

MASY

Mission Driven. Together.

NASA SEWP VI Ordering Guide

Category C: Mission-Based ITC/AV Service Solutions

This guide explains how federal customers can request a quote, place an order, and obtain support through MASY's NASA Solutions for Enterprise-Wide Procurement (SEWP) VI contract.

CONTRACT AT A GLANCE

CONTRACT NUMBER
80TECH26D0562

ORDERING PERIOD
Nov 1, 2026 - Oct 31, 2036
Ten-year ordering period

SCOPE CATEGORY
Category C
Mission-Based ITC/AV Service Solutions

BUSINESS DESIGNATION
SDVOSB
Service-Disabled Veteran-Owned Small Business

SEWP FEE
0.34%
Included in quoted prices; not separately listed

UEI | CAGE CODE
R6J6CVEM1XA5 | 45AK2

ABOUT THE MASY GROUP

Founded in 2006 and headquartered in Arlington, Virginia, The MASY Group, LLC supports defense, intelligence, military, and federal civilian organizations across operational, training, academic, and mission-support environments. MASY is an SDVOSB certified by the U.S. Small Business Administration (SBA), maintains ISO 9001:2015 certification, and holds Final Cybersecurity Maturity Model Certification (CMMC) Level 2 status for its enclave, as assessed by a CMMC Third-Party Assessment Organization (C3PAO).

Our experience includes educational technology and learning management system support, digital courseware, institutional data and records, SharePoint and knowledge management, and program management. Work supporting the Defense Intelligence Agency, prior support to the National Intelligence University, and current support to National Defense University's National Intelligence College combine mission understanding with practical experience sustaining the information, systems, and personnel that federal programs depend on.

SBA-CERTIFIED SDVOSB

NUNN-PERRY AWARD WINNER

ISO 9001:2015 CERTIFIED

CMMC LEVEL 2 C3PAO ASSESSED

PROGRAM SUPPORT AND QUOTE/SALES CONTACTS

For quote inquiries, order status, installation, warranty, technical or software support, and post-delivery issues, contact the program team below. The Program Manager and Deputy Program Manager also serve as escalation contacts.

Program Team
General inquiries and support
(703) 888-8121
masycontracts@masygroup.com

Bri Buri
SEWP Program Manager
(703) 888-8121
bri.buri@masygroup.com

Susan Sohn
SEWP Deputy Program Manager
(703) 888-8121
susan.sohn@masygroup.com

SEWP OVERVIEW

SEWP, pronounced "soup," is NASA's Government-Wide Acquisition Contract (GWAC) providing Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services to federal agencies and their approved contractors. NASA's SEWP Program Management Office (PMO) supports the acquisition process through quote-request tools, scope reviews, order processing, and customer assistance. The ordering agency retains responsibility for its acquisition and award decisions.

SCOPE AND MASY EXPERIENCE

SEWP VI includes three scope categories. MASY holds a Category C contract.

CATEGORY A
ITC/AV Solutions

CATEGORY B
Enterprise-Wide ITC/AV Service Solutions

CATEGORY C
Mission-Based ITC/AV Service Solutions

MASY CONTRACT HOLDER

Category C covers mission-based ITC/AV services, including data processing and analysis, ITC/AV management and consulting, IT-related educational services, and other technology services within the awarded scope. MASY's relevant corporate experience includes:

Educational Technology
Learning management systems, virtual and distributed learning, digital courseware, and student and faculty technology support.

Information & Knowledge Management
SharePoint, repositories, records, data quality, and workflows for organizing and sharing mission information.

Mission Data & Reporting
Institutional research, assessment, program reporting, and analysis supporting customer decisions.

