NASA SEWP VI Ordering Guide

Version 1.2
27 October 2026

NASA Solutions for Enterprise-Wide Procurement (SEWP) VI
Contractor: WITS Solutions Inc
Program Manager: John Bercher (jbercher@witssolutions.com)
Deputy Program Manager: Raju Kalidindi (raju@witssolutions.com)
SEWP VI Contract Number: 80TECH26D18243
SEWP VI Category/Group: Category C
Effective Date: 1 November 2026

1 Purpose

This Ordering Guide provides NASA SEWP VI customers with information necessary to obtain hardware, software, and services from WITS Solutions Corporation under the NASA Solutions for Enterprise-Wide Procurement (SEWP) VI contract.

The guide provides information regarding:

- WITS Solutions and its SEWP VI contract;
- How Government customers may request quotations;
- WITS Solutions sales contacts;
- Installation and post-delivery support;
- Basic and extended warranty support;
- Technical and software support;
- Procedures for troubleshooting problematic orders; and
- WITS Solutions escalation and support contacts.

This Ordering Guide is intended to supplement the NASA SEWP VI Contract Holder User Manual (CHUM), the WITS Solutions SEWP VI contract, applicable NASA SEWP VI policies and procedures, and applicable Federal acquisition regulations.

In the event of a conflict between this Ordering Guide and the WITS Solutions SEWP VI contract, the SEWP VI contract and applicable Government requirements shall govern.

2 About WITS Solutions

WITS Solutions Corporation is a Federal Information Technology services company providing technology, systems integration, modernization, cybersecurity, cloud, data, application development, and professional services to Government customers.

WITS provides mission-focused technology solutions designed to support Federal agencies in addressing complex technology, operational, and business requirements.

Corporate Information

WITS Solutions Inc.
Address: 44790 Maynard Square, Suite 340, Ashburn, VA 20147
Telephone: 1-800-952-9487
Website: https://witssolutions.com

3 NASA SEWP VI Overview

NASA Solutions for Enterprise-Wide Procurement (SEWP) VI is a Government-Wide Acquisition Contract (GWAC) administered by the NASA SEWP Program Management Office (PMO).

SEWP VI provides eligible Government customers with access to a broad range of Information Technology products, solutions, and services through competitively awarded contracts.

SEWP VI includes traditional Information Technology, communications, and audio-visual products as well as Information Technology, communications, and audio-visual services. The SEWP VI scope and ordering procedures are governed by the applicable SEWP VI contract, NASA SEWP policies and procedures, and the Contract Holder User Manual.

The SEWP VI ordering process is request-based. Government customers identify their requirements and may request quotations from applicable SEWP VI Contract Holders.

Customers should consult the current NASA SEWP VI Contract Holder User Manual and NASA SEWP PMO guidance for current ordering procedures.

NASA SEWP VI Website:
NASA SEWP VI Program Information

4 WITS Solutions SEWP VI Contract Information

Contract Information	WITS Information

Contractor	Wits Solutions Inc
SEWP VI Contract Number	80TECH26D18243
SEWP VI Category	Category C
Contract Type	Multiple-award IDIQ GWAC
Contract Effective Date	1 November 2026
Contract Expiration Date	31 October 2036
Contracting Officer	Michelle Berdux
WITS Contract Administrator	John Bercher
WITS SEWP Program Manager	John Bercher

5 Products and Services Available Through WITS

WITS Solutions may provide products and services that fall within the scope of its awarded SEWP VI contract.

WITS' capabilities may include, as applicable to the contract and individual Government requirement:

IT Services

- Application development and modernization
- Systems engineering
- Cloud computing and migration
- Cybersecurity
- DevSecOps
- Data management and analytics
- Artificial intelligence and machine learning
- Enterprise architecture
- Systems integration
- Program and project management

- IT modernization
- Business process improvement
- Technical and professional services

Hardware and Software

WITS provides software licensing in conjunction with **CasePoint** and **FOIAXpress** solutions.

WITS will provide products and services only to the extent authorized under its SEWP VI contract and the applicable Government order.

6 How to Obtain a Quote

Government customers seeking a quotation from WITS Solutions should submit a Request for Quote (RFQ), Request for Information (RFI), Market Research Request (MRR), or other applicable requirement documentation through the NASA SEWP ordering process.

WITS will review requirements received through the applicable SEWP process and provide a quotation when WITS determines that the requirement is within its contract scope and WITS is able to provide a responsive solution.

6.1 Quote Request Process

The general process is:

Step 1 — Define the Requirement

The Government customer identifies the required products, services, technical requirements, quantities, period of performance, delivery requirements, and other applicable requirements.

