

# CSS FEDERAL

## NASA SEWP VI ORDERING GUIDE

A practical guide for requesting quotes and placing orders with CSS Federal

**Cyber Security Solutions, LLC dba CSS Federal**  
20 F St. NW, Suite 700  
Washington, D.C. 20001  
[www.cssfederal.com](http://www.cssfederal.com)

### SEWP VI CONTRACTS

80TECH26D1421 (B) / 80TECH26D0152 (C)

### AWARD CATEGORY

Category B – Enterprise-Wide ITC/AV Service Solutions

Category C – Mission-Based ITC/AV Service Solutions

### PERIOD OF PERFORMANCE

November 1, 2026 – October 31, 2036

**BUSINESS STATUS:** Small Disadvantaged Business

**UEI:** E28YW5JLGPD9

**CAGE CODE:** 6V3D4

## SEWP VI Overview

NASA Solutions for Enterprise-Wide Procurement, pronounced “soup,” is a Government-Wide Acquisition Contract that provides Federal agencies and approved contractors streamlined access to information technology, communications, audio-visual solutions, and related services. SEWP VI continues NASA’s acquisition program with three scope categories designed to address products, enterprise-wide services, and mission-based services.

### CSS Federal SEWP VI Contracts

CSS Federal holds two NASA SEWP VI contracts: Category B, Enterprise-Wide ITC/AV Service Solutions, Contract 80TECH26D1421; and Category C, Mission-Based ITC/AV Service Solutions, Contract 80TECH26D0152.

Customers should select the CSS Federal contract corresponding to the scope and acquisition objectives of their requirement. CSS Federal can assist customers in determining the appropriate category; however, the ordering activity remains responsible for its acquisition strategy, scope determination, fair-opportunity procedures, and compliance with applicable agency policies.

### About CSS Federal

CSS Federal transforms how government agencies develop, deliver, modernize, and secure digital services. We support Federal missions across health, financial management, transportation, education, agriculture, and other civilian markets through cybersecurity and privacy, IT systems and services, cloud, artificial intelligence and automation, Oracle enterprise applications, and program management capabilities.

## Fair Opportunity

Ordering activities must follow FAR 16.505, applicable agency procedures, and the terms of the SEWP VI contract. For orders above the applicable threshold, the ordering contracting officer must provide each eligible contract holder a fair opportunity to be considered unless a documented exception applies. NASA’s online Quote Request Tool supports competition, quote collection, and the ordering activity’s decision record.

|                                                                                                                      |                                                    |                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>QUOTE REQUESTS</b><br/><a href="mailto:hpatel1@cssfederal.com">hpatel1@cssfederal.com</a><br/>410-236-9080</p> | <p><b>SEWP PMO HELPLINE</b><br/>(301) 286-1478</p> | <p><b>SEWP SUPPORT</b><br/><a href="mailto:help@sewp.nasa.gov">help@sewp.nasa.gov</a><br/>(301) 286-1478<br/>Monday–Friday, 7:30 a.m.–6:00 p.m. ET</p> |
|----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|

## What is in Scope for SEWP VI

NASA SEWP VI provides Federal agencies and approved contractors access to a broad range of Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services. SEWP VI includes three scope categories: Category A for ITC/AV product solutions, Category B for enterprise-wide ITC/AV service solutions, and Category C for mission-based ITC/AV service solutions. CSS Federal holds contracts in Categories B and C.

## Category B Enterprise-Wide ITC/AV Service Solutions

Category B supports strategic solutions that improve, modernize, secure, operate, and sustain an agency's enterprise-wide ITC/AV environment. Representative services include:

- Cloud and infrastructure services
- Managed and shared services
- Enterprise service desk and end-user support
- Application, database, network, and systems operations
- Cybersecurity operations and compliance
- Collaboration platforms
- Automation and DevSecOps
- Program management
- Governance
- Transition, training, and technical support

## Category C Mission-Based ITC/AV Service Solutions

Category C supports ITC/AV services aligned with a specific agency mission, program, business function, application portfolio, or technical environment. Representative services include:

- Custom software development and modernization
- Systems integration
- Agile and DevSecOps delivery
- Cloud engineering and hosting
- Data processing, analytics, artificial intelligence, and automation
- Cybersecurity and risk management
- Network and telecommunications operations
- Enterprise application and database support
- Digital government and accessibility services
- IT consulting
- Program management
- Training
- Knowledge management

The specific services quoted by CSS Federal will be limited to the scope and offerings available under the applicable CSS Federal SEWP VI contract at the time of quotation. Customers seeking assistance with a scope determination may submit a requirement overview, performance work statement, statement of work, or bill of materials to [help@sewp.nasa.gov](mailto:help@sewp.nasa.gov).