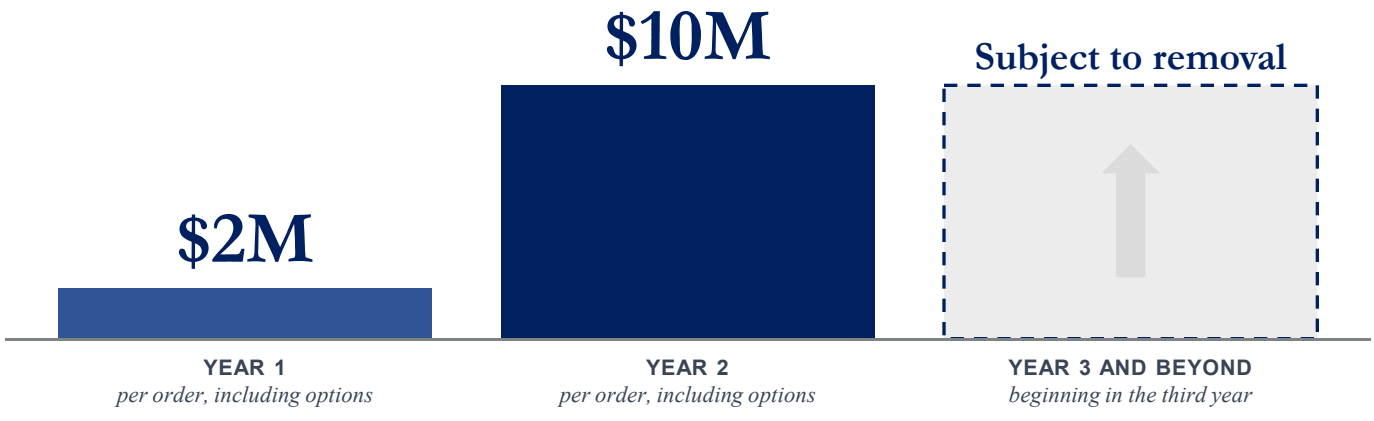
Program Delivery
Program coordination, quality management, documentation, and workforce support for federal ITC/AV mission requirements.

MASY provides these capabilities through SEWP only when they support an in-scope mission-based ITC/AV requirement and are available under its awarded contract. Category C does not cover product-only requirements. Contact the program team to confirm scope and available offerings.

For a NASA scope review, send an overview of the requirement, statement of work, and/or bill of materials to **help@sewp.nasa.gov**.

CATEGORY C ORDER LIMITS

Category C orders are limited per order, including options, by year of contract performance. Customers should confirm the applicable limit with NASA SEWP when planning an order.



REQUESTING A QUOTE

NASA recommends its Quote Request Tool (QRT) for requests for information, market research requests, and requests for quote. Select Category C and the applicable North American Industry Classification System (NAICS) code, business size, and other criteria. Eligible contract holders are determined by those selections.

NASA SEWP VI Quote Request Tool: www.sewp.nasa.gov/sewpvi/dashboard/quote-request-tool

For assistance preparing an inquiry, contact masycontracts@masygroup.com or (703) 888-8121. For an open QRT request, use the request's question-and-answer process unless the issuing agency authorizes another communication method.

INCLUDE, AS APPLICABLE

- ✓ Agency and customer contact information; statement of work or performance work statement; required services, deliverables, or products.
- ✓ Performance location, anticipated start date, period of performance, milestones, and delivery or acceptance requirements.
- ✓ Technical, security, accessibility, installation, licensing, warranty, and support requirements; evaluation criteria and quote deadline.

Fair Opportunity

The ordering contracting officer applies the applicable Federal Acquisition Regulation (FAR) Part 16 fair-opportunity requirements, agency procedures, and any authorized exceptions. NASA recommends the QRT to distribute requirements to eligible contract holders and support acquisition documentation. The contracting officer determines the solicitation criteria, evaluation approach, price reasonableness, and award decision.

PLACING AN ORDER

1. ### Prepare the agency order

Follow your agency's purchase request, funding, and approval procedures. The authorized ordering official issues the delivery or task order using the agency's form and unique order number. NASA SEWP processes orders but does not issue them for the agency.

2. ### Submit the order to NASA SEWP

Send the order and supporting documents to sewporders@sewp.nasa.gov. NASA verifies the offerings and pricing, assigns a SEWP Control Number (SCN), and forwards the processed order to MASY. The program team forwards orders received directly to NASA SEWP for processing.

