



NASA SEWP VI ORDERING GUIDE

80TECH26D0923

October 1, 2026 | Customer resource

CATEGORY C | ITC/AV MISSION-BASED SERVICES

YOUR CONTRACT AT A GLANCE

Ordering period November 1, 2026–October 31, 2036

Contract term Five-year base + one five-year option

Contract ceiling \$20 billion

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ABOUT NDEPTH & SEWP

nDepth Security, LLC provides cybersecurity and information technology services supporting federal missions. This guide provides contract information, ordering resources, and customer support for nDepth's SEWP VI contract.

NASA's Solutions for Enterprise-Wide Procurement (SEWP) VI is a multiple-award Government-Wide Acquisition Contract (GWAC) for information technology, communications, and audio-visual products and services. nDepth holds a Category C contract for ITC/AV mission-based services. Availability of a specific service or solution through nDepth is subject to its awarded scope, approved contract offerings, and applicable ordering requirements. nDepth does not hold a Category A or Category B SEWP VI contract.

SALES & SUPPORT

Raymond Nutting — Program Manager
Cabral Mitchner — Deputy Program Manager

443-741-1260

sewpvi@ndepthsecurity.com

Monday–Friday, 8 a.m.–6 p.m. Eastern Time (ET), observing EST/EDT

REQUEST & PLACE AN ORDER

A clear path from requirements to authorized performance

Submit your request using the NASA SEWP Quote Request Tool and follow the applicable fair opportunity procedures. For assistance identifying services within nDepth's Category C scope or coordinating a quote request, contact the nDepth SEWP VI program office below.

Include your agency and point of contact; requirement or statement of work; quantities or level of effort; delivery or performance location; requested schedule; period of performance; and applicable technical, security, accessibility, and acceptance requirements. Reference the SEWP request number when available.

ORDERING PROCESS

- 1 Define the requirement**
Confirm the requirement fits nDepth's Category C awarded scope and approved contract offerings.
- 2 Request and evaluate quotes**
Use the NASA SEWP Quote Request Tool and applicable fair opportunity procedures. Coordinate with the agency acquisition office.
- 3 Review the quote**
Check line items, pricing, validity, schedule, support terms, and technical/acceptance requirements.
- 4 Issue and fund the order**
The ordering agency's Contracting Officer issues the order using the agency's authorized procedures. NASA's SEWP PMO processes orders; it does not issue them for the agency.
- 5 Route through SEWP**
Submit the order and subsequent modifications through the SEWP PMO under current instructions.
- 6 Coordinate performance**
Arrange delivery, implementation, acceptance, and support with nDepth's named representatives.

Coordinate an approved secure submission method before transmitting controlled, sensitive, or classified information.

Under A.1.26, the fee is included in quoted offering prices and is not separately listed on quotes or orders. The terms cap the fee at 0.34%; confirm the currently applicable PMO rate.

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SERVICE & WARRANTY

Installation, service corrections, and applicable coverage

INSTALLATION AND IMPLEMENTATION

Any installation, configuration, integration, or deployment services must be identified in the quote and authorized order. Before work begins, nDepth will coordinate the scope, access requirements, customer responsibilities, schedule, change approvals, and acceptance criteria with the customer. Work and deliverables will be completed and reviewed under the applicable contract and order requirements.

BASIC WARRANTY AND SERVICE CORRECTIONS

Applicable warranty coverage is governed by the SEWP VI contract and the authorized order, including any incorporated commercial warranty. For professional services, customers should report suspected nonconforming work or deliverables to the contacts below with the order number and a description of the concern. nDepth will review the concern against the requirements and coordinate any correction or other remedy required by the contract and order. This procedure does not limit the Government's contractual inspection, acceptance, warranty, or other rights.

EXTENDED WARRANTY AND MAINTENANCE

Where applicable to an authorized offering, extended warranty or maintenance coverage will be identified and furnished in accordance with the SEWP VI contract, including A.1.20, and the order. Customers should contact the program office to confirm coverage, duration, provider, eligibility, pricing, and the process for obtaining support. Additional coverage beyond existing contractual obligations requires authorization through the applicable ordering process.

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TECHNICAL SUPPORT

Monday–Friday | 8 a.m.–6 p.m. ET | Observing EST/EDT

TECHNICAL SUPPORT

Contact Raymond Nutting or Cabral Mitchner at sewpvi@ndepthsecurity.com or 443-741-1260 during Monday–Friday, 8:00 a.m.–6:00 p.m. Eastern Time (ET), observing EST/EDT. Include the contract and order numbers, affected service or deliverable, issue description, impact, and relevant dates. nDepth will record the request, review its urgency and contractual scope, coordinate the appropriate technical personnel, and communicate the next action and anticipated schedule. Any response or resolution commitments are those specified in the authorized order. After-hours or additional support arrangements must be specified in the order or otherwise contractually authorized.

SOFTWARE SUPPORT

Where software-related services are within the authorized scope, the quote and order will identify support responsibilities, applicable licenses and maintenance entitlements, and any provider support channels. nDepth will coordinate authorized troubleshooting and any applicable provider escalation. Patches, upgrades, configuration changes, and additional development will be performed only within the authorized scope and applicable change-control procedures. Software license, update, or maintenance entitlements are governed by the contract, order, and applicable license terms.

