NASA SEWP VI

Solutions for Enterprise-Wide Procurement

Contract Holder

REDCEDAR TECHNOLOGY GROUP

Red Cedar TG-MTE, LLC

NASA SEWP VI ORDERING GUIDE

Category C – Mission-Based ITC/AV Service Solutions

Contract No. 80TECH26D0909

1. CONTRACT AT A GLANCE

FIELD	INFORMATION
Contract Holder	Red Cedar TG-MTE, LLC dba Red Cedar TG
SEWP VI Contract Number	80TECH26D0909
Category	C – Mission-Based ITC/AV Service Solutions
SEWP VI Contract NAICS	541512
Contract Type	Government-Wide Acquisition Contract (GWAC)
Period of Performance	11/01/2026 – 10/31/2036
SEWP VI Administrative Handling Fee	0.34% of order value; included in quoted pricing and not separately itemized on quotes or orders.
UEI	M9XRJJKC8DS4
Main Office Address	2115 Stephens Place, Suite 310 New Braunfels, TX 78130
Company SEWP Webpage	www.redcedartg.com/nasa-sewp-vi
SEWP Program Manager	Christa Griffith christa.griffith@redcedartg.com / (502) 417-1153
SEWP Deputy Program Manager	Steven McDonald steven.mcdonald@redcedartg.com / (270) 307-0703
Quote / Ordering Contact	Steven McDonald steven.mcdonald@redcedartg.com / (270) 307-0703
Order Issue	Raymond Gluck ray.gluck@redcedartg.com / (618) 977-0804
Post-Delivery Contact	Steven McDonald steven.mcdonald@redcedartg.com / (270) 307-0703

2. NASA SEWP VI OVERVIEW

NASA SEWP VI (Solutions for Enterprise-Wide Procurement) is a Government-Wide Acquisition Contract (GWAC) that provides Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services to Federal agencies and their approved contractors. SEWP VI consists of three contract categories: Category A for ITC/AV Product Solutions, Category B for Enterprise-Wide ITC/AV Service Solutions, and Category C for Mission-Based ITC/AV Service Solutions.

The SEWP Marketplace enables Federal agencies to conduct market research, identify available solutions, and request quotes through the online Quote Request Tool (QRT). Category C supports customized, mission- and program-level ITC/AV service requirements. Product-only requirements are outside the scope of Category C.

3. ABOUT RED CEDAR TG

Red Cedar TG is a federal contractor providing information technology, communications, audio-visual, and related technical services to Government customers. Red Cedar TG holds NASA SEWP VI Contract No. 80TECH26D0909 under Category C – Mission-Based ITC/AV Service Solutions, supporting customized ITC/AV requirements at the mission and program level. Through SEWP VI, Red Cedar TG can support mission-focused requirements involving network services, IT operations and maintenance, help desk support, cybersecurity, cloud services, application development, data analytics, database services, digital multimedia and technical communications, training, and program management. Red Cedar TG focuses on delivering responsive, compliant solutions that help federal customers maintain, modernize, and enhance the technology capabilities supporting their operational and mission requirements.

4. CATEGORY C SCOPE – MISSION-BASED ITC/AV SERVICE SOLUTIONS

Category C provides customized Mission/Program-level ITC/AV service solutions. Services may be performed at Government and/or Contractor locations worldwide as specified in each Order. Product-only requirements are not in scope.

5. TECHNICAL AREAS

TECHNICAL AREA 1C: INNOVATION SERVICES

Mission-specific Innovation Services that include both Innovation efforts of continuous improvement and innovation. Continuous improvement is defined as the ongoing effort to enhance the efficiency and effectiveness of the IT services. Innovation is defined as the process of identifying and implementing new ideas and breakthrough solutions that change and/or enhance services and result in additional Business and/or IT value.

TECHNICAL AREA 2C: INFORMATION & DATA ANALYTICS SERVICES (IDAS)

The Information and Data Analytics team is a virtually distributed, hybrid team of analysts, data scientists, developers, and technologists working together to rapidly prototype, develop, and deploy solutions to address the most pressing analytic challenges. Provide support for IDAS, including Data Science, Data Modeling, Big Data and Advanced Analytics, Artificial Intelligence, Machine Learning Methods, and Practices to the Agency. Support improving the use, management, and application of data by rapidly prototyping, developing, deploying, and maintaining solutions to address the most pressing analytic challenges.

