

Panamerica Computers, Inc., d.b.a. PCi Tec

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NASA SEWP VI ORDERING GUIDE

Issuing Agency	U.S. National Aeronautics and Space Administration (NASA) - Solutions for Enterprise-Wide Procurement
Contract	NASA SEWP VI - Category A
Contract Number	80TECH26D0457
Contract Type	Multi-award Government-Wide Acquisition Contract (GWAC)
Period of Performance	November 1, 2026 - October 31, 2036
Minimum / Maximum	\$25 minimum contractual ordering amount / \$20 Billion maximum ordering value
SEWP Fee	0.34% (included in the price of all offerings and not separately listed)

SEWP VI Overview

NASA SEWP VI (Solutions for Enterprise-Wide Procurement) provides Federal Agencies and their approved contractors access to Information Technology, Communication, and Audio/Visual (ITC/AV) solutions and services. PCi Tec is a SEWP VI Category A Contract Holder.

Fair Opportunity and Requests for Quotes

Contractors are provided a fair opportunity at the individual order level, as appropriate, in accordance with FAR 16.505(b), including use of the SEWP RFQ tools. The issuing procurement office is responsible for maintaining its order-selection documentation.

The NASA SEWP Quote Request Tool (QRT) is the SEWP-recommended method for Requests for Information (RFI), Market Research Requests (MRR), and Requests for Quote (RFQ). Customers may use other RFQ methods under their own procedures, and PCi Tec may respond to requirements submitted through a customer-defined process.

PCi Tec will not market, quote, or otherwise offer for sale IT solutions that are not listed in the SEWP Database of Record, except that items not yet on contract may be identified in response to a Government RFI when clearly marked as not yet available and when the required technology refreshment action is submitted. For an RFQ or MRR, quoted items must be available on the contract and priced no greater than the applicable SEWP Database of Record price at the time the quote is issued.

What's in Scope for PCi Tec - Category A

Category A covers the full range of ITC/AV product-based solutions, including hardware, software, cloud-based solutions, and related product-based services. Product-based services may be ordered when they have a product basis; a product does not have to be purchased at the same time as those services.

- IT hardware, systems, components, peripherals, storage, networking and communications technologies
- Software, cloud technology, and software-based solutions
- Cybersecurity and related ITC/AV technology solutions
- Audio/Visual technologies and solutions
- Site planning, installation, integration, product engineering, training, maintenance, warranty, and other product-based services
- Other labor services and ancillary products when they directly support the associated equipment purchased on the delivery

Obtaining a Quote

Customers may contact PCi Tec for assistance with SEWP VI questions and acquisition requirements. PCi Tec recommends use of the NASA SEWP QRT. If a customer uses an alternate RFQ process, any resulting order must still be routed through the NASA SEWP Program Management Office before PCi Tec may fulfill it.

Ordering Process

1. The customer determines the requirement, applicable SEWP VI Category, NAICS code, business size/set-aside, and any agency-specific criteria.
2. The customer may use the NASA SEWP QRT to issue an RFI, MRR, or RFQ to eligible Contract Holders.
3. PCi Tec responds to the request. For RFQs and MRRs, quoted offerings must be on contract and properly priced at the time the quote is issued.
4. The issuing agency evaluates responses using its stated evaluation criteria and issues the resulting delivery order or task order.
5. All orders - including delivery orders, task orders, credit card orders, and order modifications - must be sent to the NASA SEWP Program Office.
6. PCi Tec cannot process or fulfill an order until the SEWP Program Office has processed and validated the order in accordance with SEWP procedures.

SEWP Fee

The SEWP fee is currently 0.34%. The fee is included in the price of all offerings and cannot be separately listed. There is no fee cap. The fee applies to SEWP orders and applicable order modifications.

Government Purchase Card / Payment

PCi Tec accepts payment by Electronic Funds Transfer (EFT) and Government Purchase Card (GPC), or other Agency-approved credit card, regardless of order size. If a credit-card surcharge is applicable, it must be clearly stated in the quote and quoted using the PURCHASECARD-Z CLIN. A surcharge that was not specified in the quote cannot be added afterward. All orders, including credit-card orders, must be processed through the SEWP Program Office before fulfillment.

Installation, Warranty, Technical and Software Support

Installation: Site planning, installation, integration, and product engineering services may be provided when they directly support in-scope ITC/AV solutions.

Basic Warranty: Warranty coverage is specific to the applicable manufacturer's product and the warranty terms associated with the offering.

Extended Warranty: An extended warranty may be purchased and may begin at any time during the standard commercial warranty period, up to and including the end of that period, when available under the applicable offering.

Technical Support: PCi Tec can assist customers with coordinating manufacturer/provider support and resolving technical or post-delivery issues.

Software Support: Software maintenance as a product may include patches, updates/upgrades, and no-charge support included with the commercial product. Creation, design, implementation, or integration of software is treated as a service rather than software maintenance as a product.

Troubleshooting Problematic Orders and Post-Delivery Issues

Customers experiencing an issue with a SEWP VI order should contact PCi Tec. PCi Tec will work with the customer, applicable manufacturer/provider, and NASA SEWP PMO, as appropriate, to assist with order, delivery, warranty, technical support, software support, or other post-delivery issues.

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Agency-Specific Requirements

Agency-specific requirements, including CMMC, FedRAMP, CUI requirements, certifications, leasing terms, and similar conditions, are determined at the individual quote/order level by the issuing agency. CMMC is not identified in the provided SEWP VI contract documents as a contract-level requirement applicable to every order.

SEWP VI Database of Record and Technology Refreshment

For RFQs and MRRs, offerings quoted by PCi Tec must be available on the SEWP VI contract and properly priced in the SEWP Database of Record. Open Market items are not permitted on SEWP quotes. PCi Tec uses the Technology Refreshment process to add and maintain in-scope offerings on contract.

Strategic Sourcing / Storefronts

SEWP VI includes strategic sourcing mechanisms such as the SEWP Marketplace, Strategic Storefront, and Strategic Catalog. Availability and use of these mechanisms are governed by NASA SEWP program guidance and the requirements of the ordering agency.

How and Who to Contact at PCi Tec

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PCi Tec SEWP VI Program Management / Support Contacts

Michael Shaffer Program Manager mshaffer@pcitec.com 540-635-4402 Ext. 304	Trent Nicholson Deputy Program Manager tnicholson@pcitec.com 540-635-4402 Ext. 301
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How to Contact NASA SEWP

NASA SEWP Program Management Office
Customer Help Desk: 301-286-1478 | Email: help@sewp.nasa.gov
Hours: Monday-Friday, 7:30 AM-6:00 PM ET | SEWP VI Website: www.sewp.nasa.gov/sewpvi

This ordering guide summarizes PCi Tec's SEWP VI ordering and support information. Customers and Contract Holders should follow the applicable SEWP VI contract, NASA SEWP Program Office guidance, and issuing-agency requirements for authoritative ordering instructions.