

TECHNIQUE SOLUTIONS, INC.

NASA SEWP VI ORDERING GUIDE

Category C — Mission-Based ITC/AV Service Solutions

Contract Holder	Technique Solutions, Inc.
SEWP VI Contract Number	80TECH26D0772
Contract Category	Category C
Business Status	HUBZone Small Business
Ordering Period	10 years from the SEWP VI effective date
Anticipated Go-Live	November 1, 2026
Guide Revision	Version 1.0 September 2, 2026

www.technique-solutions.com

[NASA SEWP Program](#)

1 Quick Start for Ordering Activities

Recommended path: Use the NASA SEWP Quote Request Tool (QRT) to conduct market research and obtain competitive quotes. The ordering activity—not NASA SEWP—issues the delivery or task order.

Ordering Process Reference. The complete Technique Solutions SEWP VI ordering process is provided in Section 5.3, “How to Obtain a Quote and Place an Order.” Federal customers should use the NASA SEWP Quote Request Tool (QRT) to request quotes and conduct fair opportunity. For acquisition planning or pre-quote assistance, contact the Technique Solutions Order Desk below.

2 Technique Solutions Order Desk

Need	Contact
Quotes / capture coordination	Cedric T. Rice cedric.rice@technique-solutions.com 910.850.5513
Program management / escalation	Program Manager Cedric T. Rice cedric.rice@technique-solutions.com 910.850.5513
Deputy / alternate escalation	Deputy Program Manager Stuart Chung Stuart.Chung@technique-solutions.com 276.670.7800
Orders, invoicing, or post-delivery support	Stuart.Chung@technique-solutions.com 276.670.7800
Corporate office	2011 Crystal Drive, Suite 400, Arlington, VA 22202

2.1 NASA SEWP Assistance

SEWP Help Desk: help@sewp.nasa.gov | 301-286-1478 | Monday–Friday, 7:30 a.m.–6:00 p.m. Eastern Time

3 Purpose and Authority

This guide assists Federal ordering activities and their authorized support contractors in requesting quotations and placing orders with Technique Solutions, Inc. under NASA Solutions for Enterprise-Wide Procurement VI (SEWP VI). It supplements—but does not replace—the SEWP VI contract, the Federal Acquisition Regulation (FAR), agency supplements, appropriations law, cybersecurity policy, or the ordering activity’s internal procedures.

SEWP is a multi-award Government-Wide Acquisition Contract (GWAC) managed by the NASA Goddard Space Flight Center. Federal agencies and authorized Federal contractors may use SEWP for in-scope Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services.

3.1 Technique Solutions Overview

Technique Solutions is a HUBZone small business supporting the Federal Government with mission-focused IT and information assurance services. Since 2005, the company has delivered enterprise network operations, cybersecurity, systems administration, service desk, program management, cloud, communications, and related technical support in high-availability environments.

Headquarters	2011 Crystal Drive, Suite 400, Arlington, VA 22202
Phone	703.795.0943
SEWP VI Email	cedric.rice@technique-solutions.com
Website	www.technique-solutions.com
CAGE Code	4C936
UEI	KJG7V6JAHA53
Business Size	HUBZone Small Business

3.2 Technique Solutions Core Capabilities

Capability	Description
Cybersecurity & Information Assurance	We help protect mission-critical systems, networks, and information through cybersecurity engineering, information assurance, security operations, risk management, vulnerability management, compliance support, and continuous monitoring.
Network & Systems Engineering	We design, integrate, operate, and sustain enterprise network and computing environments. Our capabilities include network engineering, systems engineering, systems administration, infrastructure integration, virtualization, and operational support.
Enterprise IT Operations	Technique Solutions provides reliable day-to-day operation and sustainment of enterprise IT environments, including systems administration, database administration, infrastructure support, backup and recovery, continuity operations, and technical troubleshooting.
Cloud & Application Services	We support application development, modernization, cloud services, database environments, and the integration of technologies required to improve performance, scalability, security, and mission effectiveness.

Capability	Description
Service Desk & End-User Support	Our teams provide responsive help desks, desktop, and end-user support designed to maintain workforce productivity, rapidly resolve technical issues, and sustain reliable IT services.
Program & Mission Support	Technique Solutions combines technical delivery with program management, resource management, business operations, knowledge management, and quality management to provide customers with accountable, measurable, and mission-focused execution.

