NASA SEWP VI

Category B — Enterprise-Wide ITC/AV Strategic Solutions

CONTRACT HOLDER

SEWP OVERVIEW

NASA SEWP VI (Solutions for Enterprise-Wide Procurement) provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services for 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. SEWP has continually evolved over the past 30 years, expanding its scope to meet the requests of its customers. The SEWP vehicle represents acquisition innovation within the Federal Government. The program is self-funded through usage fees (0.34%) and provides all Federal agencies with acquisition support — more than 50,000 orders a year. With a $60 billion program ceiling, SEWP VI is designated Best in Class and available to all federal agencies. SEWP VI supports multiple contract types at the order level, including firm fixed price (FFP), time and material (T&M), labor hour (LH), fixed price award fee (FPAF), and fixed price incentive fee (FPIF), giving agencies flexibility to structure task orders around mission needs.

Synergy is a contract holder under Category B. Category B encompasses enterprise-scale service solutions including managed IT services, cloud services, cybersecurity, application development, data analytics, and systems integration.

FAIR OPPORTUNTIY

FAR 16.505(b) (1) provides that each contractor shall be given fair opportunity to be considered for each order exceeding $10,000 and issued under multiple award contracts. The FAR states that the method to obtain fair opportunity is at the discretion of the Contracting Officer (CO) and that the CO must document the rationale for placement and price of each order. Using the SEWP online Quote Request Tool is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP Quote Request Tool (QRT) will automatically include the Contract Holders within a selected Category or based on a suggested source.

SYNERGY BIS

Category B

Contract Number
80TECH26D0841

Period of Performance
November 1, 2026 –
October 31, 2036

Address

Synergy Business Innovation & Solutions, Inc.

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SEWP Helpline

help@sewp.nasa.gov
301.286.1478

SEWP PMO Hours

Monday-Friday
7:30 pm-6 pm (ET)
www.sewp.nasa.gov

ABOUT SYNERGY BUSINESS INNOVATION & SOLUTIONS, INC.

A Northern Virginia-based federal contractor and proven partner to DHS, DoW, and federal civilian agencies, delivering enterprise-wide managed IT services, cloud services support, cybersecurity, data analytics and AI, systems integration and modernization, and application development and sustainment.

For more information about the SEWP VI program, visit the NASA SEWP website:
https://www.sewp.nasa.gov

HOW TO OBTAIN A QUOTE?

Federal agencies may request a quote from Synergy for IT services and solutions available under SEWP VI Category B.

The process for obtaining a quote follows the steps below:

STEP 1 — Identify the Requirement

Determine the IT service or solution needed. SEWP VI covers a broad range of ITC/AV products and services. If the requirement fits within the technical areas listed in Section 5 of this guide, Synergy can provide a quote.

STEP 2 — Submit a Request Through the SEWP Quote Request Tool

The primary method for requesting a quote is through the NASA SEWP Quote Request Tool (QRT) at https://www.sewp.nasa.gov. The QRT allows ordering agencies to issue Requests for Quotes (RFQs), Requests for Information (RFIs), and Market Research Requests (MRRs) to SEWP contract holders. Synergy monitors the QRT and responds to all applicable requests.

STEP 3 — Receive the Quote

Synergy provides quotes through the SEWP online Quote Request Tool. All quotes include a CLIN verification file matching the quoted items and pricing. Quotes reference current SEWP contract pricing and are valid for the period stated on the quote.

STEP 4 — Place the Order

Once the agency selects Synergy, the ordering Contracting Officer issues a delivery order or task order. The order must be submitted to the NASA SEWP Program Management Office (PMO) at sewporders@sewp.nasa.gov. The SEWP PMO will assign a SEWP Control Number (SCN) and route the order to Synergy. Synergy will not begin work on any order over the micro-purchase threshold until the SCN has been assigned.

SYNERGY BUSINESS INNOVATION & SOLUTIONS, INC.

- ✓ **650+** Personnel Nationwide
- ✓ **70+** Technical & Platform Certifications
- ✓ **95%** Prime Contracts
- ✓ **20+** Years in Business

POST-DELIVERY SUPPORT

Synergy provides the following post-delivery support services at no additional charge to SEWP customers:

Installation Coordination	Warranty Support	Technical Support	Software Support
Synergy coordinates installation activities for products and services delivered under SEWP VI task orders, including scheduling, site preparation guidance, and on-site or remote installation support as specified in the delivery order.	Synergy supports both basic and extended warranty coverage for products delivered under SEWP VI. Warranty terms are specified in the delivery order and follow the manufacturer's standard warranty unless otherwise negotiated. Synergy serves as the single point of contact for warranty claims, coordinates with manufacturers on the customer's behalf, and tracks warranty resolution through its completion.	Synergy provides technical support for services and solutions delivered under SEWP VI task orders. Technical support includes trouble-shooting, system configuration assistance, and guidance on the operation and maintenance of delivered products and services.	For software products delivered under SEWP VI, Synergy provides support for installation, licensing, updates, and compatibility issues. Synergy coordinates with software publishers for license management, renewal, and escalated support issues.



POST-DELIVERY CONTACT

For all post-delivery support matters, contact:
SEP-VI-Support@SynergyBIS.com

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Javier Adame, *Deputy Program Manager*
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512.699.4417

ORDER TROUBLESHOOTING

If an issue arises with an existing order, Synergy's goal is to resolve it as quickly as possible.

