NASA SEWP VI

Solutions for Enterprise-Wide Procurement

Contract Holder

SEWP OVERVIEW

NASA SEWP VI – The NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup," provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services to all Federal Agencies and their approved contractors. Created in 1993, SEWP I was the first Government-Wide Acquisition Contract (GWAC) in the federal acquisition space. SEWP has continually evolved over the past 30 years, expanding its scope to meet the requirements of its customers. The program is self-funded through a usage fee (0.34%) and provides all Federal agencies with acquisition support for more than 50,000 orders a year.

FAIR OPPORTUNITY

FAR 16.505(b)(1) provides that each contractor shall be given a fair opportunity to be considered for each order exceeding $10,000 issued under multiple-award contracts. The method used to provide fair opportunity is at the discretion of the Contracting Officer (CO), who must document the rationale for placement and price of each order. Using the SEWP online Quote Request Tool (QRT) is the recommended method to support this activity and to augment the required decision documentation. The QRT automatically includes the Contract Holders within a selected Category/Group or a suggested source.

ABOUT TROFHOLZ TECHNOLOGIES

Trofholz Technologies, Inc. is a federal IT solutions provider headquartered in Sacramento, California, delivering mission-focused Information Technology, Communication, and Audio-Visual (ITC/AV) services to Federal agencies under NASA SEWP VI Category C.

Visit our website: www.Trofholz.com

Trofholz Technologies, Inc.

Category C Contract

ITC/AV Mission-Based Services

NAICS 541512

80TECH26D0278

PoP: November 2026 – 2036

Main Office Address:

Trofholz Technologies, Inc.

1014 N Market Blvd, Suite 50

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SEWP VI Program Support

Order Issues and Post-Delivery Contacts

Kelly Keyser

SEWP Program Manager

Kelly.Keyser@Trofholz.com

916.788.8930

Gabriel Chandler

SEWP Deputy Program Manager

Gabriel.Chandler@Trofholz.com

Office: 916-788-8911

SEWP Helpline

help@sewp.nasa.gov

(301) 286-1478

SEWP PMO Hours: M–F, 7:30 AM – 6 PM (ET)

www.sewp.nasa.gov

WHAT'S IN SCOPE FOR SEWP VI?

SEWP is designed to provide a broad suite of Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services. Technology is ever-evolving, and SEWP's processes enable Contract Holders to add new commercial technology and IT services to their contracts as requested by customers. SEWP VI is composed of three (3) scope categories. If you would like SEWP to determine whether your requirement is within scope of the SEWP VI contract, please send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov.

- **Category A – ITC/AV Solutions**
- **Category B – Enterprise-Wide ITC/AV Service Solutions**
- **Category C – Mission-Based ITC/AV Service Solutions** ← *Trofholz Technologies contract 80TECH26D0278*

TROFHOLZ CATEGORY C SERVICES

Category C provides Federal agencies with customized solutions at a mission/program level that improve and enhance ITC/AV infrastructure. Representative services include:

- Custom computer programming services
- Telecommunication services, including network operations
- IT, AV, and Communications-based engineering and design services
- Data processing, analysis, hosting, and related services
- IT and network operation and computer facilities; ITC/AV management services
- IT consulting and educational services; digital government services
- Cybersecurity and security systems services

Services may be performed at Government and/or Contractor locations worldwide, as specified in each order.

Important ordering notes for Category C:

- Product-only requirements are not in scope for Category C.
- Order threshold: $2 million per order (inclusive of options) in the 1st year of contract performance and $10 million per order in the 2nd year. Threshold restrictions are subject to removal beginning in the 3rd year.
- Contract types allowed: Firm Fixed Price, Time and Material, Labor Hour, Fixed Price Award Fee, Fixed Price Incentive Fee, Fixed Price Economic Price Adjustment, or any hybrid of commercial contract types.

HOW TO OBTAIN A QUOTE

The preferred method to request a quote from Trofholz Technologies is through the SEWP Quote Request Tool (QRT) at www.sewp.nasa.gov. Customers may create Requests for Information (RFI), Market Research Requests (MRR), and Requests for Quote (RFQ). All Trofholz quotes reference the SEWP VI contract number and are recorded with the SEWP Program Management Office (PMO). Customers may also contact our team directly:

Role	Name	Email	Phone
SEWP Program Manager	Kelly Keyser	Kelly.Keyser@Trofholz.com	916.788.8930
SEWP Deputy Program Manager	Gabriel Chandler	Gabriel.Chandler@Trofholz.com	916-788-8911
Sales / Quote Requests	Kelly Keyser	bids@trofholz.com	916.788.8930
Sales / Quote Requests	Gabriel Chandler	bids@trofholz.com	916-788-8911

ORDERING PROCESS

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase Requests (PR) and Delivery Orders (DO) issued against a SEWP contract are defined by the issuing Agency, not the NASA SEWP PMO. Typically, an end user determines a requirement and generates a PR. The PR, along with funding information, is sent to the Agency's procurement office, which issues a DO. Any valid Federal Agency DO form, and its associated DO number, may be used.

