SEWP VI ORDERING GUIDE

TSC-ITG2 JV LLC

Category C - IT Mission-Based Services
Contract No. 80TECH26D1522
PoP: November 1, 2026, through October 31, 2036

Main Office Address
TSC-ITG2 JV LLC c/o TSC
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SEWP VI Program Support
Order Issues and Post-Delivery Contacts

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www.sewp.nasa.gov/sewpvi

SEWP VI Overview

NASA SEWP VI (Solutions for Enterprise-Wide Procurement) provides the latest Information Technology, Communication and Audio-Visual (ITC/AV) solutions and services for 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. Originally, the contract vehicle provided only technology products for NASA and all other agencies. SEWP has continually evolved over the past 30 years, expanding its scope to meet the requests of its customers. The SEWP vehicle represents acquisition innovation within the Federal Government.

The program is self-funded through a usage fee of 0.34% and provides all Federal agencies with acquisition support across more than 50,000 orders a year.

1.1 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 for that reason SEWP's processes enable our Contract Holders to add new commercial technology and IT services to their contract daily, as requested by our customers. The focus of SEWP is on the full suite of technology offerings that simplify Government access and industry offerings across the entire ITC/AV solutions and services landscape. SEWP is composed of three (3) scope categories detailed below. If you would like SEWP to determine if 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 and we will quickly review and provide feedback.

SEWP VI contracts were awarded by scope category:

- Category A - ITC/AV Solutions (ITG holds a Category A contract)
- Category B - Enterprise-Wide ITC/AV Service Solutions
- **Category C - Mission-Based ITC/AV Service Solutions** (TSC-ITG2 JV LLC holds a Category C contract)

If you would like SEWP to determine whether your requirement is within scope of the SEWP VI contract, send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov for review and feedback.

1.2 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 and issued under multiple award contracts. The FAR states that the method to obtain fair opportunity is at the discretion of the Contracting Officer and that the CO must document the rationale for placement and price of each order. Using the SEWP online Quote Request Tool is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP Quote Request Tool (QRT) will automatically include the Contract Holders within a selected Group or based on a suggested source.

2 About TSC-ITG2 JV LLC

TSC-ITG2 JV LLC is a mentor-protege joint venture of Technology Science Corporation (TSC) and Integration Technologies Group (ITG). TSC-ITG2 JV combines the members' federal mission experience, delivery infrastructure, quality practices, and technology partnerships to provide integrated IT, communications, and audiovisual services under SEWP VI Category C.

TSC provides secure information technology solutions for federal clients, including the Department of Justice and the Defense Health Agency. Its work spans network security, IT Operations, supply-chain and logistics support, and technology modernization across multiple security levels. TSC maintains a Top-Secret Facility Clearance.

ITG has served the federal market for more than 40 years, providing IT equipment, software, services, and support through major IDIQ, GWAC, BPA, and Multiple Award Schedule vehicles. The combined enterprise offers access to thousands of IT products and more than 4,000 technicians worldwide. Team experience includes delivering billions of dollars in IT solutions; resolving more than 200,000 on-site service calls across over 1,200 locations; and fulfilling more than one million software licenses.

SEWP VI contract website: https://www.sewp.nasa.gov/sewpvi

Corporate website: https://tsc-itg2.com/

2.1 Company and Contact Information

Name	TSC-ITG2 JV LLC
Address	11921 Freedom Drive Suite 550 Reston, VA 20190
SEWP VI Contract Number	80TECH26D1522
SEWP VI Category	Category C - Mission-Based ITC/AV Service Solutions
Period of Performance	November 1, 2026 through October 31, 2036
Business Size	Small Business
CAGE Code	9XS17
UEI	WF73WKMVFAG3
Primary Contact	Glenn Baer GBaer@TSC-ITG.com
Alternate Contact	Jim Terwilliger JTerwilliger@TSC-ITG.com

3 What TSC-ITG2 JV Provides Under SEWP VI Category C

TSC-ITG2 JV provides scalable services across all nine Category C technical areas.

Technical Area	TSC-ITG2 JV Capability Summary
Technical Area 1: Innovation Services	TSC-ITG2 JV applies more than 20 years of business-process engineering and federal service-delivery experience to identify, design and implement improvements. Capabilities include ISO 20000-based IT service management, Lean Six Sigma, Agile methods, gap and risk analysis, continual service improvement registers, baseline assessments, performance and trend analysis, DMEDI, value-stream mapping and root-cause analysis.

