cyDaptiv Solutions, Inc.

NASA SEWP VI Ordering Guide

Government-Wide Acquisition Contract (GWAC)

Contract Number 80TECH26D0848 • Category C – ITC/AV Mission-Based Services

Period of Performance: November 1, 2026 – October 31, 2036

Version 1.0 | October 26, 2026

cyDaptiv Solutions, Inc. • Rockville, Maryland • www.cydaptiv.com

This guide is published at https://cydaptiv.com/contract-vehicles/nasa-sewp-vi/ and is updated within 10 business days of any contract modification.

1. About cyDaptiv Solutions, Inc.

cyDaptiv Solutions, Inc. is a cybersecurity, IT services, and systems engineering firm headquartered in Rockville, Maryland, serving Department of Defense and federal civilian agencies. cyDaptiv delivers mission-based information technology and communications services, with core capabilities in:

- Cybersecurity solutions integration, Risk Management Framework (RMF) authorization support, and continuous monitoring
- Facility-Related Control Systems (FRCS) and operational technology cybersecurity, including for U.S. military medical facilities
- Systems engineering, network operations, and IT service management
- Enterprise IT support delivered on-site and remotely across CONUS and OCONUS locations, including Germany, Korea, Japan, and Hawaii

cyDaptiv is a small business that operates an ISO/IEC 27001-certified information security management system. Under NASA SEWP VI, cyDaptiv provides services only; it does not resell hardware or software under this contract.

Corporate website: https://cydaptiv.com **SEWP VI page:** https://cydaptiv.com/contract-vehicles/nasa-sewp-vi/

2. NASA SEWP VI Overview

NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup," is a multi-award Government-Wide Acquisition Contract (GWAC) managed by the NASA SEWP Program Management Office (PMO) at Goddard Space Flight Center. SEWP provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services to all federal agencies and their authorized support contractors. SEWP VI is the sixth generation of the program and is organized into three scope categories:

- **Category A –** ITC/AV Solutions (products and product-based solutions)
- **Category B –** Enterprise-Wide ITC/AV Service Solutions
- **Category C –** Mission-Based ITC/AV Service Solutions — cyDaptiv's awarded category

Category C covers mission-based technology services such as cybersecurity and security systems services, ITC/AV-based engineering and design services, network operations and telecommunications services, data processing and analysis, hosting and related services, ITC/AV management and consulting services, and digital government services.

The SEWP program is self-funded through a 0.34% fee that is included in the price of every offering; the fee is never shown as a separate line item on a quote or order.

Contract information

Item	Detail
Contractor	cyDaptiv Solutions, Inc. 909 Rose Ave. Suite 400 Rockville, MD 20852
Contract type	Multiple-award, indefinite-delivery/indefinite-quantity Government-Wide Acquisition Contract (GWAC)

Item	Detail
Contract number	80TECH26D0848
Category / Group	Category C – ITC/AV Mission-Based Services; Group C1 (Small Business Set-Aside)
NAICS	541512 – Computer Systems Design Services (master contract NAICS 541519)
Period of performance	November 1, 2026 – October 31, 2036
SEWP fee	0.34%, included in all quoted and invoiced prices (no separate line item)
Order types	Firm-fixed-price, time-and-materials, and labor-hour task orders as permitted by the ordering agency and the SEWP contract
Eligible users	All federal agencies and their authorized contractors, as defined in the SEWP contract

3. Fair Opportunity

cyDaptiv's SEWP VI contract (clause A.1.13, Fair Opportunity and Requests for Quotes) states:

> *"Contractors will be provided 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."*

FAR 16.505(b)(1) requires that each awardee be given a fair opportunity to be considered for each order exceeding the micro-purchase threshold issued under a multiple-award contract. The method used to provide fair opportunity is at the discretion of the ordering Contracting Officer, who documents the rationale for placement and price of each order. The NASA SEWP Quote Request Tool (QRT) is the recommended method: it automatically includes the Contract Holders within the selected category and group and produces the fair-opportunity documentation for the order file.

4. How to Obtain a Quote

Recommended method — the SEWP Quote Request Tool (QRT). Agencies issue Requests for Information (RFI), Market Research Requests (MRR), and Requests for Quote (RFQ) through the QRT at www.sewp.nasa.gov. Select Category C and the appropriate group; cyDaptiv receives the request through the SEWP Contract Holder Only Page and responds through the SEWP system. Questions during an open request are handled through the request's Q&A feature.

1. Define the requirement (statement of work or performance work statement, period of performance, place of performance, and any set-aside determination).
2. Log in to the SEWP QRT at www.sewp.nasa.gov and create the request, selecting Category C. Attach the requirement and set the response date.
3. cyDaptiv submits its quote through the SEWP system, with a stated validity period. Quoted prices include the 0.34% SEWP fee.
4. The ordering agency evaluates quotes, documents its fair-opportunity rationale, and issues the task or delivery order through its own procurement office.

