NASA SEWP VI

ORDERING GUIDE

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

Category B Contract	**80TECH26D1543**
Category C Contract	**80TECH26D1732**
Ordering Period	November 1, 2026 - October 31, 2036
Maximum Ordering Value	Not to Exceed $20 billion under each Trilogy contract
Business Size	Small Business
Socioeconomic Certifications	SBA-Certified WOSB; EDWOSB; Small Disadvantaged Business
UEI / CAGE	WDBJJAL6LLD1 / 5ZE74
SEWP Fee // Credit Card Payments	SEWP Fee 0.34 % // 2.90% surcharge applies to payments made by credit card
Guide Maintenance	Review and update no later than 10 business days after each SEWP VI contract modification

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SEWP VI Overview

NASA Solutions for Enterprise-Wide Procurement (SEWP) VI is a governmentwide acquisition contract (GWAC) that provides NASA and other federal agencies with access to information technology, communications, and audiovisual products, services, and integrated solutions. SEWP VI expands the vehicle to include enterprise-wide and mission-based service solutions supported by NASA procurement tools, market research, quote-request processes, acquisition assistance, and customer service.

Trilogy holds two SEWP VI service awards: Category B for enterprise-wide solutions and Category C for mission- and program-level services. Trilogy may support requirements ranging from managed IT, cloud, cybersecurity, networks, data analytics, application development, technical communications, and program integration to physical security and identity-management solutions that are integral to an ITC/AV services requirement.

Fair Opportunity

SEWP VI provides fair opportunity at the individual-order level, as appropriate under FAR 16.505(b). The ordering contracting officer determines the appropriate order-placement method, applies to any authorized exception, and maintains the acquisition decision documentation required by the ordering activity.

The NASA SEWP Marketplace and Quote Request Tool (QRT) support market research, fair-opportunity competition, quote requests, and acquisition documentation. When a request originates in QRT, Trilogy submits its quote and any revisions through the SEWP Quote Tool/CHOP workflow.

About Trilogy Secured Services

Trilogy Secured Services, LLC provides federal customers with security, information technology, cybersecurity, engineering, integration, installation, maintenance, and program support capabilities. Trilogy combines small-business responsiveness with experience supporting complex government environments.

Program Support

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What's in Scope for Trilogy?

Trilogy is a SEWP VI contract holder in Category B and Category C. Product-only requirements are not within the scope of these service categories; ancillary products may be included when they are integral and necessary to the services-based solution.

CATEGORY B Enterprise-Wide ITC/AV Service Solutions	CATEGORY C ITC/AV Mission-Based Services
• Enterprise-wide network services • IT managed services and service desks • Enterprise innovation and IT service management • Enterprise service program integration • Information and data analytics, AI/ML • Enterprise applications and software development • Enterprise cybersecurity services • Enterprise cloud services • Digital multimedia and technical communications • Program management and ancillary support	• Mission-specific innovation services • Information and data analytics, AI/ML • Application services and software development • Cybersecurity and security-system support • Mission/program cloud services • Digital multimedia and technical communications • IT operations, maintenance, help desk, and call center • Network and database services • In-scope technical training • Program management and ancillary support

Trilogy's SEWP VI Capability Highlights

Security & Identity Physical access control, video surveillance, intrusion detection, HSPD-12/FIPS 201, ICAM	**Cybersecurity** Security engineering, operations, continuous monitoring, risk management, incident support	**IT Engineering** Systems engineering, integration, network operations, infrastructure, cloud services
Operations & Support IT O&M, help desk, end-user support, preventive and corrective maintenance	**Software & Data** Application services, software development, data analytics, reporting	**Program Delivery** Program/project management, transition, implementation, training, documentation
Integrated Solutions Ancillary products that are integral to a complete services-based solution	**Global Performance** Government or contractor locations worldwide as specified in each delivery order	**Contract Flexibility** FFP, T&M, labor-hour, incentive/award-fee, and hybrid commercial arrangements

Ordering Through Trilogy

The issuing agency controls its internal procurement process. The typical SEWP workflow begins with a defined requirement, uses SEWP market research and quote tools as appropriate, and ends with an agency-issued delivery order processed by the NASA SEWP PMO. Trilogy will not begin fulfillment or performance until NASA has processed the order and assigned a SEWP Control Number (SCN).