Step 2 — Develop the RFQ

The Government customer prepares the applicable RFQ, SOW, PWS, SOO, technical specifications, or other requirement documentation.

Step 3 — Submit the Requirement

The customer submits the requirement in accordance with applicable NASA SEWP VI procedures.

Customers may also contact WITS directly to discuss capabilities and coordinate a response to a Government requirement.

Step 4 — WITS Reviews the Requirement

WITS reviews the requirement for:

- Contract scope;
- Technical applicability;
- Product/service availability;
- Labor category applicability;
- Staffing requirements;
- Security requirements;
- Schedule;
- Pricing requirements; and
- Other contractual considerations.

Step 5 — WITS Provides a Quote

WITS prepares and submits a quotation consistent with the Government's requirement and the terms and conditions of the SEWP VI contract.

Step 6 — Government Evaluation

The Government evaluates WITS' quotation in accordance with applicable acquisition laws, regulations, agency procedures, and SEWP VI ordering requirements.

Step 7 — Order Placement

Following the Government's acquisition decision, the Government issues the appropriate order documentation in accordance with NASA SEWP VI ordering procedures.

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7 Information to Include in a Quote Request

To facilitate an accurate and timely quotation, WITS recommends that customers provide, as applicable:

- Government agency and organization;
- Contracting activity;
- RFQ/RFI/MRR number;

- Requirement description;
- SOW, PWS, SOO, or technical specifications;
- Required hardware;
- Required software;
- Required services;
- Quantities;
- Labor categories;
- Estimated labor hours;
- Period of performance;
- Place of performance;
- Delivery requirements;
- Security requirements;
- Clearance requirements;
- Warranty requirements;
- Technical support requirements;
- Software licensing requirements;
- Installation requirements;
- Training requirements;
- Travel requirements;
- Other Direct Costs;
- Required delivery date;
- Evaluation criteria;
- Quote due date; and
- Any applicable agency-specific requirements.

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8 WITS Sales Contacts

NASA SEWP customers may contact the following WITS representatives regarding quotations, capabilities, and acquisition support.

Primary SEWP Sales Representative

Name: Raju Kalindi
Title: Chief Executive Officer
Telephone: 800.952.9487 x11
Email: tguthrie@witssolutions.com

Alternate SEWP Sales Representative

Name: John Bercher
Title: Chief Operating Officer
Telephone: 800.952.9487 x16
Email: jbercher@witssolutions.com

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9 Ordering and Order Processing

SEWP VI orders must be processed in accordance with NASA SEWP VI ordering procedures and the current Contract Holder User Manual.

The Government customer is responsible for following its applicable agency acquisition and ordering procedures.

For SEWP orders, customers should provide the applicable Government order documentation, WITS quotation, contract information, line-item information, funding information, and other documentation required by NASA SEWP.

Important SEWP VI Order Processing Requirement

WITS will process and fulfill orders in accordance with applicable NASA SEWP VI procedures. Orders are subject to SEWP PMO processing and verification requirements.

WITS will not knowingly begin performance or fulfillment in violation of applicable SEWP VI order-processing requirements.

10 Order Information

To minimize delays in processing, customers should ensure that orders contain all information required by the SEWP VI Contract Holder User Manual and applicable Government ordering procedures.

Depending upon the type of order, this may include:

- Government order number;
- SEWP VI contract number;
- Contractor name and address;
- Issuing agency;
- Issuing office;
- Ship-to address;
- Government Contracting Officer information;
- Order date;
- Period of performance, where applicable;
- Line-item descriptions;
- SEWP CLINs;
- Quantities;
- Unit prices;
- Total order value;
- Applicable SOW/PWS/SOO;
- Funding/accounting information; and
- Other required contractual documentation.

11 Pricing and SEWP Administrative Handling Fee

WITS will provide pricing in accordance with its SEWP VI contract and the requirements of the applicable Government order.

Pricing may include, as applicable:

- Products;

- Software;
- Hardware;
- Labor;
- Services;
- Installation;
- Training;
- Maintenance;
- Warranty services;
- Travel; and
- Other allowable costs.

The applicable SEWP administrative handling fee is incorporated into WITS' quoted pricing in accordance with the SEWP VI contract.

The NASA SEWP VI Agency Administrative Handling Fee is 0.34%. In accordance with SEWP VI requirements, the applicable administrative handling fee is included within the total amount of WITS Solutions' quotation and is not separately listed on quotations or orders.

The administrative handling fee is subject to change in accordance with NASA SEWP Program Management Office requirements. Customers should refer to the NASA SEWP website for the current applicable fee.

