NASA SEWP VI

ORDERING GUIDE

Solutions for Enterprise-Wide Procurement

Contract Holder	TechAnax LLC
SEWP VI Category / Contract No.	Category A Contract # 80TECH26D2068 Category B Contract # 80TECH26D1236 Category C Contract # 80TECH26D0715
Ordering Period	Base Period: 11/1/2026-10/30/2031 Option Period: 11/1/2031-10/31/20236
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U.S. Small Business Administration

SERVICE-DISABLED VETERAN-OWNED CERTIFIED

TechAnax LLC

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Document Control and Compliance Crosswalk

Document Owner	TechAnax SEWP Program Management Office
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Primary Contact	SEWP@TechAnax.com | 571-285-3994

A.6 Ordering Guide Compliance Crosswalk

Required Component	Guide Coverage	Location
Quote process and sales contacts	Quote-request methods, required inputs, response coordination, names, phone numbers, and email addresses.	Sections 4 and 5
Installation, warranty, technical support, software support, and post-delivery issues	Support intake, manufacturer-specific terms, escalation, return coordination, and named support contacts.	Sections 6 and 7
Troubleshooting problematic orders	Issue categories, intake data, escalation levels, status communications, and contacts.	Section 8
Contractor and SEWP overview	TechAnax profile, SEWP VI purpose, scope categories, and contract-data table.	Sections 2 and 3
Contract Holder User Manual alignment	Ordering, modifications, records, fair opportunity, and use of NASA SEWP tools are addressed at a practical guide level.	Sections 5, 9, and 10

1. Purpose and Use of This Guide

This ordering guide provides federal customers and approved contractors with practical information for requesting quotes, placing and modifying orders, obtaining installation and warranty support, resolving post-delivery issues, and escalating problematic orders under TechAnax's NASA SEWP VI contract.

- Use this guide together with the issuing agency's acquisition policies, the SEWP contract, and the current NASA SEWP Contract Holder User Manual.
- Agency Contracting Officers and Ordering Officers retain responsibility for agency-specific approvals, competition decisions, funding, and order issuance.
- NASA SEWP Program Management Office reviews, processes, tracks, and forwards issued delivery orders; it does not issue the ordering agency's delivery order.

2. SEWP VI Overview

NASA SEWP, pronounced “soup,” is a Government-Wide Acquisition Contract for Information Technology, Communication, and Audio-Visual solutions and services available to federal agencies and their approved contractors. SEWP VI is organized around three scope categories:

- Category A: ITC/AV Solutions
- Category B: Enterprise-Wide ITC/AV Service Solutions
- Category C: Mission-Based ITC/AV Service Solutions

For an official scope review, customers may send a requirement overview and/or bill of materials to help@sewp.nasa.gov. The applicable category must be matched to TechAnax’s final SEWP VI award data before a quote or order is processed.

3. About TechAnax

TechAnax LLC is a Service-Disabled Veteran-Owned Small Business established in 2012. TechAnax delivers customized information technology, professional services, and product solutions to federal customers, supported by disciplined program management, quality, service management, information security, and supply-chain practices.

Representative Capabilities

- Program and project management
- Systems and network engineering
- Cybersecurity and information assurance
- Software development, DevSecOps, and digital services
- Cloud planning, migration, hosting, and operations
- Service desk and end-user support
- Unified communications and audiovisual solutions
- Data center modernization and consolidation
- Acquisition, quality assurance, testing, and IV&V
- ITC/AV product sourcing, configuration, integration, and lifecycle support

Corporate Information

Legal Name	TechAnax LLC
Address	14000 Crown Court, Suite 206, Woodbridge, VA 22193-1460
Main Phone	571-285-3994
SEWP Email	SEWP@TechAnax.com
Website	www.TechAnax.com
Tax ID	46-0590850
Unique Entity ID	DJJ8LJTNK156
CAGE Code	6SM10
SEWP VI Category /	Category A Contract # 80TECH26D2068

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4. Program Support and Points of Contact

TechAnax uses a centralized SEWP Program Management Office to coordinate quotes, orders, contract administration, support, and escalation. The shared mailbox is the preferred entry point because it supports continuity, assignment, and tracking.

