



NASA SEWP IV Ordering Guide

CONTRACT	80TECH26D0437
SEWP VI CATEGORY	CATEGORY A - ITC/AV SOLUTIONS
PERIOD OF PERFORMANCE	NOVEMBER 1, 2026 — OCTOBER 31, 2036
BUSINESS SIZE	SMALL BUSINESS
PROGRAM MANAGER	ANGELA MARRACINO
DEPUTY PROGRAM MANAGER	AMY ALEXANDER
ORDERS / QUOTE REQUESTS	SEWP@HYPERTEC.COM

ABOUT **HYPERTEC USA, INC.**

Hypertec USA, Inc. is an IT value-added reseller serving public-sector and commercial customers. Under SEWP VI Contract 80TECH26D0437, Hypertec provides Category A ITC/AV solutions. Hypertec is designated as a Small Business on its SEWP VI award document.

Hypertec works with major technology manufacturers and distributors to provide customers with hardware, software, cloud-related offerings, ITC/AV solutions, and associated in-scope services consistent with the requirements of the SEWP VI Category A contract.

Visit our website: <https://www.hypertecsp.com/nasa-sewp/>

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SEWP **OVERVIEW**

NASA SEWP VI - NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup", provides Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services for Federal Agencies and their approved contractors. SEWP is a Government-Wide Acquisition Contract (GWAC) designed to simplify Federal access to commercial technology and related services.

The SEWP program is self-funded through a usage fee of 0.34% and provides acquisition support to Federal customers. Hypertec USA, Inc. holds a SEWP VI Category A contract for ITC/AV Solutions.

WHAT'S IN SCOPE FOR **SEWP VI?**

SEWP VI is designed to provide a broad suite of Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services. SEWP processes allow Contract Holders to add new commercial technology and IT services to their contracts as customer requirements evolve.

SEWP VI scope categories include:

- Category A - ITC/AV Solutions
- Category B - Enterprise-Wide ITC/AV Service Solutions
- Category C - Mission-Based ITC/AV Service Solutions

Hypertec USA, Inc. is a Category A Contract Holder. Customers seeking a SEWP scope determination may send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov.



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 issued under multiple-award contracts. The Contracting Officer determines the method used to provide fair opportunity and documents the rationale for order placement and price.

Use of the SEWP online Quote Request Tool (QRT) is the recommended method to support fair-opportunity procedures and decision documentation. The QRT can include Contract Holders within a selected group or based on a suggested source.

HOW TO OBTAIN A QUOTE FROM HYPERTEC

Federal customers may request a quote from Hypertec through the NASA SEWP Quote Request Tool or by contacting Hypertec's SEWP team directly. Requests should include, when available, the bill of materials, technical specifications, quantities, delivery location, required delivery date, period of performance for services, and any agency-specific requirements.

PRIMARY SEWP CONTACT	ANGELA MARRACINO, PROGRAM MANAGER
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TELEPHONE	866-787-0426
DEPUTY PROGRAM MANAGER	AMY ALEXANDER

ORDERING PROCESS

Each Agency establishes its own internal ordering process and forms for Purchase Requests (PRs) and Delivery Orders (DOs) issued against a SEWP contract. Typically, an end user identifies a requirement and generates a PR. The PR and required funding information are routed to the Agency's procurement office, which issues the Delivery Order.

Any valid Federal Agency Delivery Order form and associated Delivery Order number may be used. The NASA SEWP Program Management Office (PMO) does not issue Delivery Orders; orders are issued through the ordering Agency's procurement office. The SEWP PMO reviews, processes, tracks, and forwards issued Delivery Orders to the applicable Contract Holder.

Ordering Agencies are responsible for complying with their own policies for issuing orders through Government-Wide Acquisition Contracts. Any modification to a SEWP order must also route through the SEWP PMO.

INSTALLATION, WARRANTY AND POST-DELIVERY SUPPORT

Installation, warranty, maintenance, technical support, software support, and other post-delivery requirements will be provided in accordance with the applicable Delivery Order, manufacturer terms, and the specific Hypertec quotation. Customers should review the quotation and Delivery Order for the support level, warranty period, service coverage, and any manufacturer-specific procedures applicable to the products or services ordered.

For assistance after delivery, customers should contact the Hypertec SEWP team. Hypertec will coordinate with the applicable manufacturer, distributor, service provider, or internal support resource as appropriate.

ORDER ISSUES AND TROUBLESHOOTING

For issues involving an order, including delivery status, discrepancies, damaged or missing items, warranty questions, returns, invoicing coordination, or other post-delivery concerns, customers should contact Hypertec's SEWP team and provide the Delivery Order number, Hypertec quote or order reference, affected item(s), and a brief description of the issue.

ORDERS / QUOTE REQUESTS	SEWP@HYPERTEC.COM (ORDERS AND QUOTE REQUESTS)
PROGRAM MANAGER/ ESCALATIONS	ANGELA MARRACINO AMARRACINO@HYPERTEC.COM
TELEPHONE	866-787-0426
DEPUTY PROGRAM MANAGER	AMY ALEXANDER DEPUTY PROGRAM MANAGER AALEXANDER@HYPERTEC.COM

SEWP PROGRAM SUPPORT

For SEWP program questions, scope determinations, or assistance with the SEWP ordering process, customers may contact the NASA SEWP Program Management Office.

SEWP HELPLINE	HELP@SEWP.NASA.GOV
TELEPHONE	(301) 286-1478
SEWP PMO HOURS	MONDAY-FRIDAY, 7:30 AM-6:00 PM ET
WEBSITE	WWW.SEWP.NASA.GOV

HYPERTEC SEWP VI CONTACT INFORMATION

COMPANY	HYPERTEC USA, INC.
SEWP VI CONTRACT	80TECH26D0437
CATEGORY	CATEGORY A - ITC/AV SOLUTIONS
BUSINESS SIZE	SMALL BUSINESS
PROGRAM MANAGER	ANGELA MARRACINO
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