administered in accordance with the manufacturer/publisher terms and the order. Electrosoft coordinates warranty questions and corrective actions with the customer and applicable provider.
- Extended warranty and maintenance: Where in scope and ordered, Electrosoft coordinates extended warranty, maintenance, subscription, and renewal support and identifies applicable coverage periods and terms in the quote/order.
- Technical support: Electrosoft triages reported technical issues, validates entitlement/order information, and coordinates resolution with the responsible technical team, OEM, publisher, subcontractor, or service provider as applicable.

- Software support: Software maintenance, licensing, updates, patches, subscriptions, and publisher support are provided as specified in the order and applicable license/support terms. Electrosoft coordinates escalations when vendor support is required.

For post-delivery support, contact Crystal Mertes or Rachel Timbro using the contact information in Section 6. Customers may also use NASASEWPVI@electrosoft-inc.com for general routing.

8. Troubleshooting a Problematic Order

7. Contact Electrosoft and provide the SEWP Tracking/Control Number, Delivery Order number, RFQ number if applicable, affected line item/service, customer POC, and a concise description of the issue.
8. Electrosoft validates the order and quote, identifies the responsible internal or external support resource, and acknowledges the issue to the customer.
9. For delivery, invoicing, warranty, licensing, performance, scope, or technical issues, Electrosoft coordinates corrective action with the appropriate delivery team, OEM/publisher, subcontractor, or service provider and keeps the customer informed through resolution.
10. If NASA SEWP PMO assistance is required, Electrosoft coordinates with SEWP or directs the customer to the SEWP Customer Help Desk. Order modifications must route through the SEWP PMO.
11. Electrosoft tracks the issue through closure and confirms resolution with the customer.

9. NASA SEWP PMO Customer Support

Resource	Contact
Customer Help Desk	301-286-1478 | help@sewp.nasa.gov
Contract Holder Help	301-286-4555 | chhelp@sewp.nasa.gov
SEWP VI PMO / Contract Holder Communications	sewp6@sewp.nasa.gov
Order Submission	sewporders@sewp.nasa.gov | Fax 301-286-0317
PMO Hours	Monday-Friday, 7:30 AM-6:00 PM Eastern Time

Official NASA SEWP VI homepage: https://www.sewp.nasa.gov/sewpvi/

10. Ordering Information and Required Delivery Order Content

Each agency follows its own internal Purchase Request and Delivery Order process. The issuing agency, not the SEWP PMO, issues the Delivery Order. To avoid processing delays, customers should ensure the order includes the information required by current NASA SEWP ordering guidance, including:

- Delivery Order number and issue date
- Applicable Electrosoft SEWP contract number and NAICS code
- Contract type
- SEWP Contract Holder mailing address and phone number
- Issuing office and ship-to/performance location
- Total order amount
- Contracting Officer signature, phone number, and signature date
- Line items/pricing and the supporting SEWP Contract Holder quote

11. Ordering Guide Maintenance

This guide is maintained as an electronic soft copy suitable for customer download and printing. It will be available before placement of Electrosoft's first SEWP VI delivery order and updated no later than 10 business days following each applicable contract modification. Electrosoft will keep the downloadable guide consistent with mandatory information published on its SEWP VI webpage.

12. Quick Reference

Need	Use
Competitive quote / fair opportunity	NASA SEWP Quote Request Tool (QRT), recommended
Electrosoft quote or ordering question	Crystal Mertes - cmertes@electrosoft-inc.com / Rachel Timbro - rtimbro@electrosoft-inc.com / NASASEWPVI@electrosoft-inc.com
Post-delivery or order issue	Electrosoft Contract Specialist Andrea Karrick – akarrick@electrosoft-inc.com and contracts@electrosoft-inc.com
NASA SEWP customer assistance	help@sewp.nasa.gov | 301-286-1478
Contract Holder support	chhelp@sewp.nasa.gov | 301-286-4555
Official SEWP resources	https://www.sewp.nasa.gov