



NASA Solutions for Enterprise-Wide Procurement (SEWP) VI

ORDERING GUIDE

Categories A and C

Contract Holder	AT-TRAK JV
SEWP VI Contract Number(s)	Category A - 80TECH26D0579 Category C - 80TECH26D0554
Ordering Guide Effective Date	November 01, 2026

Customer-Facing Ordering Guide

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1. Purpose and Use of This Guide

This Ordering Guide provides federal agencies and other authorized NASA SEWP customers with customer-facing instructions for obtaining quotes and placing orders with AT-TRAK JV under NASA SEWP VI. It is intended to help customers understand AT-TRAK JV's awarded scope, quote request process, order processing procedures, post-delivery support, warranty support, and escalation path.

2. Contract Overview

NASA Solutions for Enterprise-Wide Procurement (SEWP) VI is a Government-Wide Acquisition Contract (GWAC) administered by the NASA SEWP Program Management Office (PMO). SEWP VI provides authorized customers with a streamlined acquisition vehicle for Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services.

AT-TRAK JV is a SEWP VI Contract Holder with awards in Category A and Category C. Customers may use this guide together with official NASA SEWP ordering guidance and their agency's acquisition policies when developing requirements, requesting quotes, and placing orders.

Contract Holder	AT-TRAK JV
SEWP VI Contract Number(s)	80TECH26D0579 80TECH26D0554
Awarded Categories	Category A and Category C
Contract Period of Performance	11/01/2026 – 10/31/2036
UEI	LPVXB3VJ6UY6
CAGE Code	9UVL5
Business Size	SDVOSB
Main Office Address	3890 Puerto Place, Sierra Vista, AZ 85650

3. AT-TRAK JV SEWP VI Scope

AT-TRAK JV's SEWP VI offerings are limited to products, solutions, and services within the scope of its awarded SEWP VI contract and applicable approved contract content. AT-TRAK JV will review each customer's requirement for contract scope and ordering compliance before submitting a quote.

3.1 Category A - ITC/AV Solutions

Category A supports ITC/AV solutions. AT-TRAK JV may provide eligible products and solution components within its awarded and approved contract scope.

- AT-TRAK JV provides information technology, communications, and audio-visual products and solutions to support federal agency requirements. Available solution areas include computers and compute facilities; data storage; networking and communications equipment; printers, scanners, and other imaging technology; and IT power and cabling. Category A also covers audio and video systems, security and sensor equipment, and software and cloud technology. Related product-based services may include installation, integration, configuration, testing, training, maintenance, and technical support, as required by the order.

- Products quoted must be eligible for ordering under AT-TRAK JV's SEWP VI contract at the time of order.
- When an otherwise eligible product is not yet available on AT-TRAK JV's approved contract content, additional SEWP contract maintenance actions may be required before it can be ordered.

3.2 Category C - ITC/AV Mission-Oriented Services

Category C supports mission-oriented ITC/AV services within the SEWP VI scope. AT-TRAK JV may respond to customer service requirements that align with its awarded Category C scope, applicable labor categories, contract terms, and ordering requirements.

- AT-TRAK JV provides IT services to help federal agencies plan, develop, secure, operate, and improve their technology environments. Service areas include innovation; information and data analytics; application development; cybersecurity; and cloud services. Category C also covers digital multimedia and technical communications; IT operations and maintenance; help desk and call center support; network services; and database services. In-scope training, program management, and ancillary services are available to support the delivery and ongoing use of these solutions, as specified in the order.
- Customers should provide a Statement of Work (SOW), Performance Work Statement (PWS), Statement of Objectives (SOO), or equivalent requirement documentation when appropriate.
- The ordering agency remains responsible for its acquisition strategy, evaluation, award decision, and applicable fair-opportunity requirements.

4. Fair Opportunity and Use of the SEWP Quote Request Tool

SEWP VI is a multiple-award contract vehicle. Ordering agencies are responsible for complying with applicable fair-opportunity requirements and their own acquisition policies. NASA SEWP provides the Quote Request Tool (QRT) to support customer market research, Requests for Information (RFIs), Requests for Quote (RFQs), and other applicable competitive ordering activities.

Customers should consult current NASA SEWP guidance for the appropriate process for their requirements. AT-TRAK JV can assist customers with questions about AT-TRAK JV's capabilities and contract offerings but does not make the ordering agency's fair opportunity or source-selection determination.

