OBXtek

NASA SEWP VI

ORDERING GUIDE

Solutions for Enterprise-Wide Procurement
Category B: Enterprise-Wide ITC/AV Service Solutions

Contract Information	OBXtek Data
Contract Holder	OBXtek, Inc.
SEWP VI Category / Contract No.	Category B / 80TECH26D1329
Ordering Period	Base: November 1, 2026 - October 30, 2031 Option: November 1, 2031 - October 31, 2036
Guide Version	1.0
Contract Vehicle	Government-Wide Acquisition Contract (GWAC)
Prepared	September 10, 2026

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Document Control and Compliance Crosswalk

Document Control	Requirement
Document Owner	OBXtek SEWP Program Management Office
Approval Authority	OBXtek SEWP Program Manager
Publication Format	Electronic Word/PDF suitable for downloading and printing
Update Requirement	Publish before placement of the first delivery order and update no later than 10 business days after each contract modification.
Primary Contact	SEWPVI@obxtek.com

A.6 Ordering Guide Compliance Crosswalk

Required Component	Guide Coverage	Location
Quote process and sales contacts	Quote-request methods, required inputs, response coordination, and contact information.	Sections 4 and 5
Installation, warranty, technical/software support, and post-delivery issues	Support intake, service-specific terms, escalation, and issue coordination.	Sections 7 and 8
Troubleshooting problematic orders	Issue categories, intake data, escalation path, status coordination, and contacts.	Section 8
Contractor and SEWP overview	OBXtek profile, SEWP VI purpose, Category B scope, and contract data.	Sections 2 and 3
Contract Holder User Manual alignment	Ordering, modifications, records, fair opportunity, and use of NASA SEWP tools are addressed at a practical guide level.	Sections 5, 6, 9, and 10

1. Purpose and Use of This Guide

This ordering guide provides federal customers and authorized contractors with practical information for requesting quotes, placing and modifying orders, obtaining support, resolving post-delivery issues, and escalating problematic orders under OBXtek's NASA SEWP VI Category B contract.

- Use this guide together with the ordering agency's acquisition policies, the SEWP VI contract, and the current NASA SEWP Contract Holder User Manual.
- Agency Contracting Officers and Ordering Officers retain responsibility for agency approvals, fair opportunity, funding, evaluation, and order issuance.
- NASA SEWP PMO reviews, processes, tracks, and forwards issued delivery orders; it does not issue the ordering agency's delivery order.

2. SEWP VI Overview

NASA SEWP is a Government-Wide Acquisition Contract for Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services available to federal agencies and authorized users. SEWP VI is organized into three categories:

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

OBXtek holds a Category B contract. Product-only requirements are not the focus of Category B. For an official scope review, customers may submit a requirement overview and/or bill of materials to help@sewp.nasa.gov. The applicable category must be matched to TechAnax's final SEWP VI award data before a quote or order is processed.

3. About OBXtek

OBXtek, Inc. is a federal contractor established in 2009. OBXtek Provides innovative information technology, professional services, and product solutions to federal customers, supported by disciplined program management, quality assurance, service management, information security, and supply chain risk management practice.

Representative Capabilities

- Enterprise program and project management
- Systems and network engineering
- Advanced cybersecurity and information assurance
- AI-driven automation
- Software application development, DevSecOps, and digital services
- Cloud planning, migration, hosting, and operations
- Service desk and end-user support
- Data analytics and business intelligence
- ITC/AV product sourcing, configuration, integration, lifecycle support, unified communications and other AV solutions
- IT infrastructure data center modernization and consolidation

Corporate Information

Field	OBXtek Information
Legal Name	OBXtek, Inc.
Address	2000 Corporate Ridge Road, Suite 400, McLean, VA 22102
Main Phone	571-395-4542
Corporate Email	info@obxtek.com
Website	www.obxtek.com
Unique Entity ID	SFBZYVFXLK13
CAGE Code	5FBC3
Tax ID	26-465-2377
SEWP VI Contract	Category B Contract 80TECH26D1329
Ordering Period	November 1, 2026 through October 31, 2036

4. Program Support and Points of Contact

OBXtek uses a centralized SEWP Program Management Office to coordinate quotes, orders, contract administration, support, and escalation. The shared mailbox is the preferred entry point because it supports continuity, assignment, and tracking.

