

NASA SEWP VI Ordering Guide

Category A — ITC/AV Solutions · Government-Wide Acquisition Contract

Contract Number: 80TECH26D0439 · Period of Performance begins November 1, 2026 · Revision: Draft, TBD

Contract start: the SEWP VI period of performance begins November 1, 2026. Customer access to the SEWP VI site and Quote Request Tool opens October 1, 2026. Requirements cannot be solicited, quoted or awarded under SEWP VI before the effective date.

1. About Sierra Microproducts and the SEWP VI Contract

Sierra Microproducts, Inc. is an SBA-certified HUBZone small business founded in 2009, 100% United States based and staffed entirely by U.S. personnel, delivering world-class networking, server, security and storage solutions with a personal touch. We have supported more than 1,000 clients in the design, implementation and management of secure, scalable digital platforms, pairing global hardware procurement and flexible financing with the engineering depth to stand behind it. Our quality management system is certified to ISO 9001:2015.

Sierra Microproducts holds a NASA SEWP VI contract, one of a suite of multiple-award Government-Wide Acquisition Contracts (GWACs) through which every federal agency acquires Information Technology, Communications and Audio/Visual (ITC/AV) products, solutions and services. SEWP VI is administered by the NASA Information Technology Procurement Office and supported by the NASA SEWP Program Management Office (PMO).

Contract summary

Contract number	80TECH26D0439
Contract holder	Sierra Microproducts, Inc.
Unique Entity ID (UEI)	GF9WLHLNFPY6
CAGE code	5XW85
Category	Category A — ITC/AV Solutions
Contract-level NAICS code	541519 — Information Technology Value Added Reseller (ITVAR) exception
Additional NAICS codes and business sizes	TBD, as verified in Exhibit 4 (NAICS Size Standard Crosswalk)
Business designations	SBA-certified HUBZone small business. Additional designations: TBD
Period of performance	Ten-year ordering period beginning November 1, 2026 (subject to change). Orders may be completed up to 60 months past contract expiration.
Contract ceiling	\$20 billion individual contract limit

Authorized contract types	Firm Fixed Price; Time and Material; Labor Hour; Fixed Price Award Fee; Fixed Price Incentive Fee; Fixed Price Economic Price Adjustment; or any hybrid commercial contract type. All actions are governed by FAR Part 16.
SEWP program fee	0.34%. The fee is remitted by Sierra Microproducts to the SEWP Program Management Office out of payments received. It is built into offering pricing and never appears as a separate line item on a quote or invoice.
Quality certification	ISO 9001:2015
Cybersecurity	CMMC Level 1
Workforce	100% United States based, staffed entirely by U.S. personnel

Category A scope

Category A covers the full breadth and depth of ITC/AV technology and solutions, so all similar and related technologies are within scope. Services may be provided without limitation when they are product-based, and with limitation when they are general services included as part of a product solution. Commercial off-the-shelf software is treated as a product.

Representative offerings include desktops, laptops and servers; ICT peripherals; network equipment; storage systems; security tools; software products and licensing; cloud-based services; telecommunications; health ICT; video conferencing and audio/visual systems; and the installation, integration, maintenance and engineering services that accompany them.

What we provide under SEWP VI

- Infrastructure and compute: servers, storage and hyperconverged platforms; networking hardware and configuration; endpoints, peripherals and audio/visual equipment.
- Cloud and platform services: cloud architecture design and implementation; platform setup, migration and lifecycle maintenance; data, application and operations support.
- Security: data encryption and risk modeling; network security consulting and configuration; supply chain risk management.
- Logistics and procurement support: global hardware sourcing and asset controls; flexible financing and consumption options; installation, imaging and deployment services.

Provider relationships include Microsoft, Hewlett Packard Enterprise, Cisco, Dell EMC, IBM, Samsung, Eaton, Sophos, Logitech, Black Box and Proxmox. Additional providers and offerings are added to contract continuously through the SEWP Technology Refreshment (TR) process.

2. How to Obtain a Quote

SEWP is a "catalog by request" vehicle: the customer defines the requirement and eligible Contract Holders respond. Requirements are issued by category, and eligibility is based on the category, NAICS code and business size the customer selects, plus any customer-specific criteria.

Recommended method — the SEWP Quote Request Tool

Submit your Request for Quote (RFQ), Request for Information (RFI) or Market Research Request (MRR) through the SEWP Quote Request Tool (QRT) at www.sewp.nasa.gov. The QRT reaches every eligible Contract Holder simultaneously and pre-verifies each returned quote against the contract. SEWP solicitations are not posted on SAM.gov or any other non-SEWP site.

