NASA SEWP VI Contract Holder Ordering Guide

Blue Obsidian Solutions, Inc. — Official Operational & Ordering Instructions

Purpose of this Guide: This Ordering Guide provides federal contracting officers, program managers, and authorized procurement personnel with comprehensive operational procedures for acquiring Information Technology, Communications, and Audio-Visual (ITC/AV) products, solutions, and services from Blue Obsidian Solutions, Inc. under the NASA SEWP VI Government-Wide Acquisition Contract (GWAC). All procurements conducted under this vehicle adhere strictly to Federal Acquisition Regulation (FAR) Part 16.505 fair opportunity procedures and NASA SEWP Program Management Office (PMO) guidelines.

Who can use NASA SEWP and what are the benefits: NASA's Solutions for Enterprise-Wide Procurement (SEWP) is a Government-Wide Acquisition Contract (GWAC) available to NASA, all other federal agencies, and approved federal support-service contractors purchasing on an agency's behalf with contracting-officer authorization. It gives agencies a streamlined way to purchase technology through previously awarded contracts while still following applicable fair-opportunity and agency procurement rules. Through SEWP, government buyers can research available solutions, seek quotes from eligible contract holders, compare offerings, and select the best value for their mission. NASA also provides acquisition tools and a process for validating and tracking orders, which can reduce administrative effort.

What can be purchased: SEWP VI supports a broad range of information technology, communications, and audio-visual (ITC/AV) products and services. Category A covers product-based solutions such as computers, servers, storage, network equipment, cybersecurity products, commercial software, and related cloud offerings, along with installation, integration, testing, training, warranties, maintenance, and product support. Category B addresses enterprise-wide ITC/AV services, including managed and shared services, cloud services, and agency-wide help-desk solutions. Category C addresses mission-based ITC/AV services, including engineering, software development, telecommunications, network operations, cybersecurity, consulting, and related technical support. All purchases must be within the applicable SEWP category and the selected contract holder's approved contract offerings.

How to buy through SEWP: An agency first defines its requirement, delivery needs, and funding. Buyers can use the SEWP Online Catalog for market research and NASA's Quote Request Tool (QRT) to request information or quotes from eligible contract holders. The QRT helps support fair opportunity; the agency then evaluates responses and selects a best-value solution under applicable acquisition rules. The agency's authorized contracting officer or ordering official issues a delivery or task order against the selected SEWP contract and sends the order to the SEWP Program Management Office for verification. Once SEWP assigns a control number and forwards the validated order, the contract holder can proceed with fulfillment. A separate Delegation of Procurement Authority is not required.

1. Contract Holder & Vehicle Overview

Blue Obsidian Solutions, Inc. is a Disadvantaged Small Business delivering secure, scalable technology, cybersecurity, and enterprise infrastructure solutions to federal agencies and commercial enterprises. Below is the master corporate and contract profile.

Company Legal Name	Blue Obsidian Solutions, Inc.

Unique Entity Identifier (UEI)	TD9RWYCNNZB5
CAGE Code	8WR49
Corporate Headquarters Address	1600 E 8th Ave, Suite A200, Tampa, FL 33605
Primary Contact Email	sewp.support@blueobsidian.solutions
Toll-Free Phone Number	+1 (833) 997-7287
Corporate Website	https://www.blueobsidian.solutions/
Dedicated SEWP VI Webpage	https://sewp.blueobsidian.solutions

NASA SEWP VI Contract Number(s)	CAT A: 80TECH26D0614 CAT C: 80TECH26D1454
Awarded Scope Category(ies)	Category A (ITC/AV Solutions) and Category C (Mission Services)
Contract Vehicle Type	Government-Wide Acquisition Contract (GWAC) — Multiple Award IDIQ
Order Types Allowed	Firm-Fixed-Price (FFP), Time-and-Materials (T&M), Labor-Hour (LH)
Effective Master Ordering Period	10 Years: November 1, 2026 through October 31, 2036
Delivery Order Performance Limit	Up to 60 months (5 years) beyond the master contract expiration date

SEWP Administrative Surcharge Fee	0.34% (Applied to all orders; collected by Contract Holder and remitted to PMO)
Socioeconomic Business Designations	Disadvantaged Small Business, HUBZone (Primary NAICS: 541519)
Corporate Quality & Security Certifications	ISO 9001:2015, ISO 27001:2022, ISO 20000-1:2018, ISO 27701:2019, CMMC Level 2 3CPAO, CMMI Level 2 (SVC & DEV), O-TTPS / ISO 20243:2023
Credit Card Fee Percentage	4%

2. Program Support Personnel & Contact Information

Blue Obsidian Solutions maintains dedicated management and support teams to assist federal customers with quote requests, technical configurations, order status inquiries, warranty claims, and troubleshooting. Below is the point of contact directory.