Role	Name	Purpose	Phone	Email
Program Office	TechAnax SEWP PMO	Quotes, order status, support intake, unresolved issues	571-285-3994	SEWP@TechAnax.com
Program Manager	Bill Lytle	Program oversight, contract/order escalation	571-285-3994 x102	Bill.Lytle@TechAnax.com
Deputy Program Manager	Byron Athan	Alternate program oversight and escalation	571-285-3994 x101	Byron.Athan@TechAnax.com
Sales Representative	Bill Lytle	Product/service quote development	571-285-3994 x102	Bill.Lytle@TechAnax.com
Post-Delivery Support Lead	Byron Athan	Installation, warranty, technical/software support	571-285-3994 x101	Byron.Athan@TechAnax.com

NASA SEWP Help Desk

Email	help@sewp.nasa.gov
Telephone	301-286-1478
Hours	Monday through Friday, 7:30 a.m. to 6:00 p.m. Eastern Time
Website	www.sewp.nasa.gov

5. How to Obtain a Quote

5.1 Preferred Quote-Request Method

The recommended method is the NASA SEWP online Quote Request Tool (QRT). It supports fair-opportunity outreach to the applicable contract holders and provides a documented acquisition record. Customers may also contact TechAnax directly for product information, scope questions, preliminary market research, or assistance preparing a quote request.

5.2 Submit a Complete Requirement

- Agency and requesting organization
- Requestor and Contracting Officer contact information
- SEWP VI category and TechAnax contract number, when known
- Statement of work, performance work statement, specifications, or bill of materials
- Manufacturer, part number, quantity, configuration, and required accessories for products
- Service location, place of performance, security requirements, and required labor categories for services
- Required delivery or performance schedule
- Shipping destination and acceptance point
- Warranty, installation, configuration, maintenance, training, or support requirements
- Quote due date, desired validity period, and any required quote format
- Applicable clauses, agency terms, socioeconomic considerations, and evaluation factors

5.3 Direct Quote Assistance

Email SEWP@TechAnax.com with the subject line "SEWP VI Quote Request – [Agency] – [Requirement Name]." TechAnax will acknowledge the request, identify the responsible sales/solution lead, validate scope and contract availability, coordinate manufacturers and teammates as needed, and submit a responsive quote through the required channel.

Quote Integrity

A TechAnax quote is not an order. Work begins only after TechAnax receives and validates an authorized delivery order and any required funding, security, technical, and performance documentation.

6. Ordering Process

1. End user defines the requirement and develops a purchase request, funding package, and supporting documentation.
2. Ordering activity applies its agency procedures and satisfies fair-opportunity requirements for the applicable multiple-award contract category.
3. Ordering activity requests and evaluates quotes, documents its decision, and selects the appropriate contract holder.
4. Authorized Contracting Officer or Ordering Officer issues a delivery order using a valid federal agency order form and delivery-order number.
5. Ordering activity transmits the order through the NASA SEWP process and provides TechAnax any documents needed for performance.
6. NASA SEWP PMO reviews, processes, tracks, and forwards the order to TechAnax.
7. TechAnax validates contract number, scope, pricing, funding, period, delivery information, terms, and acceptance requirements, then acknowledges the order.
8. TechAnax performs, delivers, invoices, and supports the order in accordance with the accepted delivery order.

6.1 Fair Opportunity

FAR 16.505(b)(1) requires each contractor to receive a fair opportunity to be considered for orders exceeding $10,000 under multiple-award contracts, unless an applicable exception is supported and documented. The ordering Contracting Officer determines the method and documents the rationale for order placement and price. The SEWP QRT is the recommended method for supporting this process.

6.2 Order Validation Checklist

- ☐ Correct TechAnax SEWP VI contract number and category
- ☐ Delivery-order number and authorized signature
- ☐ Funding and accounting data
- ☐ Complete line items, quantities, unit/extended prices, and total
- ☐ Delivery/performance dates and locations
- ☐ Acceptance, inspection, invoicing, and payment instructions
- ☐ Applicable clauses and agency-specific requirements
- ☐ Security, privacy, accessibility, supply-chain, and asset-management requirements
- ☐ Points of contact for contracting, technical, receiving, and invoicing matters

7. Installation, Warranty, Technical Support, and Software Support

Installation, basic warranty, extended warranty, technical support, and software support vary by manufacturer, publisher, product, and quoted service package. TechAnax will identify the applicable coverage in its quote and order acknowledgement and will coordinate support throughout the order lifecycle.