Scope and capability questions before a request is issued. For market research, capability discussions, or help scoping a Category C requirement, contact cyDaptiv's SEWP sales team:

Name	Role	Email	Phone
Erick Iverson	Chief Growth Officer — SEWP sales lead	erick.iverson@cydaptiv.com	406-564-9625
Curtis Hefflin	President / CEO, SEWP Program Manager	curt@cydaptiv.com	571-274-4407
SEWP sales inbox	Monitored 7:00 AM – 6:00 PM ET, Monday–Friday	sewp.sales@cydaptiv.com	301-804-3205 (main office)

Please note: once an RFQ has been issued through the QRT, communication about that request takes place only through the SEWP system's Q&A feature, in accordance with SEWP program rules.

5. Ordering Process

Each agency's internal process for Purchase Requests, Task Orders, and Delivery Orders is defined by the issuing agency, not by the NASA SEWP PMO. The typical flow is:

1. The agency selects cyDaptiv's quote and its procurement office issues a task or delivery order on any valid federal order form, citing contract 80TECH26D0848.
2. The order is submitted to the NASA SEWP PMO (sewporders@sewp.nasa.gov), which reviews and processes it and assigns a SEWP Control Number (SCN).
3. cyDaptiv acknowledges receipt of the order in the SEWP system within one business day of processing and begins performance only after the SCN is assigned.
4. cyDaptiv provides order status updates through the SEWP system within two business days of any change, and a final task order report within 30 days of completion.

Modifications to an order also route through the SEWP PMO. Credit-card micro-purchases initiated directly by the agency are handled in accordance with SEWP program rules.

6. Service Delivery and Support Procedures

cyDaptiv provides services only under SEWP VI. The following policies and procedures apply to every Category C task order.

6.1 Installation and transition-in

Within five business days of SCN assignment, cyDaptiv's assigned project or program manager contacts the ordering Contracting Officer's Representative (COR) to schedule a kickoff meeting, confirm the period of performance, places of performance, deliverable schedule, and reporting cadence, and complete any onboarding, access, or clearance actions required by the agency. A transition-in plan is delivered at or before kickoff when the task order requires one.

6.2 Basic warranty — quality of services

cyDaptiv warrants that all services are performed in a professional manner by qualified personnel in accordance with the task order's statement of work and cyDaptiv's quality management system. Any

deliverable or service the COR identifies as non-conforming within 30 calendar days of delivery is corrected or re-performed at no additional cost to the Government.

6.3 Extended warranty and continuing support

Support beyond the task order's period of performance is provided through option periods, follow-on task orders, or a separately priced sustainment CLIN quoted through the SEWP QRT. cyDaptiv honors the stated validity period of every quote and will quote continuing support at the agency's request.

6.4 Technical support

Technical support for services under an active task order is provided by the assigned cyDaptiv team during the hours specified in the task order, with escalation to the Director of Operations. Support requests are acknowledged within one business day; urgent operational issues affecting a mission system are escalated by phone to the contacts in Section 6.6.

6.5 Software support

cyDaptiv does not resell software under SEWP VI. Where a task order includes configuration, operation, or maintenance of agency-owned or agency-licensed software, cyDaptiv supports that software to the extent defined in the task order; vendor licensing and vendor-level support remain with the software publisher or the agency's license agreement.

6.6 Post-delivery support contacts

Name	Role	Email	Phone
Sonia Lacayo	Director of Operations — post-delivery and technical support	sonia.lacayo@cydaptiv.com	240-242-7307
Curtis Hefflin	President / CEO — executive escalation	curt@cydaptiv.com	571-274-4407

7. Order Troubleshooting and Customer Service

If an order has a problem — a missing SCN acknowledgment, a delay, a performance or deliverable concern, an invoicing question, or a discrepancy between the order and the quote — use the following procedure:

1. Contact cyDaptiv customer service (below) by email or phone with the SEWP Control Number, the agency order number, and a description of the issue.
2. cyDaptiv acknowledges the issue within one business day, assigns an owner, and provides a resolution plan with a target date.
3. Status is reported to the requester until the issue is closed; any change affecting order status is also updated in the SEWP system within two business days.
4. Unresolved issues escalate to the SEWP Program Manager (Section 8). Agencies may also contact the NASA SEWP Help Desk (Section 9) for program-level assistance.

Customer service / order troubleshooting contacts

Name	Role	Email	Phone
Sonia Lacayo	Director of Operations — customer service and order troubleshooting	sonia.lacayo@cydaptiv.com	240-242-7307
Curtis Hefflin	President / CEO — escalation	curt@cydaptiv.com	571-274-4407

8. cyDaptiv SEWP Program Management Contacts

Name	Role	Email	Phone
Curtis Hefflin	SEWP Program Manager (President / CEO)	curt@cydaptiv.com	571-274-4407
Sonia Lacayo	SEWP Deputy Program Manager (Director of Operations)	sonia.lacayo@cydaptiv.com	240-242-7307

Corporate office: 301-804-3205 • https://cydaptiv.com

9. NASA SEWP Program Management Office

Resource	Detail
SEWP website	www.sewp.nasa.gov
SEWP Help Desk (customers)	help@sewp.nasa.gov • (301) 286-1478
SEWP PMO hours	Monday–Friday, 7:30 AM – 6:00 PM Eastern
Order submission	sewporders@sewp.nasa.gov
Scope questions	Send an overview or bill of materials to help@sewp.nasa.gov for a scope determination

10. Revision History

Version	Date	Change
1.0	October 26, 2026	Initial publication for contract activation.