Common order issues and the process for resolution are described below:

Delivery Status	Order Modifications	Incorrect or Damaged Deliverables	Billing & Invoice Questions	Escalation
Customers may inquire about the delivery status of any open order. Synergy maintains current delivery status in the SEWP Contract Holder Only Page (CHOP) and provides updates to customers upon request. If a delivery date will change, Synergy promptly notifies the customer in advance.	If requirements change after an order is placed, the ordering Contracting Officer may submit a modification through the SEWP PMO. Synergy processes modifications promptly and submits updated CLIN verification files within one business day of the modification.	If a delivered product does not match the specifications of the delivery order, or if a product arrives damaged, contact Synergy immediately. Synergy coordinates replacement, return, or repair through the manufacturer and tracks the issue through its resolution.	For questions about invoicing, payment, or order amounts, contact Synergy's program office. Synergy's invoicing complies with all FAR requirements and aligns with the banking information registered in SAM.gov.	If an issue is not resolved to the customer's satisfaction through normal channels, customers may escalate concerns to the NASA SEWP Program Management Office at chhelp@sewp.nasa.gov or by visiting https://www.sewp.nasa.gov.



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ORDERING PROCESS SUMMARY

For detailed guidance, visit the NASA SEWP website at https://www.sewp.nasa.gov.

The SEWP VI ordering process follows the steps below:

Step 1:
Agency Identifies Requirement

The ordering agency determines its ITC/AV requirement and confirms it falls within SEWP VI scope.

Step 2:
Agency Submits RFQ via SEWP Quote Request Tool

The ordering Contracting Officer submits a Request for Quote (RFQ), Request for Information (RFI), or Market Research Request (MRR) through the SEWP online Quote Request Tool to the applicable SEWP VI category or categories.

Step 3:
Synergy Responds with Quote and Verification File

Synergy provides a quote through the SEWP CHOP quote tool, accompanied by a CLIN verification file matching the quoted items and pricing. All quoted items are on contract at the time of the quote.

Step 4:
Agency Evaluates and Selects

The ordering agency evaluates quotes per Fair Opportunity procedures (FAR 16.505(b)) and determines best value.

Step 5:
Agency Issues Delivery Order or Task Order

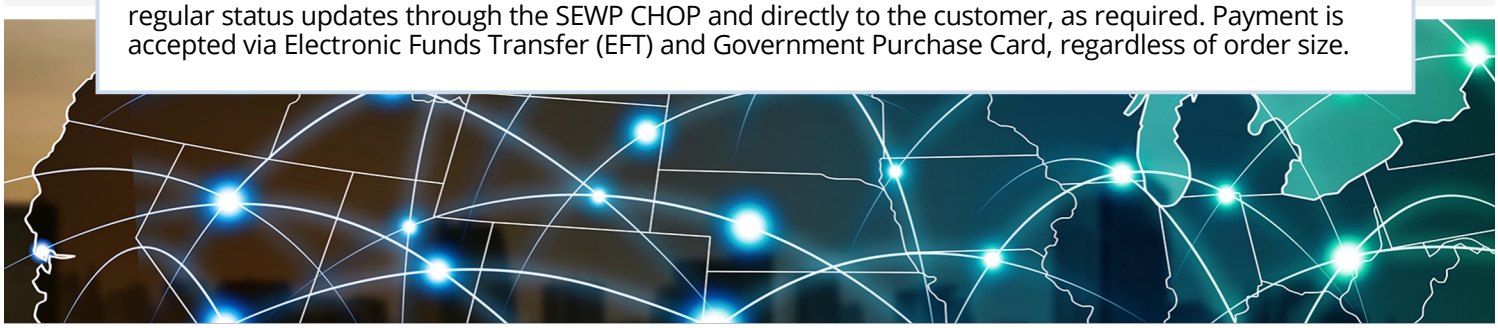
The ordering Contracting Officer issues the order and submits it to the SEWP PMO at sewporders@sewp.nasa.gov.

Step 6:
SEWP PMO Assigns SCN

The SEWP PMO validates the order, assigns a SEWP Control Number (SCN), and routes the order to Synergy.

Step 7: Synergy Begins Performance

Upon receipt of the order with an assigned SCN, Synergy begins performance. Synergy provides regular status updates through the SEWP CHOP and directly to the customer, as required. Payment is accepted via Electronic Funds Transfer (EFT) and Government Purchase Card, regardless of order size.



Synergy

A.5. CONTRACTOR RESPONSIBILITIES

(Attachment A – SEWP SOW)

Category B: Enterprise-Wide Solutions

IT Managed Services: 24/7 infrastructure operations, tiered help desk, incident response, server and network administration, virtual environment management, disaster recovery.

Enterprise-Wide Network Services: Network architecture, cross-domain solutions, firewall and switch management, multi-classification network operations.

Enterprise-Wide Innovation Services: AI/ML implementation, agentic AI and RAG development, emerging technology prototyping, predictive analytics.

IT Service Management: ITIL-based service delivery, incident/problem/change management, service catalog operations, knowledge management.

Enterprise Service Program Integration: Systems integration, vendor product integration, legacy system analysis and consolidation.

Enterprise-Wide Information and Data Analytics Services: Data pipeline engineering, analytics dashboards, data governance, business intelligence, ArcGIS Enterprise.

Enterprise-Wide Application Services and Software Development: Full lifecycle development, application modernization, DevSecOps, Agile delivery, Section 508 compliance.

Enterprise-Wide Cybersecurity Services: Risk Management Framework (RMF) implementation, continuous monitoring, vulnerability management, SSP/ATO maintenance, NIST 800-53 compliance.

Enterprise-Wide Cloud Services: AWS architecture and migration, hybrid cloud governance, containerization, CI/CD, FinOps, cloud security.

Enterprise-Wide Digital Multimedia and Technical Communications: AV/MM installation and programming, Crestron integration, technical documentation, SCORM/eLearning, instructional systems design.