The NASA SEWP PMO does not issue DOs; these must be issued through the issuing Agency's procurement office. The SEWP PMO reviews, processes, and tracks issued DOs and forwards them to the Contract Holder.

Submitting orders: Agencies submit orders and order modifications to the SEWP PMO, with a copy to Trofholz Technologies:

- SEWP PMO: sewporders@sewp.nasa.gov or fax 301-286-0317
- Copy to Trofholz Technologies: contracts@trofholz.com

Trofholz begins work on an order once the SEWP PMO has processed it and assigned a SEWP Control Number (SCN).

Some Agencies have special requirements for issuing IT Delivery Orders. It is the issuing Agency Contracting Officer's responsibility to be aware of any Agency-specific policies for issuing orders via an existing contract vehicle or GWAC. There are no requirements under the SEWP contracts for issuing Agencies to use other intermediary procurement offices, except as directed through their own internal policies. If modifications are made to any order, those modifications must also route through the SEWP PMO.

POST-DELIVERY POLICIES AND SUPPORT

Installation & Service Delivery: Service start-up, transition-in, installation, and on-site/off-site performance are carried out as defined in each order's statement of work and period of performance.

Technical & Software Support: Submit technical and software support requests to Gabriel Chandler by email or phone, Monday–Friday, 8:00 AM – 5:00 PM Pacific Time. Unresolved issues escalate to Kelly Keyser, SEWP Program Manager. Support levels and response times for specific services are as defined in each order.

Role	Name	Email	Phone
Technical Support	Gabriel Chandler	Gabriel.Chandler@Trofholz.com	916-788-8911
Software Support	Gabriel Chandler	Gabriel.Chandler@Trofholz.com	916-788-8911
Escalation – SEWP Program Manager	Kelly Keyser	Kelly.Keyser@Trofholz.com	916.788.8930

WARRANTY SUMMARY

- **Labor:** Installation work by Trofholz or its subcontractors carries a one-year warranty at no extra charge. If faulty installation causes hardware or software to perform below the manufacturer's specifications, Trofholz will reinstall it at no cost.
- **Equipment and software:** Carry the manufacturer's standard warranty. Software media is warranted against defects for 30 days.
- **Warranty claim support:** Trofholz provides the labor and assistance needed to process claims against manufacturers for equipment that fails during the manufacturer's warranty period, for up to one year or until the order's period of performance ends, whichever comes first.
- **Extended warranty:** Extended manufacturer warranties and support plans are available on request, quoted as separate line items.
- **Security systems:** Trofholz designs and integrates security systems to meet the requirements specified in the order. While the system is warranted to perform as specified, Trofholz does not guarantee that it will prevent loss, and is not liable for losses or liability arising from the actions of third parties.
- **Filing a claim:** Contact Gabriel Chandler and include the agency order number or SEWP Control Number (SCN). Unresolved issues escalate to Kelly Keyser.
- **Exclusions:** Acts of nature, misuse, vandalism, accidents, and repairs or changes made by anyone other than Trofholz or its authorized providers.

These warranties apply to items furnished as part of a Category C services order. They are in addition to, and do not limit, the warranty at FAR 52.212-4(o). The full warranty statement is available on request.

TROUBLESHOOTING A PROBLEM ORDER

If you experience a problem with an order (for example, delays, incorrect deliverables, invoicing questions, or performance concerns), please use the following escalation path:

1. Contact Gabriel Chandler, Order Support.

2. If not resolved within two (2) business days, contact Kelly Keyser, SEWP Program Manager.
3. If still unresolved, contact the NASA SEWP PMO at help@sewp.nasa.gov or (301) 286-1478.

Role	Name	Email	Phone
Order Support (Step 1)	Gabriel Chandler	Gabriel.Chandler@Trofholz.com	916-788-8911
SEWP Program Manager (Step 2)	Kelly Keyser	Kelly.Keyser@Trofholz.com	916.788.8930
NASA SEWP PMO (Step 3)	SEWP Helpline	help@sewp.nasa.gov	(301) 286-1478

PAYMENT

Trofholz Technologies accepts Electronic Funds Transfer (EFT) and the Government Purchase Card on SEWP orders of any size. A 3% surcharge applies to credit card payments and is shown on the quote as a separate line item (PURCHASECARD-Z). Invoicing follows the terms of each delivery order.