Certification	Status
ISO 9001:2015	Active
ISO 27001	Active
HUBZone	Active

4 About NASA SEWP VI

The Solutions for Enterprise-Wide Procurement (SEWP) VI program is a Government-Wide Acquisition Contract (GWAC) administered by NASA Goddard Space Flight Center. SEWP VI is a ten-year, multiple-award Indefinite Delivery, Indefinite Quantity acquisition program that serves as the government's primary vehicle for information technology, communications, and audio-visual (ITC/AV) products and services. Each SEWP VI contract has a maximum ordering value of \$20 billion.

Technique Solutions holds a SEWP VI Category C contract.

4.1 SEWP VI Category C Scope

Category C covers mission-based ITC/AV service solutions under NAICS 541512. Requirements must be tied to an agency mission and remain within the SEWP VI Statement of Work. Products and commercial software may be included only when ancillary to the service solution and permitted by the contract and the specific request.

Category C Order Limitations. Category C has a threshold restriction of \$2 million per order, inclusive of options, during the first year of contract performance and \$10 million per order, inclusive of options, during the second year. NASA may remove these threshold restrictions beginning in the third year of contract performance.

Scope area	Illustrative support
Cybersecurity	Risk management, assessment, engineering, operations, monitoring, incident response, zero trust, and C-SCRM support
Infrastructure and cloud	Network, compute, storage, cloud, platform, data center, collaboration, and communications services
Application and data	Software development, DevSecOps, web/mobile, integration, automation, analytics, AI/ML, and database services

Scope area	Illustrative support
Operations and user support	Service desk, field support, endpoint management, asset support, training, and knowledge management
Program services	Program/project management, architecture, quality, transition, governance, and technical advisory support

Scope review: For a formal scope determination, send a requirement summary, performance work statement, or bill of materials to help@sewp.nasa.gov. NASA—not the Contract Holder—makes the authoritative scope determination.

4.2 Fair Opportunity and Set-Asides

Orders under SEWP VI are governed by FAR 16.505. The ordering Contracting Officer is responsible for providing each eligible contractor a fair opportunity to be considered for orders above the applicable micro-purchase threshold, unless a valid statutory exception applies, and for documenting the rationale for the placement and price of each order.

Category C is reserved for small businesses. The ordering activity selects the Category, NAICS code, and applicable small-business designation. Eligibility is based on the customer's selections, the Contract Holder's verified Exhibit 4 representations, and any requirement-specific conditions.

Fair Opportunity Clause. Contractors will be provided with a fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), including the SEWP RFQ tools. No documentation for the order selection is required to be submitted with the order. All such documentation is to be maintained by the issuing procurement office.

For more information about the SEWP program, visit the [NASA SEWP website](#)

Recommended fair-opportunity practice

- Use the SEWP QRT to identify and solicit eligible Category C Contract Holders.
- State the requirement, instructions, evaluation criteria, response deadline, and award basis clearly.
- Use a response period proportionate to complexity; service requirements may reasonably need more time than commodity acquisitions.
- Document any exception to fair opportunity, brand-name limitation, or restrictive provision under applicable FAR and agency rules.
- Retain the RFQ, quotes, evaluation, price analysis, award decision, funding, and order/SCN documentation in the contract file.

5 Request Preparation

Before initiating the ordering process, the ordering activity should define its mission requirement, select SEWP VI Category C, identify an appropriate NAICS code and business-size designation, establish the anticipated contract type and period of performance, and document applicable security, funding, delivery, and evaluation requirements. The NASA SEWP Quote Request Tool (QRT) is the recommended method for issuing Requests for Information (RFIs), Market Research Requests (MRRs), and Requests for Quote (RFQs).

5.1 Include the following in the request

Requirement element	Recommended content
Mission and scope	Objectives, background, PWS/SOW/SOO, deliverables, outcomes, and exclusions
Acquisition data	Category C, NAICS, set-aside, contract type, estimated value, place of performance, and funding constraints
Schedule	Response due date, anticipated award, start date, base/options, milestones, transition, and surge needs
Workforce	Labor categories or skills, qualifications, certifications, key personnel, clearance, location, travel, and hours
Security	CUI/FCI handling, CMMC level if applicable, facility/personnel clearance, FedRAMP, privacy, SCRM, and incident reporting
Evaluation	Factors, relative importance, award basis, assumptions, and required quote format
Administration	CO/CS/end-user contacts, invoicing, acceptance, property, data rights, accessibility, and agency clauses

5.2 Quote validity

For an RFQ or MRR, all quoted offerings—including labor, ancillary products, other direct costs, and travel—must be available on the Technique Solutions SEWP VI contract at the time of quote and priced at or below the applicable price in the SEWP Database of Record. An RFI may identify offerings not yet on contract when they are clearly marked as unavailable and Technique Solutions submits the required Technology Refreshment request. Quote-specific discounts may be offered. Quoted delivery and performance commitments become enforceable when incorporated into the order.