Support Area	What the Customer Receives	Primary Intake	Key Information Needed
Installation	Coordination of authorized installation, configuration, integration, scheduling, site readiness, and acceptance tasks identified in the order.	SEWP@TechAnax.com	Order number, site, equipment/software, requested date, local contact, access constraints
Basic Warranty	Manufacturer or publisher warranty coverage stated in the quote/order, with TechAnax coordination for entitlement and repair/replacement.	SEWP@TechAnax.com	Order number, part/serial number, failure description, entitlement evidence
Extended Warranty / Maintenance	Optional OEM, publisher, or TechAnax coverage purchased on the order, including the stated term and service level.	SEWP@TechAnax.com	Contract/order number, coverage identifier, asset, location, requested service
Technical Support	Triage, OEM/vendor engagement, troubleshooting coordination, status tracking, and escalation.	SEWP@TechAnax.com	Symptoms, impact, urgency, screenshots/logs, troubleshooting completed
Software Support	License, entitlement, download, activation, subscription, patch/update, and publisher-support coordination.	SEWP@TechAnax.com	Publisher, product, license/subscription ID, tenant/org, error details

7.1 Delivery Inspection and Acceptance

- Inspect packages and delivered items promptly for visible damage, shortage, incorrect item, or serial-number discrepancy.
- Retain packaging, shipping labels, packing slips, and photographs when damage or discrepancy exists.

- Do not return products to the manufacturer or distributor without TechAnax coordination and a return authorization when one is required.
- Report license or entitlement discrepancies with the affected order, line item, product, and user/tenant information.
- Follow the order's inspection and acceptance terms; notify the Contracting Officer when a contractual remedy or order change may be required.

8. Troubleshooting a Problematic Order

8.1 Contact TechAnax

Send the issue to SEWP@TechAnax.com or call 571-285-3994. Use the subject line "SEWP VI ORDER ISSUE – [Order Number] – [Short Description]." For urgent mission-impacting issues, call after sending the email and request Program Manager escalation.

8.2 Include These Details

- Agency, Contracting Officer, technical point of contact, and receiving contact
- TechAnax SEWP VI contract number and delivery-order number
- Affected contract line item, manufacturer, part number, serial number, license, or service task
- Clear description of the issue, when it began, and current operational impact
- Delivery, shipping, receiving, or acceptance documentation
- Photographs, error messages, logs, screenshots, or correspondence relevant to the issue
- Troubleshooting already performed and the outcome
- Requested resolution and required-by date
- Whether the issue may require an order modification, stop-work direction, replacement, return, credit, or other Contracting Officer action

8.3 Escalation Path

Level	Owner	Use When	Contact
1	TechAnax SEWP PMO	New quote, order, delivery, warranty, support, or invoice issue	SEWP@TechAnax.com 571-285-3994
2	TechAnax Program Manager	Issue is unresolved, recurring, high impact, or requires executive/vendor escalation	Bill Lytle 571-285-3994 x102 Bill.Lytle@TechAnax.com
3	TechAnax Deputy Program Manager	Program Manager unavailable or alternate escalation required	Byron Athan 571-285-3994 x101 Byron.Athan@TechAnax.com
4	Ordering Contracting Officer / NASA SEWP Help Desk	Contract interpretation, official direction, fair opportunity, scope, order routing, or unresolved vehicle-level concern	Ordering CO and help@sewp.nasa.gov 301-286-1478

Authority for Contract Changes

Only an authorized Contracting Officer may direct changes affecting price, scope, schedule, quantity, terms, or funding. TechAnax personnel will not act on an unauthorized change.

9. Order Modifications, Cancellations, Returns, and Credits

9.1 Modifications

All delivery-order modifications must be issued by an authorized Contracting Officer and routed through the NASA SEWP process. Send a copy to SEWP@TechAnax.com. TechAnax will review the modification for scope, funding, schedule, pricing, and performance impacts before acknowledging it.

9.2 Cancellations

Contact the TechAnax SEWP PMO and the ordering Contracting Officer immediately. Cancellation is subject to product status, manufacturer/distributor terms, non-cancellable commitments, restocking or termination considerations, and the delivery order. TechAnax will identify known impacts for Contracting Officer disposition.

9.3 Returns and Replacements

- Obtain TechAnax coordination before shipment.
- Use the authorized return location, packaging, labeling, and return-material authorization instructions.
- Preserve serial-number and chain-of-custody records.
- Sanitize or protect government data before return as directed by agency security requirements.
- Track shipment and provide proof of delivery.
- Credits, replacements, and repair outcomes are processed according to the order and applicable manufacturer/distributor terms.