5. How to Request a Quote from AT-TRAK JV

Customers may request a quote through the applicable NASA SEWP process. To support an accurate and timely response, the request should contain enough information for AT-TRAK JV to understand the technical, delivery, performance, and pricing requirements.

5.1 Information to Include in a Quote Request

- Agency and customer/contracting contact information.
- RFQ or requirement number, if applicable.
- Clear description of the requirement.
- Manufacturer/OEM and product names, when known.

- Manufacturer part numbers/SKUs, when known.
- Quantities.
- Required delivery date and ship-to location.
- Technical, configuration, interoperability, security, or other special requirements.
- SOW/PWS/SOO or equivalent documentation for service requirements.
- Service location and period of performance, when applicable.
- Requested warranty, maintenance, installation, or technical support requirements.
- Requested quote response date.
- Any special invoicing, acceptance, shipping, or delivery instructions that should be considered in the quote.

5.2 AT-TRAK JV Quote Contacts

Primary SEWP Sales / Quote Contact	Ruthie Somers, SEWP Sales Manager, rsomers@at-trak.com , quotes@at-trak.com , (520) 231-0220
Alternate Quote Contact	Isabella Self, Sales Fulfillment Manager, iself@at-trak.com , orders@at-trak.com , (520) 231-0220
General SEWP Sales Email	Quotes@at-trak.com
Hours of Operation	8:00 am- 5:00 pm Eastern Standard Time

5.3 What AT-TRAK JV Does After Receiving the Request

- Reviews the requirement for alignment with AT-TRAK JV's awarded SEWP VI scope.
- Verifies applicable products, services, contract content, and other ordering requirements.
- Coordinates with applicable OEMs, distributors, subcontractors, or service resources as needed.
- Develops pricing, delivery/performance information, and applicable warranty/support information.
- Performs required internal review and approval.
- Submits the quote through the appropriate SEWP/customer channel within the requested response timeframe when practicable.

6. How Orders Are Processed

After the ordering agency completes its evaluation and determines that an order will be placed with AT-TRAK JV, the order is processed in accordance with NASA SEWP and agency ordering procedures.

6.1 Customer-to-AT-TRAK Ordering Flow

1. Customer Requirement	The customer defines the ITC/AV product, solution, or service requirement.
2. Quote Request / Competition	The ordering agency conducts the appropriate SEWP quote request, market research, and/or fair opportunity process.
3. AT-TRAK Quote	AT-TRAK JV submits a responsive quote identifying the offered products/services, pricing, delivery/performance information, and applicable terms.

4. Agency Award / Delivery Order	The ordering agency issues the applicable delivery/task order in accordance with SEWP procedures.
5. SEWP Processing	The order is routed/processed through the NASA SEWP ordering process as applicable.
6. AT-TRAK Order Validation	AT-TRAK JV reviews the received order for consistency with the accepted quote, contract requirements, funding/order information, delivery details, and other applicable terms.
7. Fulfillment / Performance	AT-TRAK JV coordinates product fulfillment, delivery, installation, and/or service performance as applicable.
8. Acceptance and Invoicing	Customer acceptance and invoicing are handled in accordance with the order and applicable contract requirements.

6.2 Order Acknowledgement and Status

AT-TRAK JV will provide or coordinate appropriate order acknowledgement and status information. Customers should use the contact information below for questions involving order status, delivery, backorders, service scheduling, or other post-award matters.

Order Status Contact: Isabella Self, iself@at-trak.com, [mailto: orders@at-trak.com](mailto:orders@at-trak.com), (520) 231-0220

6.3 Order Changes and Modifications

Requests to change an awarded order - including quantity, configuration, delivery location, funding, period of performance, or other material terms - should be coordinated through the ordering agency's contracting/procurement office and processed in accordance with applicable NASA SEWP order modification procedures. Customers should not rely on informal email or verbal direction as a substitute for an authorized order modification when one is required.

7. Delivery, Installation, Warranty, and Post-Delivery Support

AT-TRAK JV will support customers after award by coordinating delivery/performance and helping route warranty, installation, technical support, software support, and other post-delivery issues to the appropriate resource.

7.1 Delivery and Installation Support

- Order and shipment status inquiries.
- Tracking information when available.
- Coordination of delivery discrepancies, shortages, or damaged shipments.
- Installation coordination when installation is included in the order.
- Coordination of service start dates and performance schedules for applicable Category C orders.

