SEWP VI

ORDERING GUIDE

Ardalyst Federal, LLC

SEWP VI Contract Holder | Value-Added Reseller

Category A | 80TECH26D0417

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NASA SEWP VI
Solutions for Enterprise-Wide Procurement
Contract Holder

SEWP Overview

The NASA SEWP (Solutions for Enterprise-Wide Procurement) program provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services for federal agencies and their approved contractors. While the original contract vehicle provided only technology products for NASA and all other agencies, SEWP has continually evolved over the past 30 years.

The SEWP contract vehicle represents federal government acquisition innovation. The program is self-funded through usage fees (0.34%) and provides federal agencies with acquisition support - more than 50,000 orders a year.

About Ardalyst Federal, LLC

Ardalyst Federal provides cybersecurity and infrastructure software to Federal civilian and DoD customers, along with the product knowledge to help them get full value from it. We are a value-added reseller that knows the products we sell, so we can answer the questions that come after the purchase, such as how a product fits an existing environment, how it works with other tools, and what support and renewal options are available.

Through our SEWP VI Category A contract, Ardalyst Federal gives customers access to a variety of software and the product-based services each manufacturer provides, backed by dedicated program management and responsive support from quote through renewal. Visit our website: ardalyst.com/federal/sewp.

Vendor Partnerships

Anomali	Gigamon	Mattermost
Corelight	GitLab	Microsoft
Cribl	Google Cloud	Rocket.Chat
Dell	IBM	Rubrik
Dragos	iBoss	Trellix
Elastic	Kong	Witfoo

Ardalyst Federal, LLC

Category A Contract

Main Office Address

Ardalyst Federal, LLC
5850 Waterloo Road, Suite 140,
Office 217, Columbia, MD
21045-1941
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SEWP VI Program Support

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SEWP Helpline
mailto:help@sewp.nasa.gov
(301) 286-1478
SEWP PMO Hours:
M-F, 7:30 AM – 6 PM (ET)
https://www.sewp.nasa.gov

Contract Details

Contract Holder: Ardalyst Federal, LLC
Contract Number: 80TECH26D0417
Category: A – IT Solutions
Contract Type: GWAC
Period of Performance: Nov 1, 2026 – Oct 31, 2036
SEWP Surcharge: 0.34%
Designation: Small Business
Facility Clearance: Secret
UEI: Z9CJC8GFNZ87
CAGE Code: 6VCZ6
Primary NAICS: 541519e
Additional NAICS Codes: 541330, 541512

Fair Opportunity

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. It states that the method of obtaining 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 Group or based on a suggested source.

What is in Scope?

The SEWP program is designed to provide a broad suite of Information Technology, Communication and Audio Visual (ITC/ AV) solutions and services. Technology is ever evolving, and for that reason, SEWP's processes enable Contract Holders to add new commercial technology and IT services to their contract daily, as requested by customers. The focus of SEWP is on the full suite of technology offerings that simplify Governmental access and Industry offerings across the entire ITC/AV solutions and services landscape. SEWP is composed of three (3) scope categories detailed below. If you would like SEWP to determine if your requirement is within scope of the SEWP VI contract, please send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov for review and feedback.

The SEWP contracts were awarded according to scope category. The three categories are:

- Category A - ITC/AV (Information Technology, Communication and Audio-Visual) Solutions
- Category B - Enterprise-Wide ITC/AV Service Solutions
- Category C - Mission-Based ITC/AV Service Solutions

Category A ITC/AV Solutions (Ardalyst Federal)	**Category B** Enterprise-wide IT/AV Service Solutions	**Category C** IT/AV Mission-Based Services

Obtaining a Quote

Customers can request quotes through the NASA SEWP Quote Request Tool (QRT). To ensure a comprehensive response, customers should provide the following information when requesting a quote:

Agency and contacts

- Agency or organization name
- Issuing agency and ordering agency (if different)
- Name, phone, and email of the requester
- Name, phone, and email of the authorized ordering official or contracting officer

Requirement

- Technical requirements or statement of work
- Product list with manufacturer part numbers, quantities, and versions (a bill of materials is preferred)
- License or subscription term and dates, and whether this is a new purchase, renewal, or true-up (for renewals, the existing license or contract number)
- End-user organization and contact, if different from the buyer
- Any brand-name requirement

Services (if included)

- Period of performance
- For training: topics, class length, and number of students
- For labor: government or contractor worksite, and CONUS or OCONUS

Delivery

- Required delivery date
- Delivery location(s)
- Delivery method (electronic license delivery or physical shipment) and where license keys should be sent

Security and compliance

- Security or compliance requirements
- Trade Agreements Act (TAA) requirements
- For cloud offerings, the required FedRAMP authorization level and impact level
- Any requirement for authorized-reseller status with the manufacturer

Procurement

- Quote due date and required quote validity period
- Funding or acquisition constraints
- Fair opportunity approach and any set-aside designation
- Payment method (including government purchase card)
- Any required terms and conditions or end-user license agreement (EULA)

For sales and general SEWP VI inquiries, please contact our SEWP sales team at SEWPsales@ardalyst.com. For general SEWP VI inquiries, please email SEWP@ardalyst.com.