- The default RFQ response period is five days. Customers are encouraged to set a response time that reflects the complexity of the requirement; complex requirements may remain open for 30 days or longer.
- Select Category A plus the NAICS code and business size that fit the requirement. On a full-and-open Category A request, all Category A Contract Holders are included in the eligible list.
- A product requirement under Category A and a service requirement under Category B must be submitted as two separate requests.
- Fair opportunity, including sole source requirements, is determined by the customer in accordance with FAR 16.507.
- If a requirement falls outside the scope of a category, we will notify the SEWP PMO, which will work with you to identify alternatives.

Alternative methods

If your agency uses its own RFQ system, or if your requirement dictates a process outside the SEWP system (for example, when a classified system must be used), we will respond in the form you specify. Quotes issued outside the QRT are also recorded through the SEWP Contract Holder system. In every case, all quoted offerings are on contract at or below the contract price at the time of the quote.

What is in our quote

- Line-item pricing for every item, labor category, service and other direct cost, each already on contract in the SEWP Database of Record.
- A firm delivery date. Delivery times stated on a quote must be met and are tracked by the SEWP PMO.
- Named team members, subcontractors and partners with their capabilities, where applicable to the requirement.
- Warranty, installation and support options priced as discrete line items where requested.
- Country of origin. Our catalog is built TAA-compliant. Where a requirement cannot be met with a compliant item, the item is identified as non-TAA on the quote so the Contracting Officer can make the determination.

Fair and reasonable pricing is determined at the quote and order level. The SEWP PMO provides pricing information to support that determination. Quoted prices cannot be raised after the quoting period. Open market items are not permitted under SEWP.

Verifiable criteria

A request built in the SEWP Quote Request Tool can be restricted to Contract Holders and offerings meeting specific verifiable criteria, which SEWP confirms at the quote level. Our posture on each:

Authorized / approved reseller	TBD — OEMs for which authorization is on file with SEWP
TAA compliance	TAA-compliant catalog. Where a requirement can only be met

	with a non-compliant item, that item is identified as non-TAA on the quote so your Contracting Officer can make the determination.
Buy American Act compliance	TBD — some agencies require BAA compliance regardless of dollar value
EPEAT certification levels	TBD — Bronze, Silver or Gold, by product line
ISO 20243 (O-TTPS)	TBD
CMMC	Level 1
U.S.-based workforce	Yes — all personnel supporting SEWP VI orders are U.S. persons working in the United States
Brand name requests	Supported with the customer's FAR Part 16 justification

Provider authorizations are verified by the SEWP Program Management Office directly with the original equipment manufacturer, so a request restricted to authorized resellers reaches only Contract Holders whose authorization SEWP has confirmed.

Primary contact for all SEWP VI requests

Email: sewp@sierramicroproducts.com • **Phone:** 1-866-351-1226

This shared inbox reaches our whole SEWP team, so no single request depends on one person being available. For matters that must go to a named individual, our Program Manager and Deputy Program Manager are listed below with their direct addresses.

Sierra Microproducts, Inc. • 1309 Bouslog Road, #103, Burlington, WA 98233 • Main phone: 1-866-351-1226

Key personnel and sales contacts

Function	Name	Telephone	Email
Program Manager	Sean Gallagher, President	360-334-7595	sean@sierramicroproducts.com
Deputy Program Manager	Tyler Lawrence, Vice President	360-610-4099	tyler@sierramicroproducts.com
Sales Lead	Tyler Lawrence, Vice President	360-610-4099	tyler@sierramicroproducts.com
SEWP quote desk	SEWP team	1-866-351-1226	sewp@sierramicroproducts.com

3. How to Place an Order

- Send all orders — delivery orders, task orders, credit card orders and modifications — to the NASA SEWP Program Management Office. Sending the order directly from the issuing office is preferred; if the order is sent to us, we will forward it to the PMO.
- The SEWP PMO enters the order, verifies that all offerings are on contract and properly priced, and issues a SEWP Control Number (SCN) that uniquely tracks the order.
- We cannot process or fulfill an order until the SCN has been issued. Please reference the SCN in all correspondence about the order.
- There is no Notice to Proceed at the contract level; authority to perform comes from the individual order.

Payment

- Government Purchase Card orders are accepted. Sierra Microproducts accepts Visa and Mastercard GPC and processes the payment directly. American Express is not accepted under SEWP. Card limits vary by agency — the micro-purchase threshold is a common ceiling, though many Contracting Officers hold substantially higher limits. We will not require the Government to use a third-party payment method.
- Any Government Purchase Card surcharge is quoted transparently as its own contract line item, set in accordance with our negotiated card terms and the contract.
- Payment is processed outside the SEWP system. Sierra Microproducts is set up to invoice through WAWF and IPP as your agency requires.
- Invoices carry the banking information registered to Sierra Microproducts in SAM.gov. We do not use third-party payment platforms such as CashApp, Venmo or PayPal unless explicitly authorized by the Ordering Contracting Officer at the order level.
- The SEWP program fee is built into the price of every offering, including labor rates and other direct costs, and never appears as a separate line item. The fee is not paid by the Government — Sierra Microproducts remits it to the SEWP Program Management Office out of payments received.
- Form of payment may be requested in advance of order issuance.