3. ### Begin performance after processing

MASY begins fulfillment after NASA processes the order and assigns an SCN. Qualifying credit-card orders below the micro-purchase threshold follow the separate SEWP credit-card procedures in the current SEWP Contract Holder User Manual (CHUM). The program team coordinates contacts, schedules, and performance with the customer.

4. ### Route modifications through NASA SEWP

Send order modifications to sewporders@sewp.nasa.gov for processing. Identify the agency order number and SCN, if available. Changes to scope, funding, quantities, performance periods, or delivery requirements must be authorized by the ordering contracting officer and incorporated into the order as applicable.

EVERY ORDER MUST IDENTIFY

The MASY Group, LLC, its mailing address and telephone number (page 1), and contract number **80TECH26D0562**. Include the selected quote, applicable QRT request number, and:

- ✓ Order date and number; order NAICS code and contract type; issuing office's agency name and mailing address; ordering agency, if different; contracting officer's name, contact information, signature, and signature date.
- ✓ Contract line item numbers, descriptions, quantities, prices, and total value; statement of work and applicable terms.
- ✓ Funding and accounting information; billing and invoice address and instructions; ship-to agency name and address or performance location; service period and delivery schedule.

SEND ORDERS AND MODIFICATIONS TO
sewporders@sewp.nasa.gov

Order Status

For status updates, contact the MASY program team with the agency order number and SCN, if available. The team provides information on performance, deliverables, and issues requiring customer action.

INSTALLATION AND SUPPORT

Contact **masycontracts@masygroup.com** or **(703) 888-8121** for installation, warranty, technical, software, and post-delivery assistance. Bri Buri and Susan Sohn are the responsible program support contacts listed on page 1. Coverage, service hours, response requirements, and any associated charges follow the applicable contract and order terms.

Installation

Identify installation and configuration needs in the quote request. When included in the order, the program team coordinates the installation schedule, site readiness, access requirements, customer responsibilities, and acceptance activities with the customer and the assigned service provider. Request changes through the program team for review against the order's scope and terms.

Basic and Extended Warranties

Applicable basic warranty coverage is identified in the quote and order. The program team coordinates warranty assistance with the responsible manufacturer or service provider. For applicable offerings, extended warranties may be purchased and begin during the standard commercial warranty period, including at its end, in accordance with the contract. Contact the program team to request coverage or maintenance and discuss duration, exclusions, and pricing. Service performance and correction of deficient deliverables follow the applicable contract and order terms.

Technical and Software Support

Provide the affected service, system, application, or deliverable; the issue and its mission impact; when it began; and relevant error messages or prior troubleshooting. The program team coordinates with assigned technical staff or the responsible provider. Software updates, licensing, maintenance, and other support are provided as specified in the order and applicable license or support agreement.

TROUBLESHOOTING AND ESCALATION

For a delayed or incorrect deliverable, installation problem, performance concern, warranty question, or invoice discrepancy, send the program team:

- ✓ Agency order number and SCN, if available; affected line item, service, or deliverable; customer contact information.
- ✓ A description of the issue, relevant dates, mission impact, and supporting documentation appropriate for the communication channel.

The program team reviews the issue against the order, coordinates with the responsible personnel or provider, and communicates the proposed resolution and next steps. Matters requiring a change to the order are referred to the ordering contracting officer.

1. **MASY PROGRAM TEAM**
   masycontracts@masygroup.com | (703) 888-8121

2. **PROGRAM MANAGER AND DEPUTY**
   Bri Buri: bri.buri@masygroup.com
   Susan Sohn: susan.sohn@masygroup.com
   Include prior correspondence for review.

3. **NASA SEWP HELPLINE**
   For unresolved SEWP processing or program questions: help@sewp.nasa.gov

MASY telephone assistance: (703) 888-8121

NASA SEWP ASSISTANCE

HELPLINE EMAIL
help@sewp.nasa.gov

HELPLINE TELEPHONE
(301) 286-1478

PMO HOURS
Monday-Friday, 7:30 AM-6:00 PM Eastern

PROGRAM WEBSITE
www.sewp.nasa.gov/sewpvi/

ORDERING INFORMATION
www.sewp.nasa.gov/sewpvi/procurement/ordering-info/

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