Technical Area	TSC-ITG2 JV Capability Summary
Technical Area 2: Information and Data Analytics Services	TSC-ITG2 JV supports enterprise data governance, security, quality, accessibility and decision support. The team designs centralized, federated and data-lake repositories; integrates data through ETL, warehousing and APIs; and detects data-quality issues. Tools and technologies include Azure SQL, Azure Data Factory, Dataverse, Power BI, Tableau, Python, R, Apache Griffin and Hadoop.
Technical Area 3: Application Services and Software Development	TSC-ITG2 JV provides full software-lifecycle support through a CMMI Development Level 3-appraised practice and Agile, SAFe and DevSecOps methods. Services span requirements, architecture, UX, development, testing, integration, deployment, administration, maintenance, operations, retirement and documentation. Tool experience includes Docker, Kubernetes, GitHub, Jenkins, Chef, Puppet, Splunk, Selenium, JMeter and Cucumber.
Technical Area 4: Cybersecurity Services	TSC-ITG2 JV secures mission-critical federal applications and networks using NIST 800-series guidance, ISO 27001 and Risk Management Framework practices. Capabilities include system categorization, control selection and implementation, security control assessments, authorization support, continuous monitoring, risk assessment, ACAS, STIG and SCAP scanning, vulnerability reporting, incident response and maintenance of Authority to Operate documentation.
Technical Area 5: Cloud Services	TSC-ITG2 JV plans and executes application, server, database and data migrations within agency policy and security requirements. Experience includes Azure Migrate, Azure DevOps, AWS migration and data-transfer services, VMware tools, discovery and sizing, staging environments, infrastructure provisioning, multifactor authentication, disaster recovery, redundancy, continuous security and FedRAMP-aligned assessment, authorization and monitoring considerations.
Technical Area 6: Digital Multimedia and Technical Communication Services	TSC-ITG2 JV has more than 20 years of experience designing, installing and maintaining secure audiovisual, video teleconference and unified communications systems. Capabilities include solution engineering, integration, programming, testing, documentation, training, maintenance and issue resolution using Cisco, Microsoft, Poly, AMX, Crestron, QSC and Extron technologies, supported by a secure Virginia warehouse and technical maintenance facility.
Technical Area 7: IT Operations and Maintenance, Help Desk and Call Center Support	TSC-ITG2 JV operates secure datacenter, endpoint, helpdesk and call-center environments, including 24/7 support for federal customers and worldwide maintenance of more than 27,000 Navy assets. Services cover incident, problem, configuration, change, release, performance, availability, continuity, security, backup, recovery, patching, testing and knowledge management, supported by the internally developed CENTRE management platform.
Technical Area 8: Network Services	TSC-ITG2 JV delivers network services from unclassified through Top Secret and SCI environments and supports secure unified communications for mission-critical customers. Capabilities include network design, segmentation, virtualization, VPNs, identity and access management, encryption, traffic and log monitoring, IDS and IPS, endpoint security, mobile-device management, vulnerability scanning and penetration testing, with experience across Cisco and Juniper technologies.

Technical Area	TSC-ITG2 JV Capability Summary
Technical Area 9: Database Services	TSC-ITG2 JV provides database design, installation, administration, analysis and modernization for DoD environments. The team applies modular design, APIs, change logging and code refactoring; implements full, differential and transaction-log backups; supports SQL Server and Azure SQL failover; protects data with Transparent Data Encryption and Azure Key Vault; tunes performance; and provisions repeatable environments through DevOps pipelines.

3.1 Capabilities

TSC-ITG2 JV assembles task-order solutions from the following integrated offerings and solutions.

Offering or Solution	Summary of Services
Management Consulting Solutions	Helps federal clients translate mission objectives into executable plans through strategic planning, policy development, organizational change, IT strategy and implementation, business intelligence, risk management and human-resources support. The offering combines governance, stakeholder engagement, analytics, regulatory alignment and workforce practices to improve organizational performance and manage operational and strategic risk.
Software Lifecycle Solutions	Provides an end-to-end development lifecycle covering project planning, requirements analysis, architecture and detailed design, coding, testing, production deployment and ongoing maintenance. The approach connects scope and user needs to disciplined engineering, release and sustainment activities so applications remain functional, supportable and aligned with customer requirements.
System and IT Operations Solutions	Sustains enterprise environments through system administration, network engineering, database administration, cybersecurity, hardware repair and upgrades, cloud and infrastructure migration, product management, facilities coordination, help-desk operations, supply-chain management and computer-based modeling. Services integrate technical operations, asset support, logistics and lifecycle management for fielded solutions.
Audio Visual System Solutions	Supports audiovisual systems from requirements through operations. Services include AV design, solution engineering, project management, physical installation, cabling, control-system and user-interface programming, preventive and corrective maintenance, troubleshooting, technical support and user training for integrated communications and multimedia environments.
Cybersecurity Solutions	Protects systems, networks and data through security engineering, vulnerability and risk analysis, compliance management, incident-response planning, secure architecture, security audits and identity and access management. This aligns controls and technical safeguards with NIST guidance and applicable regulatory requirements while supporting continuous assessment and secure access.

Offering or Solution	Summary of Services
Communications Solutions	Designs and sustains communications-intensive environments through telecommunications engineering, virtual infrastructure engineering, identity and access management and broadcast engineering. Services address reliable network performance, servers and data centers, secure authentication and access controls, and high-quality audio and video transmission and reception.
Business Support Solutions	Provides the operational support needed to execute technical programs, including project administration, scheduling, correspondence and records; event and meeting coordination; data entry and management; warehouse and inventory operations; facilities management; technical writing; and graphic design for reports, presentations and user interfaces.