Placing an Order

The internal ordering process of each agency varies. The process and accompanying forms for purchase requests (PRs) and delivery orders (DOs) issued against a SEWP contract are determined by the issuing agency, not the NASA SEWP Program Management Office (PMO). The typical process is for an end-user to determine a requirement and

generate a PR. The PR, along with any necessary funding information, is sent to the agency's procurement office, which results in the issuance of a DO. Any valid federal agency DO form and the associated DO number may be used.

The NASA SEWP PMO does not issue DOs. They must be issued through the issuing agency's procurement office. The SEWP PMO reviews, processes, and tracks issued DOs and forwards them to the contract holder.

Some agencies have specific requirements for issuing IT DOs. It is the responsibility of the issuing agency's contracting officer to be aware of agency-specific policies on issuing orders through an existing contract vehicle or GWAC. SEWP contracts do not require issuing agencies to use other intermediary procurement offices, except as directed by their own internal policies.

Submitting the order

Orders and order modifications should be submitted to the SEWP PMO at sewporders@sewp.nasa.gov (or by fax to 301-286-0317). Please reference the RFQ number and the Ardalyst Federal quote the order is based on. The order total must match the quote.

Ardalyst Federal cannot begin fulfilling an order until the SEWP PMO has processed it and assigned a SEWP Control Number (SCN). Once the SCN is assigned, the PMO forwards the order to us and we begin fulfillment.

Information to include on the order:

- Date of order
- Name, phone number, and email address of the authorized ordering official (contracting officer, or card holder for credit card orders)
- Issuing agency, and ordering agency if different
- Order number
- Contract holder name: [Ardalyst Systems / legal name on the contract]
- Appropriation and accounting data
- Billing and invoice address
- Shipping address (or electronic delivery contact for software and subscriptions)
- SEWP CLINs and product descriptions to be delivered
- Total order amount
- Any additional agreed terms and conditions or statement of work
- Period of performance for any associated services

Order modifications

If modifications are made to any order, they must be routed through the SEWP PMO.

Installation, Warranty, and Software Support

Installation. Ardalyst Federal does not perform installation or implementation services under this contract. Software and subscriptions are delivered electronically to the customer's designated contact, along with the manufacturer's documentation and licensing instructions. Customers can install the products themselves or use the manufacturer's installation resources, and should check with the manufacturer about how self-installation may affect warranty or support terms.

Warranty. Warranty terms are set by each manufacturer and are listed with the product on the quote. Extended warranty and maintenance options offered by the manufacturer may be available as separate line items on a quote.

Technical and software support. Technical and software support is provided by the manufacturer under the support terms that come with the product, and the manufacturer's support contact information is included with the order confirmation. Ardalyst Systems can help customers find the right support channel, locate license and entitlement information, and coordinate with the manufacturer on renewals and subscription changes. Many providers offer extended support or hardware replacement as an additional service that can be purchased.

Post-Delivery Support

For problems with an order, such as missing licenses, incorrect quantities, or delivery questions, contact Kelly Holland at 231-900-1426 or khollland@ardalyst.com**.** For escalations, contact Seth Simmons at 503-388-5756 or ssimmons@ardalyst.com.

Order Issue Resolution and Troubleshooting

Ardalyst Federal is committed to resolving order-related issues quickly. If a customer experiences a problem with an order, the following process should be followed:

Step 1: Gather Order Information

Please have the following information available:

- SEWP Delivery Order Number
- Agency Name
- Product or Service Description
- Date of Order
- Description of the Issue

Step 2: Contact Ardalyst Federal

Notify the appropriate support contact by telephone or email. Ardalyst Federal personnel will acknowledge receipt of the issue and begin investigation.

Step 3: Issue Review and Resolution

Ardalyst Federal will:

- Review the order and associated documentation,
- Coordinate with manufacturers, distributors, and logistics providers as necessary,
- Provide status updates to the customer, and
- Develop and implement corrective actions.

Step 4: Escalation

If an issue cannot be resolved through normal support channels, the matter may be escalated to the SEWP hotline at 301-286-1478 or help@sewp.nasa.gov.

Ardalyst Federal strives to provide timely communication and resolution for all customer concerns and remains committed to delivering exceptional service throughout the ordering, delivery, and support lifecycle.