5.3 How to Obtain a Quote

Federal agencies and authorized Federal contractors may obtain a quote and place an order with Technique Solutions through the following process.

5.3.1 Step 1: Define the Requirement

The ordering activity defines the required ITC/AV mission-based services, deliverables, performance outcomes, period of performance, place of performance, security requirements, funding, evaluation criteria, and any applicable agency-specific terms. The ordering activity should confirm that the requirement is within SEWP VI Category C scope.

5.3.2 Step 2: Select Category, NAICS Code, and Business Designation

The ordering Contracting Officer selects SEWP VI Category C, the NAICS code appropriate to the principal purpose of the requirement, and the applicable small-business or socioeconomic designation. Eligibility is determined by the Category, NAICS code, business designation, Technique Solutions' verified Exhibit 4 representations, and any order-specific requirements.

5.3.3 Step 3 — Issue the Request Through the SEWP QRT

The ordering activity should submit its RFI, MRR, or RFQ through the NASA SEWP Quote Request Tool. The request should include the PWS, SOW, or SOO; instructions; evaluation factors; security requirements; period of performance; anticipated contract type; response deadline; and other information necessary to prepare a complete response. The response period should reflect the complexity of the requirement.

5.3.4 Step 4 — Technique Solutions Submits Its Response

Technique Solutions will submit its response through the SEWP Contract Holder Only Page Quote Tool when the request originates in the QRT. RFQ and MRR responses will include a CLIN verification file that matches the quoted CLINs, quantities, unit prices, and total price. All quoted offerings will be available on the Technique Solutions SEWP VI contract and priced at or below the applicable contract price. The quote will state its validity period.

5.3.5 Step 5 — Evaluate Quotes and Document the Selection

The ordering activity evaluates received quotes using the stated evaluation criteria and its agency procedures. The ordering Contracting Officer is responsible for documenting fair opportunity, any authorized exception to fair opportunity, price reasonableness, and the basis for the best-value selection. Selection documentation is retained by the ordering activity and is not required to accompany the order unless otherwise requested.

5.3.6 Step 6 — Issue and Submit the Order

The ordering Contracting Officer issues the delivery order or task order using an authorized agency order form. The order should identify the Technique Solutions SEWP VI contract number, agency order number, funding, CLINs, quantities, prices, total value, period of performance, place of performance, invoicing and acceptance requirements, security requirements, and incorporated PWS, SOW, or other attachments. The Government or Technique Solutions must submit the signed order to the NASA SEWP PMO at sewporders@sewp.nasa.gov.

The ordering activity issues the delivery order or task order; the NASA SEWP PMO does not issue the agency's order. Any valid Federal order form and associated agency order number may be used.

5.3.6.1 Minimum recommended order package

- Agency order number, issue date, and Technique Solutions SEWP VI contract number
- Ordering and funding office names/addresses; CO name, signature, and contact information
- Program/end-user, ship-to or place-of-performance, invoice, and acceptance contacts
- Awarded quote and complete CLIN structure, quantities, unit prices, total value, and funding
- Performance period, delivery schedule, options, inspection/acceptance, invoice, and payment terms
- Applicable PWS/SOW, deliverables, security requirements, agency clauses, and special instructions
- Fair-opportunity documentation or the applicable exception documentation required by agency policy

Release condition: Except for a Government Purchase Card micro-purchase processed under a NASA-authorized procedure, Technique Solutions will not begin performance, shipment, or order fulfillment until the NASA SEWP PMO validates the order, assigns the SEWP Control Number, and releases the processed order to Technique Solutions.

5.3.7 Step 7 — NASA Assigns the SCN and Performance Begins

The NASA SEWP PMO validates the order and matching CLIN verification file, assigns a SEWP Control Number, and releases the processed order to Technique Solutions. Except for a Government Purchase Card micro-purchase handled under an authorized NASA procedure, Technique Solutions will not begin performance or fulfillment until it receives the processed order bearing the SCN. All subsequent order modifications must also be routed through the SEWP PMO and processed before Technique Solutions implements the change.

Pre-Quote Assistance: Customers may contact Cedric T. Rice, SEWP VI Program Manager, at 910-850-5513 or cedric.rice@technique-solutions.com for assistance aligning a requirement with Technique Solutions' capabilities. Formal SEWP VI scope determinations are made by the NASA SEWP PMO at help@sewp.nasa.gov.

