NASA SEWP VI · CATEGORY C · CONTRACT 80TECH26D0430

ASHBURN CONSULTING

Customer Ordering Guide

NASA SEWP VI · CATEGORY C
ITC/AV Mission-Based Services

CONTRACT HOLDER	BUSINESS SIZE	DOCUMENT CONTROL
Ashburn Consulting LLC	Small Business	Version 1.1 · September 14, 2026

ORDERING · SUPPORT · ESCALATION

www.ashburnconsulting.com/sewpvi

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SECTION 01

Contract profile and program contacts

Ashburn Consulting LLC is a prime Contract Holder under NASA SEWP VI Category C. This guide explains how Federal customers and authorized support contractors can request a quote, place an order, and obtain support from Ashburn.

ATTACHMENT A · SECTION A.6

Compliance summary

This downloadable guide is published in explicit compliance with Attachment A, Section A.6. It provides the required quote, installation, basic and extended warranty, technical and software support, post-delivery, and problematic-order procedures; identifies responsible contacts; summarizes Ashburn and SEWP VI; and follows the Contract Holder User Manual (CHUM). Ashburn will post this guide before its first order and update it within 10 business days after each contract modification.

- **Quote and ordering assistance**
- **Installation and delivery support**
- **Warranty and technical/software support**
- **Post-delivery and problematic-order escalation**
- **Contractor and SEWP VI overview**
- **CHUM-aligned procedures and timely updates**

Contract at a glance

Contract Holder	Ashburn Consulting LLC
SEWP VI Contract	80TECH26D0430
Award Category	Category C — ITC/AV Mission-Based Services
Business designation	Small Business
UEI / CAGE	YU7RW2KJTUU4 / 33LY5
Anticipated SEWP VI PoP	November 1, 2026–October 31, 2036
Corporate website	https://www.ashburnconsulting.com
SEWP-specific webpage	https://www.ashburnconsulting.com/sewpvi
SEWP PMO Contact Info	SEWP Helpline/customer assistance: help@sewp.nasa.gov Phone: (301) 286-1478 Hours: Monday–Friday, 7:30 a.m.–6:00 p.m. ET Website: www.sewp.nasa.gov

Program support contacts

PROGRAM MANAGER

Ben Eiserike

beiserike@ashburnconsulting.com

DEPUTY PROGRAM MANAGER

Paul Kapalka

pkapalka@ashburnconsulting.com

SECTION 02

About SEWP VI and Ashburn

The current NASA SEWP VI page anticipates a November 1, 2026 go-live date. Quotes and orders may begin only after both the contract effective date and Ashburn's active date.

NASA SEWP VI

NASA Solutions for Enterprise-Wide Procurement (SEWP) is a multi-award Government-Wide Acquisition Contract (GWAC) through which Federal agencies and authorized support contractors acquire Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services. NASA's SEWP Program Management Office (PMO) manages the vehicle, provides acquisition support, and processes orders.

Ashburn Consulting

Founded in 2002 and headquartered in Northern Virginia, Ashburn Consulting is an engineering-led, vendor-agnostic small business focused on network, cloud, cybersecurity, and complex IT modernization. Ashburn supports the full lifecycle from assessment and architecture through implementation, operations, and sustainment.

Fair opportunity

SEWP VI is a multiple-award contract. In accordance with FAR 16.505(b) and SEWP Contract Section A.1.13, the ordering Contracting Officer must provide each eligible awardee a fair opportunity to be considered for orders above the applicable micro-purchase threshold unless a statutory exception applies. The ordering office documents its order-placement and price rationale. NASA's online Quote Request Tool (QRT) is the recommended method for market research and quote requests.

SECTION 03

Scope of Ashburn's Category C contract

Category C provides customized ITC/AV services-based solutions at the mission or program level. Work may be performed at Government or Contractor locations worldwide, as specified in each order. Product-only requirements are not within Category C scope.

Representative in-scope service areas

- Innovation and continuous-improvement services
- Information and data analytics, including AI and machine learning
- Application services and software development
- Cybersecurity architecture, engineering, operations, and compliance support
- Mission/program cloud strategy, migration, implementation, and support
- Digital multimedia and technical communications services
- IT operations, maintenance, help desk, and call-center support
- Mission network services and unified communications/collaboration
- Database administration, engineering, operations, and security
- In-scope technical training
- Program management and ancillary services and supplies

Category C order-value restrictions

The contract limits Category C orders, inclusive of options, to $2 million in the first year of contract performance and $10 million in the second year. The contract provides that Category C threshold restrictions are subject to removal beginning in the third year. Customers should confirm the current limit with the SEWP PMO when planning an order.

Scope review

For an official scope determination, send a requirement overview, statement of work, and/or bill of materials to help@sewp.nasa.gov. Ashburn can help structure a requirement for SEWP review but does not make the Government's scope determination.

SECTION 04

Request and evaluate a quote

1

Define the requirement

Prepare the statement of work/performance work statement, anticipated period of performance, deliverables, security and place-of-performance requirements, evaluation approach, and applicable funding or acquisition constraints.

2

Use the NASA SEWP Quote Request Tool

Create an RFI, Market Research Request (MRR), or RFQ in the QRT and select the appropriate Category C competition. Include Ashburn Consulting as a suggested source where consistent with the ordering office's fair-opportunity strategy.

