NASA SEWP VI

Tetra FIT LLC Ordering Guide

Category B - Enterprise-Wide ITC/AV Service Solutions

Contract at a Glance

Contract holder: Tetra FIT LLC | Contract: 80TECH26D0671 | Competition group: Category B1, Unrestricted

Business size: Other Than Small Business

Website: https://www.tetratech.com/contracts/SEWPVI

Vehicle	NASA Solutions for Enterprise-Wide Procurement VI	**UEI**	CVZDZLR9Z5Z6
Category	Category B - Enterprise-Wide IT Service Solutions	**Ordering period**	Nov. 1, 2026 - Oct. 31, 2036
Deputy Program Manager	Philippe Dhawan	**Program Manager**	Steven Johnson

ABOUT TETRA FIT

Tetra FIT, a Tetra Tech joint venture, delivers scalable, secure, and innovative enterprise-wide technology services through the NASA SEWP VI Government-Wide Acquisition Contract. Tetra FIT LLC is a NASA SEWP VI Category B contract holder and provides enterprise-wide information technology, communications, and audio-visual service solutions that help federal agencies modernize infrastructure, strengthen cybersecurity, improve digital services, manage data, and sustain mission operations.

The joint venture combines Tetra Tech's science and engineering expertise with advanced analytics, technology, and federal IT delivery experience. Tetra FIT's interdisciplinary teams collaborate with customers to create customized, scalable solutions that extend the impact of technology investments, optimize performance, maximize resources, and address complex agency requirements.

Purpose of This Guide

This guide provides federal customers with Tetra FIT contract information, ordering steps, quote-request procedures, post-delivery support information, and points of contact for NASA SEWP VI orders.

1. SEWP VI Overview

NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup," provides Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services for Federal Agencies and their approved contractors. SEWP has evolved from a technology-product vehicle into a Government-Wide Acquisition Contract supporting broad ITC/AV solutions and services.

The SEWP VI contract structure includes three scope categories: Category A - ITC/AV Solutions; Category B - Enterprise-Wide ITC/AV Service Solutions; and Category C - Mission-Based ITC/AV Service Solutions. Tetra FIT holds a Category B contract.

Fair Opportunity

For orders subject to FAR 16.505(b)(1), the ordering agency is responsible for providing each eligible contractor a fair opportunity to be considered in accordance with applicable acquisition requirements. The NASA SEWP online Quote Request Tool (QRT) is designed to support the quote-request process and associated documentation.

2. Tetra FIT Category B Capabilities

Tetra FIT supports enterprise-wide ITC/AV service requirements across the Category B scope. Representative capabilities include:

Enterprise IT Modernization and Managed Services: Enterprise network engineering and operations; Infrastructure modernization; IT managed services; Service desk and user support; IT service management; Enterprise service integration; Performance measurement and continual improvement; Transition, deployment, and operational support.

Cloud and Digital Transformation: Cloud strategy and migration; Cloud architecture and engineering; Hybrid and multi-cloud solutions; Application modernization; DevSecOps and agile delivery; Platform integration; Infrastructure automation; Digital service transformation.

Cybersecurity and IT Security: Cybersecurity architecture and engineering; Continuous monitoring and threat detection; Vulnerability and remediation management; Risk management framework support; Security assessment and authorization; Incident response and contingency planning; Zero Trust-aligned modernization; Supply chain risk management.

Data, Analytics, and Artificial Intelligence: Data architecture and engineering; Data integration and management; Business intelligence; Advanced analytics and visualization; Artificial intelligence and machine learning; Process automation; Decision-support solutions; Data governance and quality management.

Application and Software Services: Application design and development; Legacy application modernization; Systems integration; Agile software delivery; DevSecOps automation; Testing and quality assurance; Application operations and sustainment; User experience and accessibility support.

Program Management and Mission Support: Program and project management; Acquisition and contract support; Financial and schedule management; Earned value management; Quality and performance management; Risk and issue management; Transition and phase-in support; Ancillary ITC/AV services and supplies integral to the solution.

Scope Confirmation

Customers may contact the NASA SEWP Help Desk for scope review and guidance when determining whether a requirement is within the SEWP VI contract scope.

