CUSTOMER ORDERING GUIDE

NASA SEWP VI • CATEGORIES B & C

Category B: 80TECH26D1163 | Category C: 80TECH26D0946

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

Website: https://www.etelligent-group.com/sewp-vi/

12950 Worldgate Drive, Suite 710, Herndon, VA 20170

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01 Contract profile and program contacts

This downloadable guide describes how federal customers and authorized support contractors can request quotations, place orders, obtain installation and warranty support, and resolve order issues under eTelligent Group LLC's SEWP VI contracts.

Contract Holder	eTelligent Group LLC
Contract Type	Multiple-award Government-Wide Acquisition Contract (GWAC)
Category B — Enterprise-Wide ITC/AV Service Solutions	80TECH26D1163
Category C — Mission-Based ITC/AV Service Solutions	80TECH26D0946
SEWP VI Period of Performance	November 1, 2026 – October 31, 2036
SEWP usage fee	0.34%
UEI	Q8P1NKN5ECY1
CAGE	5CPS5
Business address	12950 Worldgate Drive, Suite 710, Herndon, VA 20170

Primary points of contact

Program Manager	**Rohit Aggarwal | (703) 646-3835 | sewppm@etelligent-group.com**
Deputy Program Manager	Nan Downing | (703) 596-5224 | sewpdpm@etelligent-group.com
Sales / quotes / order issues	Rohit Aggarwal | (703) 646-3835 | sewppm@etelligent-group.com
Technical, installation, warranty and post-delivery support	Kashif Rasheed | (703) 596-5224 | sewpdpm@etelligent-group.com

02 About SEWP VI and eTelligent

NASA Solutions for Enterprise-Wide Procurement (SEWP) VI is a multiple-award Government-Wide Acquisition Contract (GWAC) for information technology, communications, audiovisual solutions and related services. eTelligent Group LLC is a contract holder in Category B (enterprise-wide ITC/AV service solutions) and Category C (mission-based ITC/AV service solutions). Services and offerings must remain within the applicable awarded contract scope.

Fair opportunity

In accordance with FAR 16.505(b), orders under this multiple-award GWAC are subject to applicable fair opportunity requirements. Ordering agencies should follow current NASA SEWP ordering instructions, applicable exceptions and agency-specific acquisition requirements.

03 Request and evaluate a quote

1. Define the requirement

Identify the relevant Category B or C scope; prepare a statement of work or specifications, desired outcomes, place of performance, schedule, security requirements and evaluation criteria.

2. Use the SEWP Quote Request Tool

The NASA SEWP Quote Request Tool (QRT) is the recommended method for RFIs, market research and RFQs. Follow the applicable NASA SEWP VI competition and fair opportunity procedures.

3. Communicate through the QRT

For QRT-originated opportunities, submit questions and responses using the applicable QRT channels and instructions. eTelligent submits formal responses through authorized SEWP processes.

4. Evaluate and award

The ordering agency evaluates quotes against its stated requirements and documents its selection and price rationale in accordance with applicable rules.

For direct sales and quotation assistance, contact Rohit Aggarwal at (703) 646-3835 or sewppm@etelligent-group.com. Quotes and resulting orders will identify the applicable SEWP contract, offered items or services, pricing, schedule, assumptions and relevant order terms.

04 Place and process an order

1. Issue an agency order

The authorized Government ordering office issues the task or delivery order against the appropriate eTelligent SEWP VI contract, consistent with the selected quote and applicable ordering requirements.

2. Submit for SEWP processing

Route the order and subsequent modifications through the SEWP PMO using current NASA procedures; the published order submission address is sewporders@sewp.nasa.gov.

3. SEWP review and control

The SEWP PMO reviews and processes submitted orders and assigns the SEWP Control Number (SCN), as applicable.

4. Begin authorized performance

eTelligent coordinates fulfillment and performance in accordance with the processed order and applicable contract terms.

Recommended order information

- Agency order number and order date; issuing and ordering agency details
- Government ordering official name, phone and email
- eTelligent Group LLC and applicable Category B or C contract number
- Funding/accounting information, billing and place-of-performance information
- SEWP line items, quantities, prices and total value
- Statement of work, delivery milestones, acceptance criteria, security and other applicable terms

05 Installation, warranty and post-delivery support

Installation, configuration, basic warranty, extended warranty (if purchased or otherwise included), technical support, software support, and post-delivery services are governed by the applicable SEWP contract, quote, task/delivery order, statement of work, and any identified manufacturer or service terms. The order defines scope, service levels, coverage, schedules, deliverables and acceptance. For support, contact Kashif Rasheed with the agency order number, SEWP contract number, affected service or deliverable, description of the issue, impact, and requested resolution. Kashif will coordinate technical review and follow-up with the responsible team.

Support workflow

- Contact Kashif Rasheed: (703) 596-5224 | sewpdpm@etelligent-group.com
- Identify the order/contract, affected service or software, issue and requested resolution

- eTelligent reviews the applicable order and coordinates technical resources, vendor support or warranty coverage as applicable
- The customer and eTelligent coordinate corrective action, status and acceptance according to order terms

06 Problematic orders and escalation

For order discrepancies, delivery or performance concerns, invoicing or administrative questions, and unresolved order issues, contact Rohit Aggarwal. Include the ordering agency, agency order number, SEWP Control Number (if available), contract number, affected CLIN or deliverable, description, impact, and desired resolution. Rohit will coordinate investigation and escalation, referring technical issues to Kashif Rasheed as appropriate.

Customer service / order issues contact

Primary order escalation	**Rohit Aggarwal | (703) 646-3835 | sewppm@etelligent-group.com**
Technical referral	Kashif Rasheed | (703) 596-5224 | sewpdpm@etelligent-group.com
NASA SEWP process assistance	help@sewp.nasa.gov | (301) 286-1478

07 Payment, SEWP fee and changes

The current SEWP VI administrative fee is 0.34% and is reflected in pricing in accordance with applicable SEWP policy. Payment methods, including electronic funds transfer and Government Purchase Card or other approved credit card, are governed by the contract and applicable order terms. Any permitted credit-card surcharge must be disclosed in the quote in accordance with NASA SEWP policy; this guide does not establish a surcharge rate.

Order modifications, including changes to funding, scope, schedule or administration, must follow applicable NASA SEWP procedures and the executed order terms.

08 Authoritative resources

SEWP VI homepage	**https://www.sewp.nasa.gov/sewpvi/**
NASA SEWP homepage	https://www.sewp.nasa.gov/
SEWP customer support	help@sewp.nasa.gov
SEWP help desk	(301) 286-1478
SEWP order submissions	sewporders@sewp.nasa.gov
eTelligent SEWP VI webpage	https://www.etelligent-group.com/sewp-vi/

Document maintenance

This Ordering Guide is intended to be available as a downloadable, printable electronic copy before placement of the first SEWP VI delivery order. eTelligent will review and publish updated versions within 10 business days after applicable contract modifications, consistent with Section A.6. In case of conflict, the executed contract and current SEWP Contract Holder User Manual control.

Internal prepublication note

ACTION REQUIRED: PM and DPM role-based emails remain in this draft at the requester's direction. Replace with their individual work email addresses before NASA compliance review. Confirm consistency with the published webpage. Remove this internal note before public release.