1	**Define the requirement.** Document the technical, operational, security, performance, schedule, funding, and acceptance requirements.
2	**Align to the correct Trilogy category.** Use Category B for enterprise-wide ITC/AV service requirements and Category C for mission- or program-specific requirements.
3	**Conduct market research.** Use NASA SEWP tools and, when helpful, engage Trilogy for capability discussions, scope review, and solution development consistent with SEWP rules.
4	**Issue the quote request.** Use the NASA SEWP Quote Request Tool (QRT) when conducting a SEWP quote request and provide fair opportunity, as appropriate, under FAR 16.505(b). For QRT-originated requests, Trilogy submits quotes and revisions through CHOP/SEWP Quote tools.
5	**Evaluate responses.** Apply the agency-defined evaluation method, consider price/cost and technical factors, and document the best-value or other authorized selection basis.
6	**Issue the delivery order.** Award against Trilogy contract 80TECH26D1543 (Category B) or 80TECH26D1732 (Category C), as applicable. Include the required order data, approved SEWP CLINs, statement of work and applicable terms, and service period of performance.
7	**Submit the order to SEWP PMO.** The ordering activity should submit the delivery order or modification to NASA SEWP PMO using the designated SEWP order-processing channel, including sewporders@sewp.nasa.gov, when applicable. If Trilogy receives an order directly, Trilogy may forward it to SEWP PMO for processing.
8	**SEWP validates and assigns the SCN.** NASA SEWP PMO validates the order and associated verification data and assigns a SEWP Control Number. Trilogy begins fulfillment or performance only after the order has been processed and an SCN has been assigned.

NASA SEWP VI ORDERING GUIDE	ORDER PROCESSING ESSENTIALS
Processing Point	SEWP VI Requirement / Trilogy Procedure
SCN Gate	No fulfillment or performance begins until NASA SEWP PMO has processed the order and assigned a SEWP Control Number (SCN).
Required Order Data	Orders should include the order date; authorized ordering official and contact information; issuing/ordering agency; order number; Trilogy's name and applicable SEWP contract; accounting/funding data; billing and shipping information; SEWP CLINs/descriptions; total amount; applicable terms/SOW; and the period of performance for services.
CLIN / Verification File Match	Quoted and ordered items/services must use approved SEWP CLINs. The order total must match the SEWP verification file. Order modifications require an updated verification file reflecting the original order and all modifications before SEWP processing can be completed.
SEWP Administrative Fee	NASA's then-current SEWP administrative handling fee (not to exceed 0.34%) is embedded in Trilogy's total quoted price and is not listed as a separate fee line.
Payment Methods	Trilogy accepts Electronic Funds Transfer (EFT) and Government Purchase Card (GPC) payments in accordance with SEWP VI. If a permitted card surcharge applies, it will be disclosed in the quote before award using the applicable SEWP process and will not be added after the quote.
Order / Shipment Status	Trilogy marks a processed order as "Received" in CHOP within one business day and updates order status in CHOP within two business days of a status change. When products are shipped, shipment tracking information is entered through CHOP, as applicable.

Requesting a Quote from Trilogy

For the most efficient response, include enough information for Trilogy to understand the requirement, map it to the appropriate SEWP category, and prepare a compliant SEWP quote.

- Agency and program/office; NASA QRT/RFQ identifier, if issued
- Desired outcomes and scope of work
- Place(s) of performance
- Period of performance and milestones
- Security, compliance, access, and Section 508 requirements, as applicable
- Evaluation criteria and response deadline
- Known contract type or pricing structure
- Any ancillary product requirements integral to the services

Quote / Market Research Contact

Name
Derek Radoski

Role
Sales & Quote POC

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703-447-1504

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Trilogy SEWP VI webpage
https://trilogyss.com/nasa-sewp-vi

QRT-originated quotes and revisions are submitted through SEWP/CHOP. All quotes state a validity period. Courtesy email copies, if requested, follow the SEWP-submitted version.