12 Installation

Installation services will be provided when included in the applicable quotation and Government order.

Installation requirements may include:

- Equipment installation;
- Software installation;
- Configuration;
- Integration;
- Testing;

- Deployment;
- User setup;
- Training; and
- Documentation.

The applicable quotation and Government order will identify the specific installation requirements and associated pricing.

Installation Support Contact

Name: John Bercher
Title: Chief Operating Officer
Telephone: 800.952.9487 x16
Email: jbercher@witssolutions.com

13 Basic Warranty

Warranty coverage for products will be provided in accordance with the applicable manufacturer warranty, WITS quotation, and Government order.

Warranty terms may vary by manufacturer and product.

Customers should retain applicable order information, product information, serial numbers, and warranty documentation when requesting warranty assistance.

Basic Warranty Support Contact

Name: John Bercher
Title: Chief Operating Officer
Telephone: 800.952.9487 x16
Email: jbercher@witssolutions.com

14 Extended Warranty

Extended warranty services may be available when specifically included in the applicable quotation and Government order.

The applicable quotation will identify:

- Duration;
- Coverage;

- Service levels;
- Response times;
- Exclusions;
- Manufacturer/provider; and
- Applicable pricing.

Extended Warranty Support Contact

Name: John Bercher
Title: Chief Operating Officer
Telephone: 800.952.9487 x16
Email: jbercher@witssolutions.com

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15 Technical Support

WITS will provide technical support in accordance with the applicable Government order and any applicable service-level requirements.

Technical support may include:

- Troubleshooting;
- Configuration assistance;
- Technical guidance;
- Product support;
- Software support;
- Manufacturer coordination;
- Incident resolution; and
- Escalation management.

Technical Support Contact

Name: John Bercher
Title: Chief Operating Officer
Telephone: 800.952.9487 x16
Email: jbercher@witssolutions.com

16 Software Support

Software support will be provided in accordance with the applicable software license, manufacturer support agreement, WITS quotation, and Government order.

Depending upon the applicable requirement, software support may include:

- Installation assistance;
- Configuration assistance;
- Troubleshooting;
- License assistance;
- Software updates;
- Manufacturer coordination; and
- Technical assistance.

Software Support Contact

Name: John Bercher
Title: Chief Operating Officer
Telephone: 800.952.9487 x16
Email: jbercher@witssolutions.com

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17 Order Status and Delivery Support

For questions regarding order status, shipment, delivery, missing items, damaged products, or other fulfillment issues, customers should contact the WITS Order Management representative.

Order Management Contact

Name: Raju Kalidindi
Title: Chief Executive Officer
Telephone: 800.952.9487 x11
Email: tguthrie@witssolutions.com

Customers should provide the applicable SEWP order number, WITS quotation/order number, product information, and description of the issue when requesting assistance.

For damaged, missing, or incorrect shipments, customers should notify WITS as soon as reasonably possible.

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18 Troubleshooting a Problematic Order

WITS Solutions is committed to resolving customer issues promptly and professionally.

Customers experiencing problems with a WITS order should use the following escalation process.

Step 1 — Contact the Appropriate WITS Representative

Customers should first contact the appropriate representative based on the nature of the issue:

- Sales/quotation issue;
- Order status;
- Installation;
- Warranty;
- Technical support;
- Software support; or
- Contract administration.

The applicable contacts are provided throughout this Ordering Guide and in the Contact Matrix in Section 20.

Step 2 — Provide Order Information

Customers should provide:

- SEWP order number;
- WITS quotation/order number;
- Product or service affected;
- Description of the issue;

- Date the issue occurred;
- Mission/business impact;
- Troubleshooting already performed; and
- Customer point of contact.

Step 3 — WITS Investigates

WITS will review the issue and assign the appropriate internal resource.

Depending on the issue, WITS may coordinate with:

- WITS program management;
- Contract administration;
- Technical support;
- Manufacturer;
- Software provider;
- Shipping/logistics provider;
- Subcontractor; or
- Other authorized service provider.

Step 4 — Escalation

If the issue cannot be resolved through the initial support contact, the customer may escalate the issue to the WITS SEWP VI management contact.

WITS SEWP VI Escalation Contact

Name: Raju Kalindindi
Title: Chief Executive Officer
Telephone: 800.952.9487 x11
Email: raju@witssolutions.com

Step 5 — Resolution

WITS will work with the customer to identify and implement an appropriate resolution consistent with the applicable Government order, SEWP VI contract requirements, warranty terms, service-level requirements, and manufacturer requirements.