Role	Name	Purpose	Phone / Email
Program Office	OBXtek SEWP PMO	Quotes, order status, support intake, unresolved issues	202-460-4262 | SEWPVI@obxtek.com
Program Manager	Jasmine Hieke	Program oversight, contract/order escalation	571-395-4542 | SEWPVI@obxtek.com |

Role	Name	Purpose	Phone / Email
			jhieke@obxtek.com
Deputy Program Manager	Philip Mendoza	Alternate program oversight and escalation	202-460-4262 | SEWPVI@obxtek.com | pmendoza@obxtek.com
Sales Representative	Jasmine Hieke	Product/service quote development	571-395-4542 | SEWPVI@obxtek.com | jhieke@obxtek.com
Post-Delivery Support Lead	Jasmine Hieke	Installation, warranty, technical/software support	571-395-4542 | SEWPVI@obxtek.com | jhieke@obxtek.com

NASA SEWP Help Desk

Channel	Information
Email	help@sewp.nasa.gov
Telephone	301-286-1478
Hours	Monday through Friday, 7:30 a.m. to 6:00 p.m. Eastern Time
Website	www.sewp.nasa.gov

5. How to Obtain a Quote

5.1 Preferred Quote-Request Method

The recommended method is the NASA SEWP online Quote Request Tool (QRT). Customers may also contact the OBXtek SEWP Program Office for service information, scope questions, preliminary market research, or assistance preparing a quote request.

5.2 Submit a Complete Requirement

- Agency and requesting organization
- Requestor and Contracting Officer contact information
- SEWP VI Category B and OBXtek contract number 80TECH26D1329
- Statement of work, performance work statement, technical requirements, or objectives
- Place of performance, security requirements, service levels, and required labor categories
- Required delivery or performance schedule
- Warranty, installation, configuration, maintenance, training, or support requirements
- Inspection, acceptance, invoicing, and payment instructions
- Quote due date, desired validity period, and required quote format
- Applicable clauses, agency terms, socioeconomic considerations, and evaluation factors

5.3 Direct Quote Assistance

Email SEWPVI@obxtek.com using the subject line “SEWP VI Quote Request – [Agency] – [Requirement Name].” OBXtek will coordinate review of the requirement, confirm the applicable scope and contract information, identify the responsible solution lead, and submit its response through the required channel.

A quote is not an order. Work begins only after OBXtek receives and validates an authorized delivery order and any required funding, security, technical, and performance documentation.

6. Ordering Process

1. The end user defines the requirement and develops the purchase request, funding package, and supporting documentation.
2. The ordering activity follows its agency procedures and satisfies fair-opportunity requirements for the applicable multiple-award contract category.
3. The ordering activity requests and evaluates quotes, documents its decision, and selects the appropriate contract holder.
4. An authorized Contracting Officer or Ordering Officer issues a delivery order using a valid federal agency order form and delivery-order number.
5. The ordering activity transmits the order through the NASA SEWP process and provides OBXtek documents needed for performance.
6. NASA SEWP PMO reviews, processes, tracks, and forwards the order to OBXtek.
7. OBXtek validates the contract number, scope, pricing, funding, period, locations, terms, and acceptance requirements, then acknowledges the order.
8. OBXtek performs, invoices, and supports the order in accordance with the accepted delivery order.

6.1 Fair Opportunity

FAR 16.505(b)(1) requires each contractor to receive a fair opportunity to be considered for orders exceeding $10,000 under multiple-award contracts, unless an applicable exception is supported and documented. The ordering Contracting Officer determines the method and documents the rationale for order placement and price. The SEWP QRT is the recommended method for supporting this process.