5.4 Post-Delivery Support

Technique Solutions provides or coordinates post-delivery support as specified in the applicable quote, order, warranty, license, or support agreement.

5.4.1 Installation Coordination

Technique Solutions coordinates installation activities for products and services delivered under SEWP VI task orders, including scheduling, site preparation guidance, and on-site or remote installation support as specified in the delivery order.

5.4.2 Warranty Support

Technique Solutions supports both basic and extended warranty coverage for products delivered under SEWP VI. Warranty terms are specified in the delivery order and follow the manufacturer's standard warranty unless otherwise negotiated. Technique Solutions serves as the single point of contact for warranty claims, coordinates with manufacturers on the customer's behalf, and tracks warranty resolution through completion.

5.4.3 Technical Support

Technique Solutions provides technical support for services and solutions delivered under SEWP VI task orders. Technical support includes troubleshooting, configuration assistance, and guidance on the operation and maintenance of delivered products and services.

5.4.4 Software Support

For software products delivered under SEWP VI, Technique Solutions provides support for installation, licensing, updates, and compatibility issues. Technique Solutions coordinates with software publishers for license management, renewal, and escalated support issues.

5.4.5 Post-Delivery Contact

For all post-delivery support matters, contact:

Cedric T. Rice
Director, Business Development
Phone: 910.850.5513
Email: cedric.rice@technique-solutions.com

5.4.6 Order Troubleshooting

If an issue arises with an existing order, Technique Solutions' goal is to resolve it as quickly as possible. Common order issues and the process of resolution are described below.

5.4.7 Delivery Status

Customers may inquire about the delivery status of any open order. Technique Solutions maintains current delivery status on the SEWP Contract Holder Only Page (CHOP) and provides updates to customers upon request. If a delivery date changes, Technique Solutions notifies the customer in advance.

5.4.8 Order Modifications

If requirements change after an order is placed, the ordering Contracting Officer may submit a modification through the NASA SEWP PMO. Technique Solutions will submit a current CLIN verification file matching the modified order through the CHOP Order Review Tool before NASA completes processing. Technique Solutions will not implement the modification until it has been processed by the SEWP PMO.

5.4.9 Incorrect or Damaged Deliverables

If a delivered product does not match the specifications of the delivery order, or if a product arrives damaged, contact Technique Solutions immediately. Technique Solutions coordinates replacement, return, or repair through the manufacturer and tracks the issue through resolution.

5.4.10 Billing and Invoice Questions

For questions about invoicing, payment, or order amounts, contact Technique Solutions' program office. Technique Solutions' invoices will comply with the SEWP VI contract and the applicable order's invoice and payment requirements.

5.4.11 Escalation

If an issue is not resolved to the customer's satisfaction through normal channels, customers may escalate concerns to the NASA SEWP Program Management Office at help@sewp.nasa.gov or through the [NASA SEWP website](#).

5.4.12 Order Troubleshooting Contact

For all order-related questions or issues, contact:

Cedric T. Rice
Director, Business Development
Phone: 910.850.5513
Email: cedric.rice@technique-solutions.com

6 Pricing and SEWP Fee

The SEWP administrative handling fee is currently 0.34 percent. The fee is included in the price of every offering and must not be listed as a separate line item on a quote or order. The fee applies to labor, products, travel, other direct costs, and all other order value. NASA's current guidance identifies a calculation factor of 0.0033885 because the administrative fee is not assessed on itself. There is currently no fee cap.

SEWP contract prices are ceiling prices. Ordering activities may request, and Technique Solutions may offer, order-level discounts.

7 Order Types and Payment

Ordering activities may use contract types authorized by the SEWP VI contract and appropriate to the requirement, subject to FAR and agency policy. Non-purchase-card orders are generally paid through Electronic Funds Transfer in accordance with the order. Technique Solutions will accept Government Purchase Cards as required by the contract; purchase-card fees, if any, will be addressed within the quoted offering and not through a third-party consumer payment method.

8 Delivery, Performance, and Acceptance

Technique Solutions will perform according to the awarded order, accepted quote, SEWP VI contract, and incorporated requirements. The ordering activity should identify objective acceptance criteria, authorized Government representatives, deliverable formats, review periods, and remedies for nonconforming performance.

8.1 Partial shipments

Partial shipments are not permitted unless the order authorizes them or the issuing Contracting Officer approves them before delivery. For services, phased or incremental deliverables should be expressly described in the order and acceptance schedule.

