NASA SEWP VI
Ordering Guide

Category A – ITC/AV Solutions

Contract Number: 80TECH26D0508

Period of Performance: 11/1/2026 - 10/31/2036

Submitted By: Redfort Technologies LLC

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1. SEWP VI Program Overview

NASA SEWP VI (Solutions for Enterprise-Wide Procurement), pronounced “soup,” provides the latest Information Technology, Communications, 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, and the vehicle has continually evolved over more than 30 years to meet customer needs. The program is self-funded through a usage fee (0.34%) and processes more than 50,000 orders a year.

SEWP VI is composed of three scope categories:

- Category A – ITC/AV Solutions (Redfort Technologies’ awarded category)
- Category B – Enterprise-Wide ITC/AV Service Solutions
- Category C – Mission-Based ITC/AV Service Solutions

If there is any question whether a requirement is within the scope of the SEWP VI contract, agencies may send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov for a quick review and feedback.

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 a multiple-award contract. The method of obtaining fair opportunity is at the discretion of the ordering Contracting Officer (CO), who must document the rationale for placement and price of each order. Use of the SEWP online Quote Request Tool (QRT) is the recommended method, as it automatically includes Contract Holders within a selected Group or suggested source and helps document that decision.

2. About Redfort Technologies LLC

Redfort Technologies LLC is an IT solutions provider and reseller supporting Federal Agencies, with core capabilities in IT software, cloud services, cybersecurity, data visualization, network monitoring, database management, workflow management, and IT hardware. Redfort holds ISO 9001:2015 and CMMI Maturity Level 1 certifications and is an authorized AbilityOne distributor.

Offeror Legal Name	Redfort Technologies LLC
Address	2251 Pimmit Dr, Unit 229, Falls Church, VA 22043
CAGE Code	9H9Y3
UEI Number	DW74EEJACY17

Business Size	Small Business
NAICS Code (competed)	541512
Phone	718-844-6091
Website	www.redforttech.com
Email	admin@redforttech.com
SEWP VI Contract Number	80TECH26D0508
Category	Category A – ITC/AV Solutions

Redfort SEWP VI Program Leadership

In accordance with the Contract Holder User Manual (CHUM), Redfort Technologies has designated the following Program Manager (PM) and Deputy Program Manager (DPM) as its main points of contact with the SEWP PMO.

Role	Name	Email	Phone
Program Manager (PM)	Saqib Ali	saqib.a@redforttech.com	(929) 992-1762
Deputy Program Manager (DPM)	Aqib Ali	aqib.a@redforttech.com	(929) 995-3781

The Program Manager and Deputy Program Manager provide overall contract governance, serve as Redfort Technologies' official management points of contact with the NASA SEWP Program Office, oversee compliance and Contract Holder administration, and provide escalation support for matters that cannot be resolved through the operational contacts listed below.

Responsibilities:

- **Saqib Ali / PM:** overall SEWP VI governance, NASA PMO relationship, compliance oversight, management approvals/escalations, CHOP administration oversight, required contact/reporting oversight, and major Contract Holder updates.
- **Aqib Ali / DPM:** backup/continuity for the PM, compliance support, CHOP/reporting oversight, escalations, and NASA coordination when the PM is unavailable.

3. Redfort's SEWP VI Technical Areas & OEM Partners

Redfort's SEWP VI Category A technical-area and OEM coverage is summarized below.

Technical Area	Scope	Authorized OEM Partner
1a. IT Computer Systems / Compute Facilities	Servers, workstations, compute infrastructure	Dell Technologies (Dell Federal Systems L.P.)
2a. IT Storage Systems	SSD, NAS, SAN and related storage solutions	HP Inc.
3a. Networking and Communication Equipment	Routers, switches, firewalls, wireless access points, unified communications	GN Audio / Jabra (via Ingram Micro)
4a. Imaging Equipment and Supporting Technology	Printers, scanners, and imaging/document-management hardware	HP Inc.
9a. Product-Based Services	Installation, integration, and support services tied to hardware/software purchases	Redfort Technologies (direct)

Additional manufacturers and solution providers may be added to Redfort's authorized supply base as supported by current SEWP VI requirements and OEM authorizations. Agencies may confirm current OEM coverage for a specific requirement by contacting the Redfort points of contact in Section 5.