6.2 Order Validation Checklist

☐ Correct OBXtek SEWP VI contract number and Category B
☐ Delivery-order number and authorized signature
☐ Funding and accounting data
☐ Complete line items, quantities, prices, and total
☐ Performance dates and locations
☐ Acceptance, inspection, invoicing, and payment instructions
☐ Applicable clauses and agency-specific requirements
☐ Security, privacy, accessibility, supply-chain, and asset-management requirements
☐ Contracting, technical, receiving, and invoicing points of contact

7. Installation, Warranty, Technical Support, and Software Support

Category B orders are service-focused. Installation, warranty, maintenance, technical support, and software support will depend on the services, products, manufacturers, publishers, teammates, and service levels included in the specific quote and delivery order. OBXtek will identify applicable coverage in its quote and order acknowledgement and coordinate support throughout the order lifecycle.

Support Area	Customer Support	Primary Intake	Information Needed
Installation / Transition	Coordinate authorized transition, installation, configuration, integration, scheduling, site readiness, and acceptance tasks in the order.	SEWPVI@obxtek.com	Order number, site, service/system, requested date, local contact, access constraints
Warranty / Maintenance	Coordinate applicable OEM, publisher, teammate, or OBXtek coverage purchased under the order.	SEWPVI@obxtek.com	Order number, coverage identifier, asset/system, location, requested service
Technical Support	Triage, troubleshooting coordination, vendor/teammate engagement, status tracking, and escalation.	SEWPVI@obxtek.com	Symptoms, impact, urgency, logs/screenshots, troubleshooting completed

Support Area	Customer Support	Primary Intake	Information Needed
Software Support	Coordinate license, entitlement, activation, subscription, patch/update, and publisher support included in the order.	SEWPVI@obxtek.com	Publisher, product, license/subscription ID, tenant/org, error details

8. Troubleshooting a Problematic Order

8.1 Contact OBXtek

Send the issue to SEWPVI@obxtek.com or call 571-395-4542. Use the subject line "SEWP VI ORDER ISSUE – [Order Number] – [Short Description]." For urgent mission-impacting issues, call after sending the email and request Program Manager escalation.

8.2 Include These Details

- Agency, Contracting Officer, technical point of contact, and receiving contact
- OBXtek SEWP VI contract number and delivery-order number
- Affected CLIN, service task, system, asset, serial number, or license
- Description of the issue, when it began, and operational impact
- Relevant delivery, acceptance, logs, screenshots, photographs, or correspondence
- Troubleshooting performed and outcome
- Requested resolution and required-by date
- Whether Contracting Officer action may be required

8.3 Escalation Path

Level	Owner	Use When	Contact
1	OBXtek SEWP PMO	New quote, order, delivery, support, or invoice issue	SEWPVI@obxtek.com | 571-395-4542
2	OBXtek Program Manager	Issue is unresolved, recurring, high impact, or requires escalation	Jasmine Hieke | 571-395-4542 | SEWPVI@obxtek.com | pmendoza@obxtek.com
3	OBXtek Deputy Program Manager	Alternate escalation is required	Philip Mendoza | 202-460-4262 | SEWPVI@obxtek.com | pmendoza@obxtek.com
4	Ordering CO / NASA SEWP Help Desk	Official direction, scope, fair opportunity, order routing, or vehicle-level concern	Ordering CO | help@sewp.nasa.gov | 301-286-1478

Only an authorized Contracting Officer may direct changes affecting price, scope, schedule, quantity, terms, or funding. OBXtek will not act on unauthorized contractual direction.

9. Order Modifications, Cancellations, and Credits

9.1 Modifications

Delivery-order modifications must be issued by an authorized Contracting Officer and routed through the NASA SEWP process. Provide a copy to the OBXtek SEWP PMO. OBXtek will review the modification for scope, funding, schedule, pricing, security, and performance impacts before acknowledging it.