4 Ordering Process and Guidelines

The internal ordering process of each agency varies. The process and accompanying forms for Purchase Requests (PR) and Delivery Orders (DO) that are issued against a SEWP contract is defined by the issuing Agency, not the NASA SEWP Program Management Office (PMO). The typical process is for an end-user to determine a requirement and generate a Purchase Order.

The PR, along with any necessary funding information, is sent to that Agency procurement office which results in the issuance of a DO. Any valid Federal Agency DO form and the associated Delivery Order number may be used. The NASA SEWP PMO does not issue Delivery Orders – these must be issued through the issuing agency's procurement office. The SEWP PMO reviews, processes, and tracks issued Delivery Orders and forwards them to the Contract Holder(s).

Some Agencies have special requirements for issuing IT Delivery Orders. It is the issuing Agency's contracting officer's responsibility to be aware of any Agency-specific policies regarding issuing orders via an existing contract vehicle and GWAC. There are no requirements under 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, these modifications must also route through the SEWP PMO.

4.1 Obtaining a Quote

If contract holder assistance is needed in obtaining a quote, please use the primary and alternative contacts listed below:

Quote Representatives	Contact Information
Primary	Michael Nickerson Michael.Nickerson@TSC-ITG.com
Alternate	Jim Terwilliger Jim.Terwilliger@TSC-ITG.com

4.1.1 Quote Types

- Request For Quote (RFQ): Contains specific requirements. CLINs must be on contract at time of quoting, quote must include verification file. Generally, results in an award.
- Request For Information (RFI): General in nature, does not have specific requirements. CLINs do not have to be on contract at time of quoting, verification file not required.
- Market Research Request (MRR): Customer is researching specific requirements. CLINs must be on contract at time of quoting, quote must include verification file.

4.1.2 Information Required to Process Orders

The following Information is required for each order:

- Date of Order
- Name of Issuing Agency
- Name of Ordering Agency (if different)
- Authorized Government Ordering Official (Name, Phone, Email)
  - Contracting Officer for Order
  - Credit Card Holder Name for Order
- Order Number – Unique order number for the ordering government entity as determined by Ordering Agency.
- Contract Holder's name
- Appropriation and Accounting Data
- Billing and Invoice Address
- Shipping Address
- SEWP CLINs and Product Descriptions to be Delivered
- Total Order Amount
- Additional mutually agreed Terms and Conditions, Statement of Work, etc
- Period of Performance

4.1.3 Quote Request Tool

The NASA SEWP Quote Request Tool streamlines acquisitions for Category C, which focuses on mission-based Information Technology Communication (ITC) and Audio/Visual (AV) services. Government agencies use this tool to securely create, manage, and distribute Requests for Quotes (RFQs) to qualified contract holders. It ensures compliance with Category C rules, allowing hardware and software procurement only as ancillary items integral to a broader, service-based mission solution.

4.2 Policy and Procedural Information

TSC-ITG2 JV will implement Category C Delivery Orders in accordance with requirements and delivery instructions contained in the order. Project teams, led by a project or program manager, are the primary delivery resources for each order. In the event a customer is not satisfied, escalation to the contacts below will ensure any issues are addressed:

Issue Escalation	Contact Information
Primary	Glenn Baer Glenn.Baer@TSC-ITG.com
Alternate	Jim Terwilliger Jim.Terwilliger@TSC-ITG.com

4.2.1 Delivery

TSC-ITG2 JV manages each order through its SEWP VI PMO from receipt and validation through delivery, acceptance and invoicing. The PMO assigns a unique Opportunity Number, routes the requirement to the appropriate technical and logistics personnel, coordinates with manufacturers and distributors, and maintains customer communication throughout performance. Delivery dates, milestones, service levels, acceptance criteria and security requirements are established in the accepted quote and Delivery Order.

For services orders, TSC-ITG2 JV provides qualified personnel and project oversight tailored to the scope. Available services include software lifecycle support, system and network operations, cybersecurity, cloud migration, database services, audiovisual and communications integration, help desk operations, documentation and training. Installation and integration may include site validation, compatibility assessment, configuration, programming, testing, documentation, knowledge transfer and user training.

4.2.2 Warranty and Extended Warranty

Warranty and Extended Warranty information is provided at the Delivery Order level based on requirements.

Basic product warranties are governed by the applicable manufacturer's terms and the items identified in the accepted quote. Extended warranty, maintenance, software support and other post-delivery services may be included when requested and available under the contract. Customers should direct warranty claims, shipment discrepancies, technical issues and service concerns to the TSC-ITG2 JV SEWP VI PMO so the team can coordinate resolution with the responsible OEM, distributor, technician or service lead.

4.2.3 Technical Support

Technical support for ongoing and completed Delivery Orders is based on the requirements for each order.

4.3 Troubleshooting a Problematic Order

Troubleshooting a problematic order is accomplished by the project team supported by TSC-ITG2 JV project management, technical, and management resources. The key points of contact are:

Issue Escalation	Contact Information
Primary	Michael Nickerson Michael.Nickerson@TSC-ITG.com
Alternate	Jim Terwilliger Jim.Terwilliger@TSC-ITG.com