Shipping and delivery

- Contracts are FOB destination. Freight and expedited delivery above normal delivery are quoted as separate contract line items.
- A partial shipment is any shipment that does not include all items specified in the order. Partial shipments will not be made unless authorized on the delivery order or by the issuing Contracting Officer prior to the time of delivery.
- Any item that is not new — refurbished, remanufactured or reconditioned — is clearly identified as such on the quote. Where a requirement calls for OEM-new only, that is all we will quote.
- Above the micro-purchase threshold, we ask that requirements be routed through an RFQ so every line can be confirmed on contract and correctly priced before the order is issued.
- Delivery, inspection and acceptance terms are as stated on the order.
- Shipment tracking is provided on request from the order contact below. We report shipping status and period-of-performance progress to you directly, separately from any notification issued by the SEWP Program Management Office.

- On service orders we provide monthly status reporting in accordance with the contract Reports of Work requirement.

Order administration contacts

Function	Name	Telephone	Email
Order entry and acknowledgement	Order administration	1-866-351-1226	orders@sierramicroproducts.com
Order status and shipment tracking	Order administration	1-866-351-1226	orders@sierramicroproducts.com
Invoicing and accounts receivable	Accounting	1-866-351-1226	accounting@sierramicroproducts.com
Contracts and modifications	Contracts administration	1-866-351-1226	contracts@sierramicroproducts.com

Order-level line items

Beyond the products and services themselves, this contract carries a standard set of line items that let us quote the real cost of an order transparently rather than burying it in unit pricing. Each appears as its own line on the quote.

Travel	Travel required to perform the order. We quote the anticipated amount and invoice the actual cost, with no profit applied. Governed by FAR travel rules.
Credits	Any amount credited to the Government — trade-in allowances, or a discount shown as its own line so the reduction is visible rather than implied.
Delivery	Freight or expedited shipping beyond normal delivery. Contracts are FOB destination, so this appears only for expedited or unusual delivery.
Purchase card surcharge	Government Purchase Card processing where applicable, set in accordance with our negotiated card terms and the contract.
Governmental fees	External fees imposed by other jurisdictions — state electronic waste fees, tariffs and similar costs.
Other direct costs (ODC)	Direct costs on labor and service orders that are not labor hours themselves.
Overhead	Cost of managing the order award. Most often appears on modifications.
General and administrative	Business operations costs that vary period to period. A known, fixed setup fee is quoted as its own discrete line item instead.

SEWP imposes no ceiling on overhead, G&A or ODC. Any caps come from the customer at the RFQ level and we will quote to them. Supporting cost documentation is provided on request.

Leasing

Leasing may be requested and quoted. Lease terms are agreed at the order level; the underlying lease pricing is placed on contract as line items in advance, the same as any other offering. State the structure required in the RFQ and we will quote to it.

Agency storefronts and BPAs

Where an agency establishes a SEWP Strategic Storefront or a Blanket Purchase Agreement, our offerings may be included subject to the agency's criteria, with orders issued against the storefront or BPA. Contact us or the SEWP Program Management Office to discuss establishing one.

4. Installation, Warranty and Post-Delivery Support

Support hours: 6:00 a.m. to 6:00 p.m. Pacific Time (9:00 a.m. to 9:00 p.m. Eastern), Monday through Friday, excluding federal holidays.

Installation and deployment

Installation, configuration, imaging, asset tagging and on-site deployment are available as quoted services. Scope, schedule and site requirements are agreed before work begins and are documented on the order. Where an order includes installation, we coordinate directly with the site point of contact identified by the customer.

Basic warranty

Products are covered by the original manufacturer's standard warranty, which passes through to the Government. Warranty duration and terms vary by manufacturer and are stated on the quote. We administer warranty claims on the customer's behalf, including advance replacement where the manufacturer offers it.

Extended warranty and maintenance

Extended warranty, next-business-day and on-site maintenance service levels may be quoted as separate contract line items, priced for the full term. Renewals may be quoted in advance of expiration on request. Multi-year coverage is placed on contract as a separate line item for each year where pricing varies by year.