9.2 Cancellations

Contact the OBXtek SEWP PMO and the ordering Contracting Officer immediately. Any cancellation, credit, termination, or related impact will be handled in accordance with the delivery order and applicable contractual terms.

9.3 Service or Deliverable Corrections

- Coordinate corrective action through the OBXtek SEWP PMO.
- Preserve relevant records, logs, evidence, chain-of-custody information, and acceptance documentation.
- Protect government data and systems in accordance with agency security requirements.
- Process credits, re-performance, repair, replacement, or other remedies under the order and applicable terms.

10. Post-Delivery Administration

10.1 Invoicing and Payment

OBXtek will invoice in accordance with the delivery order's invoicing instructions, acceptance terms, and payment method. Direct invoice questions to SEWPVI@obxtek.com and include the order number, invoice number, CLIN, amount, and nature of the discrepancy. Monthly invoice copies for Category B orders must also be handled in accordance with the SEWP VI contract requirements.

10.2 Records Support

- Provide deliverables, service records, asset/license information, and warranty data as required by the order.
- Customers should retain the quote, order, modifications, acceptance evidence, invoices, support records, and disposition documentation in the official acquisition file.
- Requests for replacement copies of available order records may be sent to the OBXtek SEWP PMO.

10.3 Customer Responsibilities

- Provide accurate requirements and authorized direction.
- Maintain current technical, contracting, receiving, security, and invoicing contacts.
- Ensure site readiness, access approvals, security coordination, and acceptance resources.
- Protect delivered assets, credentials, licenses, and sensitive information.
- Notify OBXtek promptly of discrepancies, performance concerns, or changes.
- Route contractual direction through the authorized Contracting Officer.

12. Finalization Checklist Before Publication

☐ Confirm final contract number, category, award data and ordering period.

☐ Confirm current UEI, CAGE, legal address, Tax ID, phone, and website.

☐ Confirm the SEWP-dedicated shared mailbox.

☐ Confirm the OBXtek Program Manager and Deputy Program Manager role assignments and contact details.

☐ Name and validate the OBXtek sales representative and post-delivery support lead.

☐ Verify NASA SEWP Help Desk information and operating hours.

☐ Validate fair-opportunity language and threshold against the current FAR and final contract.

☐ Validate SEWP QRT and program website links.

☐ Confirm Category B support language does not promise coverage beyond the quote/order.

☐ Confirm consistency with the current Contract Holder User Manual.

☐ Approve and publish electronically before the first delivery order.

☐ Update within 10 business days after each contract modification.

Appendix A. Quote Request Email Template

To: SEWP@obxtek.com

Subject: SEWP VI Quote Request – [Agency] – [Requirement Name]

Agency / Office: ____

Requestor Name, Phone, Email: ________________________________

Contracting Officer Name, Phone, Email: _________________________

SEWP VI Category / Contract Number: Category B / 80TECH26D1329

Requirement Summary: _______________________________________

Attachments: SOW/PWS/Technical Requirements: __________________

Delivery / Performance Location: _______________________________

Required Period of Performance: _______________________________

Warranty/Support Requirements: ______________________________

Security / Accessibility / Supply-Chain Requirements: _____________

Quote Due Date and Time: ____________________________________

Additional Instructions: _______________________________________

Appendix B. Problem Order Intake Template

Agency / Office: ____

Delivery-Order Number: ____

OBXtek SEWP VI Contract Number: ____

Contracting Officer / Ordering Officer: ____

Technical / Receiving Contact: ____

Affected CLIN / Service Task / System / Asset / License: ____

Issue Description: ____

Operational Impact and Urgency: ____

Date / Time Discovered: ____

Troubleshooting Completed: ____

Supporting Evidence Attached: ____

Requested Resolution and Required-By Date: ____

Potential Contracting Officer Action Needed: ____