7.2 Basic and Extended Warranty Support

Warranty coverage may vary by manufacturer, product, solution, or ordered support package. AT-TRAK JV will identify applicable warranty/support information in the quote or associated product documentation when required and will assist the customer in reaching the appropriate support path.

- Manufacturer/OEM warranty support.

- Extended warranty or maintenance purchased with the order.
- Defective or dead-on-arrival (DOA) product coordination.
- Return Material Authorization (RMA) coordination when applicable.
- Replacement or repair coordination in accordance with the applicable warranty and order terms.

7.3 Technical and Software Support

For technical or software support issues, customers should provide the order number, product or service information, serial number when applicable, description of the issue, and relevant error or support information. AT-TRAK JV will coordinate with the appropriate OEM, distributor, software publisher, service provider, or internal resource as applicable.

7.4 Post-Delivery / Warranty Contacts

General Post-Delivery Support	support@at-trak.com
Warranty / RMA Support	support@at-trak.com
Technical / Software Support	support@at-trak.com
Delivery / Order Status	support@at-trak.com
Service Performance Support	support@at-trak.com

8. Troubleshooting and Escalation Procedures

Customers experiencing a problem with a quote, order, delivery, warranty request, invoice, or service should begin with the AT-TRAK JV contact responsible for that activity. If the matter is not resolved or requires management attention, the customer may escalate the issue using the following path.

Escalation Level	When to Use	Contact
Level 1 - Functional Support	Sales/Quote, Order Operations, Warranty/Support, or Billing contact responsible for the issue.	quotes@at-trak.com orders@at-trak.com support@at-trak.com
Level 2 - SEWP Program Management	Unresolved issue, contract/program question, significant delivery concern, or service-performance issue.	contracts@at-trak.com
Level 3 - Executive Escalation	Critical or unresolved issue requiring executive management attention.	contracts@at-trak.com

When escalating an issue, customers should provide the SEWP/order number (if available), agency name, point of contact, description of the issue, relevant dates, actions already taken, and the requested resolution.

9. Invoice and Billing Questions

Invoice and payment procedures will follow the terms of the applicable order and SEWP VI contract. Customers with invoice discrepancies or billing questions should contact AT-TRAK JV using the billing contact below and include the applicable order and invoice number.

Billing / Invoice Contact: PMO Team, (520) 231-0220, billing@at-trak.com

10. AT-TRAK JV Contact Directory

Function	Contact Information
SEWP Program Manager	Robert Kessler, rkessler@at-trak.com , contracts@at-trak.com , (520) 231-0220
SEWP Deputy Program Manager	Steve Hartmann, shartmann@at-trak.com , contracts@at-trak.com , (520) 231-0220
SEWP Sales / Quotes	Ruthie Somers, rsomers@at-trak.com , quotes@at-trak.com , (520) 231-0220
Order Operations / Order Status	Isabella Self, iself@at-trak.com , orders@at-trak.com , (520) 231-0220
Warranty / RMA	Isabella Self, iself@at-trak.com , support@at-trak.com , (520) 231-0220
Technical / Software Support	Isabella Self, iself@at-trak.com , support@at-trak.com , (520) 231-0220
Billing / Invoices	PMO Team, billing@at-trak.com , (520) 231-0220
Executive Escalation	Robert Kessler, rkessler@at-trak.com , contracts@at-trak.com , (520) 231-0220

11. NASA SEWP Program Management Office

Customers should use the current NASA SEWP website and official SEWP PMO resources for authoritative program-level ordering guidance, customer tools, training, and SEWP PMO contact information.

NASA SEWP Website: <https://www.sewp.nasa.gov/>

SEWP PMO Contact Information: help@sewp.nasa.gov, (301) 286-1478

12. Quick Reference - How to Order

- Define the requirement.
- Use the applicable NASA SEWP process/QRT and comply with agency fair-opportunity requirements.
- Provide sufficient technical, quantity, delivery, service, and support information.
- AT-TRAK JV reviews the requirement and submits a quote.
- The agency evaluates responses and makes its award decision.
- The authorized order is processed through the applicable SEWP ordering process.
- AT-TRAK JV validates the order and coordinates fulfillment or service performance.
- Use the AT-TRAK JV contact directory for order status, warranty, post-delivery support, billing, or escalation.