Technical support

Live support is available by telephone, chat and email from 6:00 a.m. to 6:00 p.m. Pacific Time (9:00 a.m. to 9:00 p.m. Eastern), Monday through Friday, excluding federal holidays. We serve as the single point of accountability: we triage, open the manufacturer case where required, and carry the case to closure rather than referring the customer to the manufacturer. Requests received outside these hours are queued and worked at the start of the next business day.

Software support

Software is supported under the publisher's terms, with Sierra Microproducts as the escalation path for entitlement, license key, activation and renewal issues. License documentation and proof of entitlement are provided at delivery and re-issued on request.

Returns and replacements

Return authorization is issued in accordance with the manufacturer's policy and the terms of the order. Items damaged in transit or shipped in error are replaced at no cost to the Government.

Support contacts

Function	Name	Telephone	Email
Technical support	Support team	1-866-351-1226	support@sierramicroproducts.com
Warranty administration	Support team	1-866-351-1226	support@sierramicroproducts.com
Software licensing support	Support team	1-866-351-1226	support@sierramicroproducts.com
Installation and deployment	Support team	1-866-351-1226	support@sierramicroproducts.com
Returns and replacements	Support team	1-866-351-1226	support@sierramicroproducts.com

5. Troubleshooting a Problematic Order

If an order is late, incomplete, incorrect or otherwise not performing as quoted, use the escalation path below. Each step has a named owner and a target response time so that no issue stalls. Sierra Microproducts is a small business, so the path is short by design: two steps reach the President of the company.

Escalation path

- Step 1 — Order administration. Contact the order desk with the SEWP Control Number. Target response: one business day. Use this step for status, tracking, documentation and invoice questions.
- Step 2 — Program Manager or Deputy Program Manager. If Step 1 has not resolved the issue, contact Sean Gallagher or Tyler Lawrence directly. As President and Vice President of the company, they can commit resources and issue a written corrective action plan without further escalation. Target response: one business day.
- Step 3 — NASA SEWP PMO. At any point you may contact the NASA SEWP PMO directly. The PMO tracks and reports Contract Holder performance, including delivery against quoted lead times, and will assist until the issue is resolved to your satisfaction.

Escalation contacts

Function	Name	Telephone	Email
Step 1 — Order administration	Order desk	1-866-351-1226	orders@sierramicroproducts.com

Function	Name	Telephone	Email
Step 2 — Program Manager	Sean Gallagher, President	360-334-7595	sean@sierramicroproducts.com
Step 2 — Deputy Program Manager	Tyler Lawrence, Vice President	360-610-4099	tyler@sierramicroproducts.com

Step 3 — NASA SEWP Program Management Office: help@sewp.nasa.gov · 301-286-1478 · www.sewp.nasa.gov

6. Compliance and Certifications

- ISO 9001:2015 — certified quality management system.
- CMMI — not a Category A requirement; required only of Category B Contract Holders.
- Cybersecurity Supply Chain Risk Management (C-SCRM) — an annual C-SCRM Plan is submitted to the SEWP PMO in accordance with NIST SP 800-161, or an ISO 20243 / O-TTPS certification is provided in its place. C-SCRM incidents affecting contract systems or data are reported within 72 hours of knowledge, with a corrective action plan within 30 days.
- AbilityOne subcontracting — a formal agreement with one or more AbilityOne nonprofit agencies is in place for applicable NAICS and Product Service Codes, with a target of at least two percent of applicable task order value. Status: TBD.
- SAM.gov registration — active and maintained throughout the SEWP VI ordering period.
- Organizational Conflicts of Interest — managed in accordance with FAR Subpart 9.5 at the task order level, with immediate notification and a mitigation plan to the Ordering Contracting Officer.
- Small business size re-representation — performed in accordance with FAR 52.219-28.
- CMMC Level 1. Higher levels are addressed at the individual quote or order level, as CMMC is not a SEWP contract-level requirement.
- U.S.-based workforce — 100% United States based, staffed entirely by U.S. personnel. No offshore support and no offshore development.
- Other agency-specific requirements — FedRAMP, CUI handling, facility clearances and similar requirements are addressed at the individual quote or order level.

7. Accessibility

Sierra Microproducts is committed to conformance with Section 508 of the Rehabilitation Act and WCAG 2.1 Level AA for this document and for our SEWP VI web page. If you encounter an accessibility barrier or need this content in an alternate format, contact support@sierramicroproducts.com or 1-866-351-1226 and we will provide the information by another means.

8. Notice

NASA SEWP is a program of the National Aeronautics and Space Administration. NASA does not endorse or recommend any Contract Holder, provider, product or service. Reference to the NASA SEWP program in this document identifies a contract vehicle held by Sierra Microproducts, Inc. and does not imply endorsement. Contract terms and conditions govern in the event of any conflict with this guide.