Support Role	Name / Title	Contact Information
SEWP Program Manager (PM)	Steve Davison, President and PM	Email: steve@blueobsidian.solutions Phone: (813) 217-2286
SEWP Deputy Program Manager (DPM)	Blake Szerlip, VP and DPM	Email: blake@blueobsidian.solutions Phone: (740) 507-5887
Business Development & Sales	Federal Sales Team	Email: sewp.sales@blueobsidian.solutions Phone: +1 (833) 997-7287
Post-Delivery & Technical Support	Technical Support Team	Email: sewp.support@blueobsidian.solutions Phone: +1 (833) 997-7287
Order Troubleshooting & Escalation	Customer Support & Operations	Email: sewp.escalate@blueobsidian.solutions Phone: +1 (833) 997-7287
Warranty	Warranty Operations	Email: sewp.warranty@blueobsidian.solutions Phone: +1 (833) 997-7287
Sales Lead	Preston Ingraham	Email: sewp.sales@blueobsidian.solutions Phone: +1 (833) 997-7287
Sales Representative	Sarah Davison	Email: sewp.sales@blueobsidian.solutions Phone: +1 (833) 997-7287
Support Desk Lead (24/7/365)	Din Celo	Email: sewp.warranty@blueobsidian.solutions Phone: +1 (833) 997-7287
Installation & Services	Justin Gorski	Email: sewp.support@blueobsidian.solutions Phone: +1 (833) 997-7287
Order Management & Escalation	Jonathan Bredemeyer	Email: sewp.escalate@blueobsidian.solutions Phone: +1 (833) 997-7287
Contract Support	Christian Maldonado	Email: sewp.sales@blueobsidian.solutions Phone: +1 (833) 997-7287

NASA SEWP Program Management Office (PMO) Direct Contacts:

- **SEWP PMO General Website:** https://www.sewp.nasa.gov
- **SEWP Helpline Email:** help@sewp.nasa.gov | Phone: (301) 286-1478
- **Official Order Submission Email:** sewporders@sewp.nasa.gov | Fax: (301) 286-0317
- **SEWP Customer Number (Blue Obsidian):** [TBD - Unique customer identification number assigned by SEWP Finance team]

3. How to Obtain Quotes for Products and Services

Federal acquisition personnel must obtain quotes through official NASA SEWP electronic channels. Blue Obsidian Solutions is strictly prohibited from accepting quotes outside the official SEWP web tools.

1. Utilizing the NASA SEWP Quote Request Tool (QRT): Ordering Contracting Officers (COs) and authorized buyers submit Requests for Quotes (RFQs), Requests for Information (RFIs), or Market Research Requests (MRRs) directly through the online QRT available on the SEWP website (https://www.sewp.nasa.gov). The tool automatically routes requests to eligible Contract Holders based on selected scope categories, NAICS codes, and socioeconomic set-asides.

2. Database of Record Rule (Mandatory Pre-Offer Approval): All products, labor categories, and service offerings quoted by Blue Obsidian Solutions MUST be officially listed in the SEWP Database of Record prior to quote submission. Open-market items are strictly prohibited on SEWP quotes. If a customer requirement contains items not currently listed on contract, Blue Obsidian Solutions will immediately submit a Technology Refreshment (TR) request through the Contract Holder Only Page (CHOP) to add the required items to the Database of Record before issuing the quote.

3. Quote Generation and Verification Files: All quotes are issued on formal Blue Obsidian Solutions paper and submitted via the CHOP portal. Each quote is accompanied by an exact electronic CLIN Verification File detailing Contract Line Item Numbers, unit prices, and quantities matching the quote dollar-for-dollar.

4. Direct Sales Inquiries: For pre-quote technical consultations, solution architecture guidance, or market research support, agencies may contact the Blue Obsidian Solutions Federal Sales Team at sewp.sales@blueobsidian.solutions or +1 (833) 997-7287.

4. Ordering Procedures & Fair Opportunity Protocols

Ordering under NASA SEWP VI is streamlined, transparent, and compliant with FAR Subpart 16.505. Federal agencies benefit from pre-competed master contracts with established maximum catalog pricing.

Fair Opportunity Guidelines (FAR 16.505(b))

Ordering Contracting Officers must provide all Contract Holders within a specific Category and business size/set-aside grouping a fair opportunity to respond to orders exceeding the micro-purchase threshold, unless an exception to fair opportunity applies under FAR 16.505(b)(2). The SEWP QRT automatically ensures compliance with fair opportunity posting requirements. Selection documentation remains with the ordering agency.

Mandatory Delivery Order Processing Workflow

Step 1: Order Generation: The ordering agency issues a Delivery Order or Task Order citing Blue Obsidian Solutions' SEWP VI Contract Number.

Step 2: Mandatory PMO Submission: The ordering Contracting Officer (or authorized credit card holder) MUST submit the order to the SEWP PMO via email (sewporders@sewp.nasa.gov) or fax (301-286-0317) prior to vendor processing.

Step 3: PMO Validation & SCN Assignment: The SEWP PMO validates order scope, pricing, and authorization, then assigns a unique SEWP Control Number (SCN) and transmits the validated order to Blue Obsidian Solutions.