Order Administration and Post-Delivery Support

Trilogy provides customer support before, during, and after order placement. The procedures below implement the SEWP VI CHUM V2 customer support and post-delivery requirements and are supplemented by the terms of each delivery order.

Support Area	Ordering Guide Process
Installation / Implementation	Installation, implementation, transition, and performance activities are governed by the awarded delivery order, approved schedule, statement of work, and acceptance criteria. Order-specific kickoff materials identify technical and management contacts.
Basic Warranty / Ancillary Products	When ancillary products are included, standard commercial warranty terms or manufacturer warranty terms apply as stated in the quote/order. For warranty support, provide the delivery-order number, Trilogy SEWP contract, affected CLIN, serial number/asset information when applicable, and acceptance date.
Extended Warranty / Maintenance	Extended warranty, maintenance, or support may be ordered when available on contract and included in the quotation. Applicable coverage periods, service levels, and pricing are stated in the delivery order or order-specific support plan.
Technical / Software Support	Support levels, hours, response targets, maintenance windows, software support, and escalation procedures are defined in the delivery order or order-specific support plan. Trilogy may provide on-site or remote support as specified by the order.
Problematic Order	First contact the Trilogy order/program or support POC with the delivery-order number, Trilogy SEWP contract number, affected CLINs/services, issue description, mission/business impact, date/time observed, troubleshooting already performed, and requested resolution.
Escalation	Escalate unresolved program or service issues to the Trilogy Contract Holder Program Manager and Deputy Program Manager/post-delivery support POC. Acquisition or vehicle-processing questions should be coordinated with the issuing agency contracting office and, as appropriate, NASA SEWP PMO.
Order Modifications	The ordering agency should submit modifications through the NASA SEWP PMO order-processing channel. Trilogy will support the required updated verification file reflecting the original order and all modifications. Work affected by a modification will not begin until the modification has been properly processed through SEWP.
Order / Shipment Status	Trilogy maintains order status in CHOP, marks processed orders as "Received" within one business day, updates status within two business days of a status change and provides shipment tracking through CHOP when ancillary products are shipped, as applicable.

Order Issue / Post-Delivery Contact Model

Sales / Quote Contact	DPM / Post-Delivery Support	NASA SEWP PMO - Customer Support
Derek Radoski Phone: 703-447-1504 Email: derek.radoski@trilogyss.com	Melissa A. Escobar Phone: 571-435-6065 Email: melissa@trilogyss.com General Office: 844-487-4564	help@sewp.nasa.gov (301) 286-1478 www.sewp.nasa.gov

Guide Maintenance

This electronic Ordering Guide is intended for customer download and printing. Trilogy will publish and maintain the guide before placement of its first SEWP VI delivery order and will review and update it no later than 10 business days after each SEWP VI contract modification. Material changes to NASA SEWP ordering processes will also trigger a guide review.

Reference Sources

- **NASA SEWP VI Contract Holder User Manual (CHUM) V2, August 21, 2026:** https://www.sewp.nasa.gov/documents/SEWP_VI_Contract_Holder_User_Manual_082126.pdf
- **SEWP VI Statement of Work, Attachment A, Amendment 11:** https://www.sewp.nasa.gov/documents/ATTACHMENT%2BA-SEWP%2BSOW%2BAmendment%2B11.pdf
- **SEWP VI Request for Proposals, Amendment 14 (ordering and contract clauses):** https://www.sewp.nasa.gov/documents/80TECH24R0001_Request_For_Proposals_Amendment14.pdf
- **NASA SEWP VI Program and Contract Holder Onboarding Page:** https://www.sewp.nasa.gov/sewpvi/
- **NASA Example Ordering Guide for SEWP VI Contract Holders:** https://www.sewp.nasa.gov/documents/Example_Ordering_Guide_for_SEWP-VI_CHs.pdf
- **Trilogy NASA SEWP VI page:** https://trilogyss.com/nasa-sewp-vi/
- **FAR 16.505 - Ordering:** https://www.acquisition.gov/far/16.505