## Contract and Ordering Compliance

NASA SEWP VI is a multiple-award Government-Wide Acquisition Contract. All quotes, orders, modifications, reporting activities, and post-award transactions involving CSS Federal will be processed in accordance with the applicable CSS Federal SEWP VI contract, the NASA SEWP VI Contract Holder User Manual, the SEWP database of record, FAR 16.505, and the ordering activity's acquisition policies and procedures.

For an RFQ or Market Research Request, CSS Federal will quote only services and solutions available under the applicable Category B or Category C contract at the time the quote is submitted. If a requirement includes work outside CSS Federal's applicable contract scope or available offerings, CSS Federal will notify the customer and coordinate appropriate next steps consistent with NASA SEWP procedures.

## How to Request a CSS Federal Quote

**1 Define the requirement:** Prepare the performance work statement, statement of work, bill of materials, delivery location, period of performance, funding constraints, security requirements, and desired response date.

**2 Submit through the SEWP Quote Request Tool:** Use the NASA SEWP QRT to issue an RFQ, RFI, or market research request to the eligible contract holders and categories. Select CSS Federal when permitted by the tool and the acquisition strategy.

**3 Contact CSS Federal:** For pre-request coordination or assistance identifying the correct CSS Federal response team, email [hpatel1@cssfederal.com](mailto:hpatel1@cssfederal.com) or call (410) 236-9080. Include the QRT request number when available.

**4 Evaluate responses:** Apply the ordering activity's stated evaluation method, document best value and fair opportunity, and notify offerors as appropriate. A QRT award notice does not itself create an order.

## Ordering Process

| ORDERING ACTIVITY                                                                                                                                | NASA SEWP PMO                                                                                           | CSS FEDERAL                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| Determines best value, creates the delivery or task order citing the CSS Federal SEWP contract number, and sends the order to the NASA SEWP PMO. | Reviews and validates the order, assigns a SEWP Tracking Number, and forwards the order to CSS Federal. | Acknowledges the validated order, coordinates delivery and performance, and invoices the ordering activity in accordance with the order. |

**Orders and subsequent modifications must be routed through the NASA SEWP PMO. CSS Federal will begin fulfillment after NASA validates the order and issues the applicable SEWP Tracking Number.**

## Program Support and Post-Delivery Service

CSS Federal will coordinate each order from quote through acceptance using the points of contact identified below.

| SUPPORT AREA                      | CSS FEDERAL CONTACT | TELEPHONE    | EMAIL                                                              |
|-----------------------------------|---------------------|--------------|--------------------------------------------------------------------|
| Quotes and sales                  | Hetel Patel         | 410-236-9080 | <a href="mailto:hpatel1@cssfederal.com">hpatel1@cssfederal.com</a> |
| Order status and delivery         | Mahesh Zarkar       | 443-949-6023 | <a href="mailto:mzarkar@cssfederal.com">mzarkar@cssfederal.com</a> |
| Warranty and technical support    | Mahesh Zarkar       | 443-949-6023 | <a href="mailto:mzarkar@cssfederal.com">mzarkar@cssfederal.com</a> |
| Escalation and problem resolution | Hetel Patel         | 410-236-9080 | <a href="mailto:hpatel1@cssfederal.com">hpatel1@cssfederal.com</a> |

## Installation, Implementation, and Acceptance

CSS Federal will confirm the order requirements, performance locations, implementation schedule, transition activities, access requirements, acceptance criteria, deliverables, and authorized customer contacts before beginning performance. Installation, configuration, integration, transition, documentation, and service commencement will follow the accepted quote and resulting order. Customers should promptly notify CSS Federal of service deficiencies, access constraints, nonconforming deliverables, schedule issues, or other conditions requiring corrective action.

## Warranty and Technical Support

Applicable warranty, maintenance, licensing, and software-support provisions will be identified in the accepted quote and resulting order. Customers requesting support should provide the SEWP Tracking Number, agency order number, affected system or service, problem description, mission impact, and troubleshooting already completed. CSS Federal will coordinate with the appropriate technical, software, cloud, or service provider and communicate status through resolution.

## Troubleshooting a Problematic Order

|             |                                                                                                                                                                          |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1) Identify | Record the agency order number, SEWP Tracking Number, CSS Federal quote number, affected line item, delivery location, and issue.                                        |
| 2) Report   | Contact the CSS Federal order-support point of contact above and describe the business or mission impact and requested resolution.                                       |
| 3) Escalate | If unresolved within the agreed response window, contact the escalation point of contact above. CSS Federal will coordinate a corrective-action plan and status cadence. |
| 4) Close    | CSS Federal and the customer will confirm resolution, document any replacement, return, credit, modification, or acceptance action, and close the issue.                 |

## Key Links

NASA SEWP website [www.sewp.nasa.gov](http://www.sewp.nasa.gov)

NASA SEWP customer support [Online Support Center](#)

NASA SEWP order submission [sewporders@sewp.nasa.gov](mailto:sewporders@sewp.nasa.gov)

CSS Federal [www.cssfederal.com](http://www.cssfederal.com)