Step 4: Order Fulfillment: Blue Obsidian Solutions initiates product shipment or service performance ONLY AFTER receiving formal notification and SCN assignment from the SEWP PMO. Processing orders without an SCN is strictly prohibited under SEWP rules.

Step 5: Status Tracking & Invoicing: Blue Obsidian Solutions updates order delivery status (Shipped / Period of Performance active) in the CHOP system and submits billing in accordance with order terms.

Micro-Purchases & Strategic Storefronts: Orders below the micro-purchase threshold may be placed directly using Government Purchase Cards (credit cards). Agencies may also utilize SEWP Strategic Agency Storefronts and Blanket Purchase Agreement (BPA) Storefronts for direct shopping-cart catalog purchases.

5. Post-Delivery Support, Warranty, and Troubleshooting

Blue Obsidian Solutions is committed to operational excellence and customer satisfaction throughout the solution lifecycle. Clear protocols govern warranty, support, and issue escalation.

• **Basic & Extended Warranty Policies:** All hardware equipment provided under SEWP VI includes standard Original Equipment Manufacturer (OEM) commercial warranties. Extended warranties, maintenance contracts, and advanced hardware replacement options are available via dedicated warranty CLINs at the order level.

• **Software Licensing & Maintenance:** Software offerings are delivered with standard OEM software maintenance, patches, and technical support. Software support contact details are provided upon order delivery.

• **Installation & Engineering Services:** Product-based engineering, installation, site planning, and configuration services are performed by qualified technical staff in accordance with order Statement of Work (SOW) specifications.

• **Problematic Order Troubleshooting:** If an agency encounters shipping delays, damaged items, incorrect configurations, or billing discrepancies, notify Blue Obsidian Solutions immediately. Support staff will respond within one business day with corrective action plans.

Order Escalation Protocol: For unresolved issues, contact the Blue Obsidian Solutions SEWP Program Manager at 813-217-2286 – steve@blueobsidian.solutions or sewp.escalate@blueobsidian.solutions or toll-free at +1 (833) 997-7287. If further mediation is required, agencies may contact the NASA SEWP PMO Customer Relations Team at help@sewp.nasa.gov.

6. Terms, Conditions, and Regulatory Compliance

All delivery orders placed against Blue Obsidian Solutions' SEWP VI contract are governed by master contract clauses, Federal Acquisition Regulations (FAR), and NASA FAR Supplement (NFS) requirements.

• **FAR 52.212-4(u) Unauthorized Obligations (Anti-Deficiency Act Protection):** Commercial End User License Agreements (EULA) and Terms of Service (TOS) are incorporated, provided that any indemnification clause requiring the Government to indemnify the contractor or a third party is automatically stricken and rendered unenforceable.

• **Prohibited Technology Compliance:** Blue Obsidian Solutions strictly enforces prohibitions against delivering covered telecommunications equipment or video surveillance services under Section 889 of the 2019 NDAA and Kaspersky Lab / designated prohibited entity restrictions.

• **Cybersecurity Supply Chain Risk Management (C-SCRM):** Blue Obsidian Solutions maintains an approved annual C-SCRM plan and ISO 20243 / O-TTPS Open Trusted Technology Provider certification. Any supply chain security incidents are reported to the NASA SEWP PMO within required contract timelines.

• **Section 508 Accessibility Compliance:** All electronic information technology products and web services delivered comply with Section 508 standards of the Rehabilitation Act Amendments, including this document. The accessibility POC and accessibility statement can be found at https://sewp.blueobsidian.solutions.

7. Summary of Information to Be Filled In Post-Award

In compliance with NASA SEWP VI onboarding guidelines, certain administrative details depend on final contract award modifications and post-award system registrations. Below is the comprehensive inventory of placeholder items to be finalized prior to active contract status.

Information Field	Current Status	Action Required for Completion
SEWP VI Contract Number(s)	CAT A: 80TECH26D0614 CAT C: 80TECH26D1454	Insert SF1449 contract number(s) provided in final NASA award modification.
Awarded Scope Category(ies)	Category A and Category C	Specify awarded contract scope category(ies) (Category A, B, and/or C).
Program Manager (PM) Direct Contact	Steve Davison +1 813-217-2286 steve@blueobsidian.solutions	Designate official PM in CHOP portal per Onboarding Checklist.
Deputy Program Manager (DPM) Direct Contact	Blake Szerlip +1 740-507-5887 blake@blueobsidian.solutions	Designate official DPM in CHOP portal per Onboarding Checklist.
SEWP Customer Number	[TBD - Finance Assignment]	Receive unique Customer Number from SEWP Finance team via email.

Credit Card Surcharge Fee Percentage	4%	Submit corporate credit card processing fee percentage via Onboarding email thread.
Dedicated SEWP Webpage URL	https://sewp.blueobsidian.solutions	Publish compliant SEWP VI web page at sewp.blueobsidian.solutions and register in CHOP.

Document Version: 1.1 (Pre-Ordering Baseline)