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19 Security and Sensitive Information

Government customers should not transmit classified information, Personally Identifiable Information (PII), Controlled Unclassified Information (CUI), or other sensitive information through an unsecured communication method.

When sensitive information is required to support a quotation, order, or support request, WITS and the Government customer will use an appropriate secure transmission method consistent with applicable Government requirements.

[WITS ACTION REQUIRED: INSERT WITS-APPROVED SECURE METHOD/PORTAL FOR TRANSMISSION OF SENSITIVE INFORMATION, IF APPLICABLE.]

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20 WITS SEWP VI Customer Contact Matrix

Customer Need	Primary Contact	Telephone	Email
Request for Quote	Raju Kalidindi	800.952.9487 x11	tguthrie@witssolutions.com
Sales / General Questions	Raju Kalidindi	800.952.9487 x11	tguthrie@witssolutions.com
Contract Administration	John Bercher	800.952.9487 x16	jbercher@witssolutions.com
Order Status	Raju Kalidindi	800.952.9487 x11	tguthrie@witssolutions.com
Installation	John Bercher	800.952.9487 x16	jbercher@witssolutions.com
Basic Warranty	John Bercher	800.952.9487 x16	jbercher@witssolutions.com
Extended Warranty	John Bercher	800.952.9487 x16	jbercher@witssolutions.com
Technical Support	John Bercher	800.952.9487 x16	jbercher@witssolutions.com

Order Problem Escalation	John Bercher	800.952.9487 x16	jbercher@witssolutions.com

21 Government Customer Responsibilities

Government customers are responsible for complying with applicable Federal acquisition laws, regulations, agency policies, and NASA SEWP VI ordering procedures.

Government customer responsibilities generally include:

- Defining the requirement;
- Conducting required market research;
- Complying with applicable fair opportunity requirements;
- Developing the RFQ and applicable requirement documents;
- Providing sufficient information for quotation;
- Evaluating quotations;
- Making the appropriate award decision;
- Providing required funding;
- Issuing the applicable order;
- Providing Government-furnished information and equipment, where applicable;
- Providing required facility/system access;
- Monitoring contractor performance; and
- Accepting products and deliverables.

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22 WITS Responsibilities

WITS Solutions will:

- Provide responsive quotations for requirements within contract scope;
- Provide accurate pricing;
- Provide products and services in accordance with the applicable order;

- Provide qualified personnel when services are ordered;
- Provide installation and support when included in the order;
- Provide applicable warranty support;
- Provide technical and software support;
- Manage subcontractors and teaming partners as applicable;
- Maintain required contractual and security compliance;
- Track and report order status as required;
- Address customer issues and escalations; and
- Perform in accordance with the terms and conditions of the applicable SEWP VI order.

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23 SEWP VI Administrative and Contractual Requirements

WITS will comply with applicable requirements contained in:

- The WITS Solutions SEWP VI contract;
- NASA SEWP VI policies and procedures;
- The current NASA SEWP VI Contract Holder User Manual;
- Applicable Federal Acquisition Regulation requirements;
- Applicable agency supplements;
- Applicable Government order terms and conditions; and
- Applicable NASA SEWP PMO guidance.

The current SEWP VI requirements should be consulted whenever an order is prepared, modified, or administered.

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24 Ordering Guide Maintenance

WITS Solutions will maintain an electronic version of this Ordering Guide that is suitable for downloading and printing by SEWP customers.

The Ordering Guide will be made available through the designated WITS electronic distribution location.

WITS will update the Ordering Guide following applicable contract modifications. Updated versions will be made available **no later than 10 business days following each contract modification**, consistent with the requirements of the WITS Solutions SEWP VI contract.

Each revision will identify the applicable version number, effective date, and description of changes.

https://witssolutions/nasasewp

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25 Document Control

Version	Effective Date	Description
1.0	10/2/206	Initial SEWP VI Ordering Guide

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26 Important Notice

This Ordering Guide is provided for the convenience of Government customers and is intended to facilitate ordering from WITS Solutions Corporation under the NASA SEWP VI contract.

This guide does not modify, supersede, or replace:

- The WITS Solutions SEWP VI contract;
- NASA SEWP VI ordering procedures;
- The NASA SEWP VI Contract Holder User Manual;
- Applicable Federal Acquisition Regulations;
- Applicable agency regulations or policies; or
- The terms and conditions of an individual Government order.

In the event of a conflict between this Ordering Guide and an applicable contractual or Government requirement, the controlling contractual or Government requirement shall prevail.

WITS Solutions will update this Ordering Guide as necessary to reflect applicable contract modifications and changes to SEWP VI program requirements.