9 Installation, Warranty, and Technical Support

Product-based installation, warranty, maintenance, and software support will be provided as stated in the applicable quote and order. Manufacturer or publisher terms may apply when incorporated into the order and consistent with Federal law and the SEWP VI contract. Technique Solutions will coordinate warranty claims and authorized support channels for ancillary products supplied under the applicable order.

Support issue	Customer action	Technique Solutions response
Installation or configuration	Contact the Order Support Desk with SCN, order number, site, asset/service, and issue description	Triage, confirm responsibility, coordinate technical resources, and provide an action plan
Warranty or software support	Provide serial/license data, purchase date, error details, and urgency	Validate entitlement, engage provider/OEM as applicable, and track resolution
Delivery or performance issue	Provide affected CLIN/deliverable, dates, impact, and desired remedy	Investigate, notify the PM/CO as appropriate, establish corrective actions, and report status
Invoice or payment issue	Provide invoice number, order/SCN, acceptance status, and discrepancy	Reconcile records and coordinate with the designated Government office

10 Problematic Orders and Escalation

- Level 1 — Order Support Desk: operational triage, ticket creation, ownership, and routine status.
- Level 2 — SEWP Program Manager: schedule, technical, subcontractor, delivery, quality, or customer-impact escalation.
- Level 3 — Corporate Executive: unresolved material risk, repeated failure, contractual dispute, or urgent mission impact.
- NASA SEWP PMO: scope, contract, order routing, SCN, QRT, or program-level assistance.

For rapid resolution: Provide the agency order number, SCN, affected CLIN or deliverable, dates, current impact, prior actions, and requested outcome. Do not transmit classified information, CUI, passwords, or payment-card data by ordinary email.

11 Security, Privacy, C-SCRM, and Accessibility

Order-specific cybersecurity and agency requirements apply when included in the solicitation and order. CMMC is not a SEWP VI contract-level requirement; a DoD ordering activity may require an applicable CMMC level for a specific order. The ordering activity should identify all handling, hosting, access, clearance, privacy, incident-reporting, and data-residency requirements in the RFQ.

Technique Solutions maintains its contract-level C-SCRM attestation or approved alternative as required by SEWP VI. Supply-chain, prohibited-source, authenticity, and provenance requirements will be addressed at the order level and through SEWP's approved offerings and provider processes.

This ordering guide and the Technique Solutions SEWP VI web page are intended to conform to applicable Section 508 accessibility requirements. Customers should identify deliverable-specific accessibility requirements and acceptance methods in each request.

12 Order Changes, Options, and Closeout

Only an authorized Contracting Officer may direct a contractual change. The ordering activity must route all modifications—including funding, quantity, schedule, scope, option, administrative, and termination actions—through the NASA SEWP PMO. Technique Solutions will not implement an out-of-scope change or act on an unauthorized commitment.

At completion, the parties should confirm final acceptance, deliverable receipt, property disposition, invoice/payment status, data transfer, credential/access termination, records requirements, security closeout, and any required contractor performance evaluation.

13 Roles and Responsibilities

Party	Primary responsibilities
Ordering Contracting Officer	Acquisition strategy; scope and authority; fair opportunity; evaluation; price reasonableness; award; administration; changes; options; and closeout
Program/end user	Mission requirements; technical input; funding coordination; Government-furnished resources; surveillance; deliverable review; and acceptance support
NASA SEWP PMO	Vehicle administration; customer support; QRT and SEWP systems; scope assistance; offering/order validation; SCN assignment; and order tracking
Technique Solutions	Accurate and compliant quoting; contract-priced offerings; order execution; quality; security; customer support; reporting; issue resolution; and subcontractor management
Partners/providers	Authorized performance or ancillary offerings under Technique Solutions' prime responsibility and the applicable order

14 Ordering Checklist

✓	Ordering activity checkpoint
☐	Requirement is within Category C mission-based ITC/AV service scope.
☐	Appropriate NAICS code and small-business designation are selected.
☐	Funding, acquisition strategy, contract type, period, and evaluation approach are approved.
☐	RFI/MRR/RFQ provides clear instructions, evaluation criteria, security requirements, and sufficient response time.
☐	Eligible Contract Holders receive fair opportunity, or an authorized exception is documented.
☐	Evaluation and price-reasonableness determinations are documented.
☐	Order includes the accepted quote, CLINs, totals, PWS/SOW, dates, contacts, acceptance, invoicing, and clauses.
☐	Signed order packages are sent through the NASA SEWP PMO.
☐	NASA issues the SCN before performance or shipment begins.
☐	All modifications are routed through NASA before implementation.
☐	Final acceptance, security/access, property, invoices, and records are closed out.