3

Keep communications in the QRT

For a QRT-originated request, questions and responses generally flow through the QRT Q&A feature. Ashburn submits its quote and matching verification file through the Contract Holder Only Page (CHOP).

4

Evaluate and document

The ordering office evaluates responses under its stated criteria, considers price or cost, and documents the rationale for placement and price. SEWP does not require that selection documentation be sent with the order.

Direct quote assistance

For general capability, acquisition-planning, or customer-initiated quote questions, contact Program Manager Ben Eiserike at 703-652-9120 or beiserike@ashburnconsulting.com. If a request is already open in the QRT, use the QRT's communication features unless the request expressly authorizes direct contact.

What Ashburn's quote will show

Ashburn quotes identify the applicable SEWP contract, offered CLINs, quantities, unit and extended prices, total price, quote-validity period, delivery or performance schedule, assumptions, and any mutually proposed order-level terms. All RFQ/MRR offerings must be on Ashburn's SEWP contract and priced at or below the SEWP database-of-record price.

SECTION 05

Place and process an order

The issuing agency—not the NASA SEWP PMO—issues the task or delivery order. Any valid Federal order form and agency-assigned order number may be used.

1

Issue the order to Ashburn's SEWP VI contract

Ensure that the order matches the selected quote and includes the information listed below.

2

Route the order through the SEWP PMO

The customer or Ashburn submits the order or modification to sewporders@sewp.nasa.gov.

3

SEWP validates and assigns an SCN

The PMO verifies the order against the quote/CLIN verification file and assigns a SEWP Control Number (SCN).

4

Ashburn begins fulfillment

Ashburn will not begin performance or fulfillment until the processed order with its SCN is received from the SEWP PMO.

Include this information in the order

- Order date and unique agency order number
- Authorized Government ordering official's name, telephone, and email
- Issuing agency and ordering agency, if different
- Ashburn Consulting LLC and contract number 80TECH26D0430
- Appropriation and accounting data
- Billing/invoice address and shipping or place-of-performance address
- SEWP CLINs, descriptions, quantities, unit prices, and total amount
- Applicable statement of work, deliverables, acceptance criteria, security requirements, and mutually agreed terms
- Period of performance for services and required delivery schedule

SECTION 06

Delivery, warranty, and post-delivery support

1

Report the issue to Ashburn

Contact Program Manager Ben Eiserike at 703-652-9120 or beiserike@ashburnconsulting.com. Provide the agency order number, SCN, affected CLIN/deliverable, issue summary, timing, impact, and desired resolution.

2

Ashburn triages and coordinates

Ashburn reviews the order, confirms ownership, coordinates technical or vendor resources as applicable, and communicates status with the customer.

3

Escalate unresolved issues

Escalate to Deputy Program Manager Paul Kapalka at pkapalka@ashburnconsulting.com. For SEWP process assistance, contact the SEWP Customer Support Center at help@sewp.nasa.gov.

Installation and performance

Installation, transition, configuration, performance location, staffing, service levels, deliverables, and acceptance are defined in Ashburn's quote and the resulting order. The order's terms control these order-specific requirements, subject to the SEWP master contract.

Delivery

For ordered items, the SEWP contract establishes a 30-calendar-day standard delivery period after PMO processing (or credit-card order placement) unless expedited or non-standard delivery is stated and mutually agreed in the quote/order. Partial shipments require prior authorization. Service schedules and milestones are established in the order.

Warranty and technical/software support

For in-scope ancillary products, software, maintenance, or warranties, the applicable commercial/OEM coverage and any extended warranty or maintenance will be identified in the quote and order. Service quality, correction, and support obligations are governed by the statement of work, service levels, acceptance terms, and other order-specific requirements.

SECTION 07

Payment, changes, and authoritative resources

Section A.6 maintenance commitment: this guide will be available before Ashburn's first SEWP VI delivery or task order and updated within 10 business days after each contract modification.

Payment and SEWP fee

Ashburn accepts payment by electronic funds transfer (EFT) and Government Purchase Card or other agency-approved credit card, subject to order terms. Any applicable purchase-card surcharge will be disclosed in the quote in accordance with SEWP policy.

SEWP Fee

The SEWP administrative handling fee is currently 0.34% and is included in quoted prices; it is not listed as a separate order line. The SEWP Fee is included in the price of all offerings and cannot be separately listed. All items including labor rates, ODCs, and other offerings must include the fee

- The SEWP fee is currently 0.34%
- Use a calculation factor of 0.0033885 on each order, as SEWP does not apply a surcharge on the surcharge fee.
- There is no fee cap.

Order changes

All order modifications—including funding, scope, schedule, option, and administrative changes—must route through the SEWP PMO. Ashburn will not implement a modification until the PMO has processed it.

Authoritative resources

NASA SEWP	https://www.sewp.nasa.gov/
NASA SEWP VI	https://www.sewp.nasa.gov/sewpvi/
SEWP customer support	help@sewp.nasa.gov
SEWP order submission	sewporders@sewp.nasa.gov
Ashburn Consulting	https://www.ashburnconsulting.com
Ashburn SEWP VI	https://www.ashburnconsulting.com/sewpvi

Document control

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