TECHNICAL AREA 3C: APPLICATION SERVICES / SOFTWARE DEVELOPMENT

Perform assessment, planning, design, development, testing, integration, administration, maintenance, operational support, decommissioning, and documentation for new and existing applications defined at the order level for mission-specific applications. Track current technologies and trends as they relate to the desktop (native), server, web, Cloud as a Service, and mobile application environment support. Application development may require expertise in various areas including, but not limited to agile development practices; front and back-end development; automated (unit/integration/end-to-end) testing; Continuous Integration and Continuous Deployment; Application Programming Interface (API) development and documentation; Cloud deployment; Product management and strategy; Visual design; Building and testing public-facing sites and tools; etc.

TECHNICAL AREA 4C: CYBERSECURITY SERVICES

Cybersecurity standards, architecture, and engineering include assisting in designing and developing cybersecurity architecture and engineering, leveraging modern technologies such as the cloud, meeting Federal requirements, and enhancing the user experience. Cybersecurity and privacy services include continuous monitoring and threat detection, incident response and management, vulnerability management, cyber forensics and analysis, implementation of the National Institute of Standards and Technology (NIST) risk management framework, and cybersecurity posture assessment.

TECHNICAL AREA 5C: CLOUD SERVICES

Evaluate, recommend, implement, and support at the Mission/Program level for the adoption of various cloud technologies such as cloud environments (e.g., AWS GovCloud, Azure Government Cloud, Salesforce Government Cloud); cloud services (e.g., Amazon Web Services, iSite, Snowflake); and cloud service models (e.g., IaaS, PaaS, SaaS). Examples of Cloud services include but are not limited to:

Application Integration Services; Cloud Governance, Security, and Compliance; Cloud Strategy and Planning; Cloud Storage and Hosting; X as a Service (XaaS). Cloud Services includes all offerings and services associated with cloud services.

TECHNICAL AREA 6C: DIGITAL MULTIMEDIA & TECHNICAL COMMUNICATIONS SERVICES

This category includes, but is not limited to, mission-level television and Broadcasting services; mission website and social media operations; digital communications; institutional audiovisual support; publishing support; and foundational work in graphic, visual, electronic, and broadcast arts. Provide multimedia and communication products, systems, and services to support meeting institutional, programmatic, and mission requirements (e.g., still and motion imagery in support of center events; multimedia engineering, imagery acquisition, and video operations in support of engineering analysis; and mission operations).

TECHNICAL AREA 7C: IT OPERATIONS AND MAINTENANCE / HELP DESK / CALL CENTER SUPPORT

Support the operation and maintenance of IT systems. Operations and maintenance on IT systems include all software and hardware associated with mainframes, client/server, web-based applications, XYZ-as-a-Service, virtual desktop infrastructure, and networking. Operational Support includes Infrastructure Management Services (IMS) (Configuration Management; Network/Hardware Support; Resource Management; Backup and Recovery Management; Installation, Configuration, and Tuning; Electronic Software Licensing Services, including license: deployment, management, tracking, upgrading, etc.; System Management; IT Operation and Maintenance Planning; Data Quality Management; Continual Service Improvement; IT Infrastructure Optimization; Hardware Asset Management; Software Management) Provide a full array of services, staff, and expertise to operate and maintain Service Desk/Help Desk/ Call Center functions. Provide software system administration and operational support onsite or remotely as required. Install new software releases to supported locations/facilities/sites as required. This may include, but is not limited to, individual computer and peripheral maintenance and desk-side services.

TECHNICAL AREA 8C: NETWORK SERVICES

Manage a single end-to-end service provisioning organization that combines and streamlines LAN and WAN communications services for mission networks. Tasks, defined at the task order level, may include but are not limited to Providing continuity of service for legacy custom data network solutions for point-to-point network connections and point-to-point copper and fiber optic circuits; providing Corporate Network Services, Corporate Voice Services, Corporate Data Services, Corporate Collaboration Services, Corporate Management and Operations, Mission Services, Mission Management, and Operations, Customer Relationship Management, Service Management, Strategy Generation, Cybersecurity Support, Cable Plant Services, and Unified Communications and Collaboration (UCC).

TECHNICAL AREA 9C: DATABASE SERVICES

Manage database applications and services including database administration, Database Management System (DBMS) software, and associated database tools both on-premises and in the cloud. Database services include but are not limited to: Database creation; Database Monitoring and Alerting; Performance Tuning and Optimization; Database Administration and Security; etc.