OTHER POST-DELIVERY ISSUES

Report delivery, acceptance, documentation, billing, or service-completion concerns to the named contacts below. nDepth will compare the concern with the order, coordinate the required action with the customer and applicable provider, and communicate resolution status. Work beyond the authorized scope or changes to price, schedule, or contractual requirements must be coordinated with the ordering Contracting Officer and authorized through the appropriate contractual process.

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RESOLVE AN ORDER ISSUE

Record → Investigate → Correct → Escalate → Close

01 REPORT THE ISSUE

Email sewpvi@ndepthsecurity.com or call 443-741-1260. Provide the SEWP contract number (80TECH26D0923), order number, quote/request number, affected service or line item, issue description, impact, relevant dates, and customer contact information. Coordinate an approved secure submission method for sensitive supporting records.

02 RECORD AND REVIEW

The program office will record the request, review the order requirements and reported impact, and identify the personnel responsible for investigating it. nDepth will communicate the next action and an anticipated schedule based on the issue and applicable order requirements.

03 COORDINATE RESOLUTION

nDepth will investigate with the customer and any applicable provider, identify the required corrective action, and coordinate completion under the contract and order. The customer will receive status updates as the issue progresses and when material changes affect the anticipated resolution schedule.

04 ESCALATE AN UNRESOLVED ISSUE

Contact Cabral Mitchner, Deputy Program Manager, for coordination. Issues requiring additional management action will be escalated to Raymond Nutting, Program Manager. Both may be reached at the shared SEWP phone and email below. Contractual questions or changes will be coordinated with the ordering Contracting Officer and routed through the SEWP PMO when required.

05 CONFIRM CLOSURE

nDepth will document the action taken and communicate the outcome to the customer. Unresolved concerns will remain subject to management review and the contract's applicable remedies and dispute procedures.

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FAIR OPPORTUNITY

A.1.13 | FAIR OPPORTUNITY AND REQUESTS FOR QUOTES

Contractors will be provided a fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), including the SEWP RFQ tools. No documentation for the order selection is required to be submitted with the order. All such documentation is to be maintained by the issuing procurement office.

The Contractor shall not market, quote or otherwise offer for sale, any IT Solutions not listed under this contract, until the said solutions are included in the SEWP database of record, and available to all Government end-users. If the Government issues a Request For Information (RFI) as part of market research, the Contractor may provide items not yet listed on their SEWP contract as part of a market research quote if: 1. all such items are clearly marked as not yet available on their SEWP contract; and

2. the contractor submits a technology refreshment request to add those products to their contract. If the Government issues a Request For Quote (RFQ) or a Market Research Request (MRR), the Contractor may only respond with items available on their Contract and the price of each item shall be no greater than the price in Attachment F SEWP database of record at the time the quote is issued. If the Contractor has insufficient items on their contract to fully respond to the Formal RFQ, the Contractor must respond with a No Bid. Unless the RFQ specifically allows for partial quotes, the Contractor must respond fully to all requirements specified in the RFQ. When submitting a quote to a government end-user, the contractor must clearly state the length of time the quote is valid. The contractor shall honor any order submitted within the stated time period of a quote. When responding to an RFI or RFQ issued from the NASA SEWP RFQ on-line quoting system, the Contractor must respond as outlined in Attachment C: Contract Holder User Manual (CHUM).

Contract Holders are prohibited from using Government information posted on the NASA SEWP Contract Holder Only Page, such as RFQs, RFIs, etc., for purposes other than proposing on SEWP requirements. This includes Contract Holders providing third parties with SEWP information and requirements for the purpose of assisting companies, that are not SEWP Contract Holders, with providing unsolicited proposals to meet agency requirements already posted to the NASA SEWP RFQ on-line quoting system.

(End of text)

RESOURCES & CONTACTS

Program contacts, ordering resources, and guide maintenance

NDEPTH SEWP VI PROGRAM OFFICE

Raymond Nutting — Program Manager
Cabral Mitchner — Deputy Program Manager

Sales, support, and order inquiries: 443-741-1260
sewpvi@ndepthsecurity.com

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ONLINE RESOURCES

NASA SEWP home
<https://www.sewp.nasa.gov/>

NASA SEWP VI
<https://www.sewp.nasa.gov/sewpvi/>

NASA ordering information
<https://www.sewp.nasa.gov/sewpvi/procurement/ordering-info/>

nDepth corporate home
<https://ndepthsecurity.com/>

nDepth services
<https://ndepthsecurity.com/services/>

NASA SEWP ASSISTANCE

Help Desk: (301) 286-1478
Email: help@sewp.nasa.gov

GUIDE MAINTENANCE

The Program Manager, supported by the Deputy Program Manager, maintains this guide. Updated versions must be available no later than 10 business days following each contract modification. The guide must be available before the first delivery order after contract award.

Guide content follows Attachment A, A.5.1 and A.6, and Attachment C, Ordering Guide (CHUM V2, pages 28–29).