3. How to Obtain a Quote

Customers should use the ordering procedures applicable to their agency and NASA SEWP VI. A typical ordering sequence is:

1. Define the mission need, desired outcome, environment, schedule, security considerations, constraints, and funding requirements.
2. Confirm alignment with Category B enterprise-wide ITC/AV service solutions and any agency-specific acquisition requirements.
3. Prepare the request for quote/information and submit it through the applicable NASA SEWP tools and procedures.
4. Identify Tetra FIT LLC where market research or fair-opportunity procedures permit.
5. Coordinate capability, acquisition, and quote questions with the Tetra FIT SEWP Program Office.
6. Issue the delivery order through the ordering agency procurement office and route it through the NASA SEWP Program Management Office as required.

Note: The program is self-funded through usage fees of 0.34%.

Order Requests, Order Issues, and Post Delivery Contacts

Program Manager	Steven Johnson, steven.johnson@tetrafitllc.com, 571-319-8818
Deputy Program Manager	Philippe Dhawan, philippe.dhawan@tetrafitllc.com, 703-841-2694

4. Ordering Process

The internal ordering process varies by agency. The issuing agency - not the NASA SEWP Program Management Office (PMO) - defines its internal purchase-request and delivery-order process. Typically, the end user develops a requirement and purchase request, which is routed with required funding information to the agency procurement office.

Any valid Federal Agency delivery-order form and associated delivery-order number may be used as permitted by the agency. The NASA SEWP PMO does not issue delivery orders; the issuing agency procurement office issues the order, and the SEWP PMO reviews, processes, tracks, and forwards issued delivery orders to the applicable contract holder(s).

Ordering officials remain responsible for compliance with agency-specific policies. Modifications to SEWP orders must also be routed through the NASA SEWP PMO in accordance with applicable procedures.

Required Order Information

- Ordering agency and contracting office
- Delivery-order number and contract number 80TECH26D0671
- Statement of work/performance work statement or other requirement description
- Period of performance and place(s) of performance
- Applicable security, accessibility, service-level, and reporting requirements
- Funding and invoicing instructions
- Contracting Officer / Contracting Officer Representative contacts
- Any negotiated terms, attachments, and order-specific deliverables

5. Installation, Warranty, Technical Support, and Post-Delivery Issues

NASA SEWP VI ordering-guide requirements call for policy and procedural information addressing installation, basic warranty, extended warranty, technical support, software support, and other post-delivery issues. Tetra FIT will document the applicable support model for each order based on the products, software, services, and third-party/OEM elements included in the awarded solution.

Support Area	Ordering Guide Procedure	Tetra FIT / Customer Contact
Installation	Installation, transition, deployment, and acceptance activities will be defined in the order, statement of work, quote, or implementation plan.	Tetra FIT Program Manager / order-specific delivery lead
Basic warranty	Applicable warranty terms will be identified in the quote/order documentation for any products, software, or services carrying warranty coverage.	Tetra FIT Program Office; applicable OEM/vendor as identified in the order
Extended warranty	Where extended warranty or maintenance is included, the period, coverage, and support channel will be stated in the quote/order.	Tetra FIT Program Office; applicable OEM/vendor
Technical support	Order-specific service-desk, incident, escalation, and response procedures will be defined for the awarded requirement.	Order-specific support lead; Tetra FIT Program Office for escalation
Software support	Software maintenance, licensing, updates, and vendor support terms will be identified when applicable to the ordered solution.	Tetra FIT Program Office; applicable software publisher/vendor

6. Troubleshooting a Problematic Order

1. Confirm the delivery-order number, Tetra FIT contract number, affected service/product, date, and issue description.

2. Contact the order-specific Tetra FIT delivery or support lead identified in the awarded order documentation.

3. If the issue is not resolved promptly, escalate to the Tetra FIT SEWP Program Manager or Deputy Program Manager.

4. For ordering-system, scope, or SEWP process questions, contact the NASA SEWP Help Desk.

5. For contractual changes, funding changes, or order modifications, coordinate through the ordering agency Contracting Officer and applicable NASA SEWP procedures.

Escalation Contacts

Program Manager	Steven Johnson, steven.johnson@tetrafitllc.com, 571-319-8818
Deputy Program Manager	Philippe Dhawan, philippe.dhawan@tetrafitllc.com, 703-841-2694

NASA SEWP Program Support

SEWP Help Desk: help@sewp.nasa.gov | (301) 286-1478 | SEWP PMO hours: Monday-Friday, 7:30 AM-6:00 PM Eastern Time | www.sewp.nasa.gov