TECHNICAL AREA 10C: IN-SCOPE TRAINING

Identify training requirements, obtain, or develop training programs and conduct training for technologies, systems, applications, and products. This includes but is not limited to: IT workforce development and competency-based training; training for personnel to ensure proper operation, maintenance, and testing of systems, applications, and products; training and knowledge transfer to technicians and other staff about services and associated products within the functional scope of the SEWP Contracts.

TECHNICAL AREA 11C: PROGRAM MANAGEMENT / ANCILLARY SERVICES & SUPPLIES

The Contractor may provide ancillary support as necessary to offer an IT services-based solution. The ancillary support described here may only be included in a task order when it is integral to and necessary for the IT services-based effort. Ancillary support may include, but is not limited to:

- Clerical support services
- Data entry services

6. FAIR OPPORTUNITY & REQUESTS FOR QUOTES

FAR 16.505(b)(1) requires that each contractor be given a fair opportunity to be considered for orders exceeding the applicable micro-purchase threshold, currently $15,000, issued under multiple-award contracts, subject to applicable exceptions. The Contracting Officer (CO) has discretion in establishing appropriate order placement procedures and must document the rationale for the placement and price of each order.

NASA SEWP recommends using its online Quote Request Tool (QRT) to facilitate fair opportunity and support the required acquisition decision documentation. The SEWP QRT automatically includes eligible Contract Holders within a selected Category or based on a suggested source. Fair opportunity must be provided to applicable Contract Holders within the selected SEWP Category or socioeconomic class, unless an authorized exception applies.

7. HOW TO OBTAIN A QUOTE

To request a quote for Category C mission-based ITC/AV services under Contract 80TECH26D0909, contact the Red Cedar TG quote and ordering point of contact:

Primary Quote Contact
Steven McDonald
steven.mcdonald@redcedartg.com | (270) 307-0703

Secondary Quote Contact
Christa Griffith
christa.griffith@redcedartg.com | (502) 417-1153

The NASA SEWP online Quote Request Tool (QRT) is the recommended method for requesting quotes and conducting market research. Customers may submit Requests for Information (RFIs), Market Research Requests (MRRs), or Requests for Quote (RFQs) through the SEWP Marketplace. Red Cedar TG provides quotes for in-scope Category C mission-based ITC/AV services, including authorized ancillary hardware or software when integral to the service requirement. Product-only requirements are outside the scope of Category C.

Red Cedar TG reviews requirements for technical scope, schedule, staffing, and pricing, and submits responses through the applicable SEWP process. Customers may also contact the designated Red Cedar TG sales representative for assistance with quote development.

HOW TO ORDER — THE SEWP VI PROCESS

1. **Define Requirements:** The ordering agency identifies its mission-based ITC/AV service requirements and prepares the applicable acquisition documentation, including a Statement of Work (SOW), technical specifications, and desired period of performance.
2. **Request Quotes:** The ordering agency uses the NASA SEWP Quote Request Tool (QRT), the recommended method, to solicit quotes from eligible Contract Holders in accordance with applicable Fair Opportunity requirements. Agencies may also use their own RFQ processes.
3. **Review and Evaluate Quotes:** Red Cedar TG reviews the requirement for contract scope, technical approach, staffing, schedule, and pricing and submits its response through the applicable quoting process. The ordering agency evaluates responses and selects a Contract Holder in accordance with its acquisition procedures.
4. **Issue the Delivery Order:** The ordering agency issues an authorized Delivery Order identifying Red Cedar TG-MTE, LLC and SEWP VI Contract No. 80TECH26D0909. The customer or Contract Holder submits the order to the NASA SEWP VI Program Management Office (PMO) at sewporders@sewp.nasa.gov for processing.
5. **SEWP PMO Order Processing:** The SEWP PMO enters the order into its system and assigns a case number. The PMO verifies the applicable Contract Line Item Numbers (CLINs) and order information. When verification is complete, the PMO assigns a SEWP Control Number (SCN) and notifies Red Cedar TG that the order has been processed. If CLIN information requires correction or verification, Red Cedar TG coordinates the required updates through the Contract Holder Only Page (CHOP).
6. **Order Acknowledgment and Service Initiation:** Red Cedar TG acknowledges receipt of the processed order through the applicable SEWP PMO email or CHOP workflow and coordinates service initiation with the ordering agency in accordance with the authorized Delivery Order and SOW.