4. Ordering Process

The internal ordering process of each Agency varies. The forms and process for a Purchase Request (PR) and Delivery Order (DO) issued against this SEWP contract are defined by the issuing Agency, not by the NASA SEWP Program Management Office (PMO). The typical flow is:

- The end-user determines a requirement and generates a Purchase Request (PR).
- The PR, with any necessary funding information, is sent to the Agency's procurement office, which issues a Delivery Order (DO). Any valid Federal Agency DO form and number may be used.
- The NASA SEWP PMO does not issue DOs; these are issued through the issuing Agency's own procurement office. The PMO reviews, processes, and tracks issued DOs and forwards them to Redfort Technologies.

- Any modification to an order must also route through the NASA SEWP PMO.

Some Agencies maintain their own requirements for issuing IT Delivery Orders, and the issuing Agency remains responsible for following its Agency-specific policies on the use of GWACs such as SEWP. The SEWP contracts do not require issuing Agencies to route orders through other intermediary procurement offices, except as directed by their own internal policies.

5. How to Obtain a Quote

To request a quote for hardware, software, or services under Redfort Technologies LLC's SEWP VI Category A award, agencies should submit their requirement through the NASA SEWP Quote Request Tool (QRT). Requests received through the QRT are managed by Redfort through the Contract Holder Only Page (CHOP).

For questions regarding quotations, product availability, OEM coordination, pricing, or general SEWP program support, agencies may contact:

Name	Role	Phone	Email
Sana Khan	Quotes & Program Support	(571) 786-2538	sana@redforttech.com
Junaid Bilal	SEWP Program Coordination / Quote Support	—	junaid.bilal@redforttech.com

Operational responsibilities:

- **Sana:** Quote/customer coordination, QRT/CHOP support, Ordering Guide/onboarding documentation, customer/program communication, and support for order escalation.
- **Junaid:** CHOP daily coordination, contact/report subscription updates, website/Ordering Guide coordination, SEWP notification monitoring/internal routing, tracker maintenance, and status follow-up.

The applicable SEWP Agency Administrative Handling Fee will be incorporated into quoted pricing in accordance with applicable SEWP requirements.

6. Installation, Warranty & Technical/Software Support

Redfort Technologies provides post-delivery coordination for installation, warranty matters, OEM support, product-related technical issues, and software/hardware support associated with products ordered through its SEWP VI contract.

Primary Contact:

Name	Role	Phone	Email
Austin Butler	Operations, Fulfillment, Warranty & Technical Support Coordination	(571) 744-4120	austin@redforttech.com

Responsibilities:

- Order fulfillment and delivery coordination
- Installation and warranty coordination
- Shipment and product issue resolution
- OEM/distributor escalation
- Customer operational follow-up
- Coordination with Redfort technical/support resources when deeper troubleshooting is required

For OEM-specific warranty or technical support, Redfort will coordinate with the applicable manufacturer, authorized distributor, or support provider associated with the quoted and delivered product.

Redfort Technical/Support Team:

- Provides technical troubleshooting and implementation support when escalated by Austin, Sana, or Junaid.
- Coordinates with OEM/distributor technical channels where required.

7. Troubleshooting a Problematic Order

If an order placed against Redfort's SEWP VI Category A contract encounters an issue, including delayed shipment, incorrect items, damaged shipment, Delivery Order discrepancy, invoice/order question, or other fulfillment concern, agencies should contact the following operational contacts:

Name	Role	Phone	Email
Austin Butler	Primary Order Issue Resolution / Operations	(571) 744-4120	austin@redforttech.com
Sana Khan	SEWP Program Support / Customer Coordination	(571) 786-2538	sana@redforttech.com
Junaid Bilal	SEWP Program Coordination	—	junaid.bilal@redforttech.com

Please include the applicable Delivery Order number, RFQ/QRT reference where available, and a clear description of the issue so Redfort can investigate and coordinate resolution.

If a matter cannot be resolved through the operational contacts above, it should be escalated internally to the Program Manager / Deputy Program Manager and, where appropriate, through the NASA SEWP Program Management Office support channels listed in Section 8.

Admin / Records Support

Redfort Admin – Administrative & Records Support

Responsibilities:

- Maintain approved SEWP documents and contact records
- Support document routing, filing, evidence retention, and internal coordination
- Maintain official copies of submitted/final onboarding materials
- Support internal follow-up for required SEWP records and administrative evidence

8. SEWP VI Support Contacts

Contact	Purpose	Email / Phone
NASA SEWP Customer Help	Customer / agency assistance	help@sewp.nasa.gov | (301) 286-1478
NASA SEWP VI Homepage	Official SEWP VI program information	https://www.sewp.nasa.gov/sewpvi/