10. Post-Delivery Administration

10.1 Invoicing and Payment

TechAnax will invoice in accordance with the delivery order's invoicing instructions, acceptance terms, and payment method. Direct invoice questions to SEWP@TechAnax.com and include the order number, invoice number, line item, amount, and nature of the discrepancy. Contractual disputes or funding changes must be addressed by the ordering Contracting Officer.

10.2 Asset, License, and Records Support

- Packing slips, serial numbers, license/entitlement information, warranty data, and other deliverables will be provided as required by the order.
- Customers should retain the quote, order, modifications, acceptance evidence, invoices, support records, and disposition documentation in the official acquisition file.
- Requests for replacement copies of available order records may be sent to SEWP@TechAnax.com.

10.3 Customer Responsibilities

- Provide accurate requirements and authorized direction.
- Maintain current technical, receiving, contracting, and invoicing contacts.
- Ensure site readiness, access approvals, security coordination, and acceptance resources.

- Protect delivered assets, credentials, licenses, and sensitive information.
- Notify TechAnax promptly of discrepancies, performance concerns, or changes.
- Route contractual direction through the authorized Contracting Officer.

11. Quick Reference

Need	Best First Step	Contact / Tool
Request a competitive quote	Use the NASA SEWP QRT and include a complete requirement package.	NASA SEWP QRT SEWP@TechAnax.com
Confirm scope	Send requirement overview or BOM for review.	help@sewp.nasa.gov
Product or service information	Contact TechAnax before or during market research.	SEWP@TechAnax.com 571-285-3994
Order status	Provide delivery-order number and line item.	SEWP@TechAnax.com
Installation or support	Provide order, asset/license, site, symptom, and impact information.	SEWP@TechAnax.com
Unresolved problematic order	Request Program Manager escalation.	Bill.Lytle@TechAnax.com 571-285-3994 x102
Contract/order interpretation	Contact the ordering CO and, where appropriate, NASA SEWP.	Ordering CO help@sewp.nasa.gov
Order modification	Obtain an authorized modification and route it through SEWP.	Ordering CO SEWP@TechAnax.com

12. Finalization Checklist Before Publication

- ☐ Insert final SEWP VI contract number, category, ordering period, and award data.
- ☐ Confirm current UEI, CAGE, legal address, tax data, and website.
- ☐ Name and validate the sales representative and post-delivery support lead.
- ☐ Confirm TechAnax Program Manager and Deputy Program Manager information.
- ☐ Verify NASA SEWP Help Desk contact information and operating hours.
- ☐ Validate fair-opportunity language and threshold against the final contract and current FAR.
- ☐ Validate the SEWP QRT and program website links.
- ☐ Verify manufacturer-specific support language does not promise coverage beyond the quote/order.
- ☐ Confirm consistency with the current Contract Holder User Manual.
- ☐ Remove all yellow placeholders and draft notices.
- ☐ Approve the guide and publish electronically before the first delivery order.
- ☐ Update the guide within 10 business days after each contract modification.

Appendix A. Quote Request Email Template

To: SEWP@TechAnax.com

Subject: SEWP VI Quote Request – [Agency] – [Requirement Name]

Agency / Office: ____

Requestor Name, Phone, Email: ____

Contracting Officer Name, Phone, Email: ____

SEWP VI Category / Contract Number: ____

Requirement Summary: ____

Attachments: SOW/PWS/Specifications/BOM: ____

Delivery / Performance Location: ____

Required Delivery / Period of Performance: ____

Warranty / Installation / Support Requirements: ____

Security / Accessibility / Supply-Chain Requirements: ____

Quote Due Date and Time: ____

Additional Instructions: ____

Appendix B. Problem Order Intake Template

Agency / Office: ____

Delivery-Order Number: ____

TechAnax SEWP VI Contract Number: ____

Contracting Officer / Ordering Officer: ____

Technical / Receiving Contact: ____

Affected CLIN / Item / Serial / License / Service Task: ____

Issue Description: ____

Operational Impact and Urgency: ____

Date / Time Discovered: ____

Troubleshooting Completed: ____

Supporting Evidence Attached: ____

Requested Resolution and Required-By Date: ____

Potential Contracting Officer Action Needed: ____

Appendix C. Source Basis and Assumptions

This draft was prepared from the attached “Example Ordering Guide for SEWP VI CHs” and the prior “TechAnax-SEWP V Ordering Guide.” The example identifies the minimum ordering-guide components in Attachment A, Section A.6 and provides model SEWP VI overview, fair-opportunity, scope-category, ordering-process, and help-desk information. The prior TechAnax guide supplied corporate, contact, and support language used as the starting point for this revision.