INFORMATION TO INCLUDE IN A QUOTE REQUEST

For an efficient review, include the core details of the mission-based service requirement and the associated acquisition documentation:

- Issuing agency and ordering activity
- Description of the requirement and applicable Statement of Work (SOW)
- Technical objectives, service scope, and desired outcomes
- Proposed period of performance and delivery schedule
- Location(s) of performance
- Agency Contracting Officer or ordering point of contact
- Applicable staffing, labor category, and support requirements
- Security, access, or other agency-specific requirements, if applicable
- Any authorized ancillary hardware or software requirements integral to the requested services

- Requested quote response date

INFORMATION REQUIRED FOR EACH ORDER

The ordering agency should include the following information, as applicable, when submitting an authorized Delivery Order for processing through the NASA SEWP VI PMO:

- Date of order
- Signature or approved authorization of the Government Ordering Official
- Name and contact information of the Ordering Contracting Officer
- Name and telephone number of the authorized Government Ordering Official
- Name of the issuing agency
- Name of the ordering agency, if different from the issuing agency
- Unique Delivery Order number assigned by the ordering agency
- Contract Holder name: Red Cedar TG-MTE, LLC
- SEWP VI Contract Number: 80TECH26D0909
- Appropriation and accounting information
- Billing and invoice address
- Delivery address or service performance location
- Applicable SEWP VI Contract Line Item Numbers (CLINs) and descriptions
- Total order amount
- Statement of Work (SOW) and any additional mutually agreed terms and conditions
- Period of performance for associated services
- Government Purchase Card holder information, if applicable

AFTER ORDER PLACEMENT

Following processing by the NASA SEWP VI PMO, Red Cedar TG acknowledges receipt of the Delivery Order and coordinates service initiation with the ordering agency. Services are performed in accordance with the terms, conditions, schedule, and Statement of Work (SOW) established in the authorized order.

8. ORDER ISSUES, TECHNICAL SUPPORT, & POST-DELIVERY SUPPORT

INSTALLATION, WARRANTY, TECHNICAL SUPPORT, SOFTWARE SUPPORT AND OTHER POST-DELIVERY ISSUES

For installation, service initiation, basic or extended warranty, technical assistance, software support or other post-delivery issues, please contact:

> **Post-Delivery Support**
> **Steven McDonald**
> steven.mcdonald@redcedartg.com | (270) 307-0703

Services are performed in accordance with the applicable Statement of Work (SOW) and Delivery Order requirements. When an order includes authorized ancillary products, the manufacturer's standard commercial warranty applies when available. Extended warranty coverage may be provided when offered and included in the order.

Red Cedar TG coordinates installation, technical assistance, software support and post-delivery services with the customer and appropriate technical personnel. Availability and service levels are governed by the individual order.

HOW TO TROUBLESHOOT A PROBLEMATIC ORDER

If an order is delayed, incomplete, not as quoted or otherwise requires assistance, contact:

Order Issue Escalation
Raymond Gluck
ray.gluck@redcedartg.com | (618) 977-0804

Customers may report order-related issues by telephone or email. Please provide the agency name, Delivery Order number, SEWP Control Number (if available), ordering activity, and a description of the issue, including any relevant supporting documentation.

Red Cedar TG will document and track the reported issue, review the applicable order details, and coordinate with appropriate personnel to identify and implement corrective actions. Status updates will be communicated to the customer throughout the resolution process.

Red Cedar TG will continue coordinating with the ordering agency and applicable personnel until the issue is resolved. Any required changes to contractual terms or order requirements must be authorized by the ordering agency's Contracting Officer.

CONTACT RED CEDAR TG

Red Cedar TG-MTE, LLC
2115 Stephens Place, Suite 310, New Braunfels, TX 78130
www.redcedartg.com/nasa-sewp-vi
Quotes / service: Steven McDonald
steven.mcdonald@redcedartg.com | (270) 307-0703
Escalation: Raymond Gluck
ray.gluck@redcedartg.com | (618) 977-0804
Program Manager: Christa Griffith
christa.griffith@redcedartg.com | (502) 417-1153

9. NASA SEWP PMO CUSTOMER RESOURCES

NASA SEWP HELPLINE RESOURCES

NASA SEWP Program Management Office
Customer Support Email | help@sewp.nasa.gov
Customer Help Desk | (301) 286-1478
SEWP Orders Email | sewporders@sewp.nasa.gov
PMO Hours | Monday–Friday, 7:30 AM–6:00 PM ET
Official SEWP VI Website | https://www.sewp.nasa.gov/sewpvi/