ZERMOUNT
LEAD THROUGH EXCELLENCE

NASA SEWP VI ORDERING GUIDE

Mission-focused Cybersecurity and Enterprise IT services

CATEGORY B	CATEGORY C
Enterprise-Wide ITC/AV Services	ITC/AV Mission-Based Services
(Zermount's Contract #: 80TECH26D0674)	(Zermount's Contract #: 80TECH26D0265)

A Direct Path From Mission Need's To Executable Orders

Zermount helps federal clients shape, compete, award, and execute SEWP VI service requirements with disciplined acquisition support and accountable delivery.

CLEARED DELIVERY

Top Secret (TS) facility clearance ***(CAGE: 72G83)*** and delivery readiness for sensitive mission environments.

ENTERPRISE SERVICES WITH MISSION FOCUS

Secure mission and enterprise transformation; from strategy through execution. We modernize environments, strengthen resilience, and advance mission outcomes.

Proven Federal Prime Experience

DHS | TSA | U.S. Secret Service (USSS) | Library of Congress (LOC) | U.S. Patent & Trademark Office (USPTO) | Treasury | Internal Revenue Service (IRS) | NIH | NCI | VA

What You Can Buy Through Zermount

CYBERSECURITY	ENTERPRISE IT	TECHNICAL MANAGEMENT
✓ Adversary Emulation & Pen Testing	✓ Enterprise IT Architecture & Engineering	✓ Program, Project & Portfolio Mgmt. (PPM)
✓ Automation & Orchestration	✓ Systems Integration & Platform Implementation	✓ Agile & Hybrid Delivery Mgmt.
✓ Cloud Security & Modernization	✓ IT Service Mgmt. & Service Delivery	✓ Performance Mgmt.
✓ Continuous Monitoring (ISCM / CDM)	✓ Configuration & Asset Mgmt.	✓ Delivery Governance & Assurance
✓ Cyber Defense & Advanced SecOps	✓ Data Mgmt. & Analytics	✓ Managed Services & Operations
✓ Security & Compliance Engineering	✓ IT, OT & IoT Visibility & Compliance	✓ Process Optimization
✓ Incident Response & Threat Hunting	✓ Enterprise Technology Advisory	✓ Performance Improvement
✓ Identity & Access Mgmt. (ICAM)	✓ Technology Integration	✓ Technical & Strategic Advisory
✓ Security Architecture & Engineering	✓ Modernization & Optimization	
✓ Zero Trust Architecture & Implementation		

Contract Quick Facts

CONTRACT HOLDER	DESIGNATION	UEI | CAGE	NAICS
Zermount, Inc.	Small Business and SDVOSB	ML65Z3L75MQ1 | 72G83	541512 | 541511 | 541519
ORDERING PERIOD	**ADMIN. FEE**	**HEADQUARTERS**	**CERTIFICATIONS**
Nov. 1, 2026 - Oct. 31, 2036*	Up to 0.34%; included in total price	Arlington, Virginia	ISO 9001 | 20000-1 | 27001

**Five-year base plus one five-year option, subject to contract activation and option exercise.*

ISO 9001:2015 CERTIFIED COMPANY · ISO 20000-1:2018 CERTIFIED COMPANY · ISO 27001:2022 CERTIFIED COMPANY · CMMI ML3 APPRAISED · SBA SERVICE-DISABLED VETERAN-OWNED CERTIFIED

SEWP VI AT A GLANCE

The essential acquisition information buyers need before developing an order.

THE VEHICLE	ZERMOUNT PRIME AWARDS
NASA SEWP VI is a multiple-award, indefinite-delivery/indefinite-quantity Government-Wide Acquisition Contract for Information Technology, Communication, and Audio-Visual products, solutions, and services. It is available to NASA, DoD, all federal agencies, and authorized support contractors. Send a requirement summary to help@sewp.nasa.gov for a NASA scope review. SEWP VI provides a broad framework for acquiring IT, cybersecurity, engineering, cloud, data, and technical management services in 11 technical areas and with over 50 labor categories.	**Category B: Enterprise-Wide ITC/AV Service Solutions** **Category C: Mission-Based ITC/AV Service Solutions**

NASA SEWP Program Office: help@sewp.nasa.gov | 301-286-1478 | www.sewp.nasa.gov | M -F: 7:30 a.m. to 6:00 p.m. ET

FAIR OPPORTUNITY

As a multiple-award GWAC, SEWP VI requires ordering agencies to follow the fair opportunity provisions of FAR 16.505(b) and their own agency procedures. NASA's SEWP Quote Request Tool (QRT) shares customer requirements with eligible contract holders. Zermount responds to RFQs, RFIs, market research, and other authorized SEWP VI requests IAW its contract terms and the Contract Holder User Manual (CHUM).

ORDERING AND CUSTOMER SUPPORT

Four steps to place an order, and a named Zermount team behind every one of them.

Four Steps to Place an Order

1. Define requirements
Prepare a SOW, PWS, or BOM. Include quantities or labor needs, locations, schedule, security requirements, Section 508 accessibility requirements, support coverage, and agency and technical contacts.

2. Request a quote
Issue the request through NASA's Quote Request Tool (QRT), or contact Zermount Quotes and Customer Inquiries for services within the awarded scope. State the due date, evaluation criteria, and required quote validity, and follow the fair opportunity procedures on page 1.

3. Obtain agency approval
Submit the purchase request and funding through your agency procurement office. Your Contracting Officer (CO) evaluates quotes and issues the delivery order (DO). Neither Zermount nor the NASA SEWP Program Management Office (PMO) issues your agency's DO.

4. Route through NASA
Send the signed DO and supporting quote to sewporders@sewp.nasa.gov or fax 301-286-0317. The PMO reviews, processes, tracks, and forwards the order. Obtain the SEWP Tracking Number (STN) and Zermount's order validation before work begins. Route all modifications through the PMO.

ORDER TYPES AND PRICING: Available order types include Firm-Fixed-Price (FFP), Time-and-Materials (T&M), Labor-Hour (LH), and permitted commercial hybrids, subject to the awarded contract and required CO determinations. The authorized CO selects the order type and applicable NAICS code. Orders must stay within the selected contract scope.

MARKET RESEARCH SUPPORT THAT HELPS YOU MOVE. Before an RFQ, Zermount can support authorized market research with capability briefings, responses to RFIs and sources-sought notices, rough-order-of-magnitude (ROM) planning input, and scope-aligned solution discussions. This support does not replace the ordering agency's acquisition judgment or fair opportunity obligations. Every Zermount quote identifies its validity period and applicable SEWP contract information.

SENSITIVE OR CLASSIFIED REQUIREMENT? Do not place classified requirements, PII, or other sensitive Government information in an ordinary SEWP submission. Use the SEWP notification process and the secure communication method established by the issuing agency. Contact the Zermount SEWP team for coordination consistent with NASA procedures.

ORDERING CHECKLIST

□ Date of order and agency order number	□ Billing and invoice address	□ SOW/PWS/SOO and applicable terms
□ Authorized ordering official & contact information	□ Shipping or place-of-performance address	□ Period of performance for services
□ Issuing agency; ordering agency if different	□ SEWP CLINs and descriptions	□ Security, privacy, C-SCRM, and 508 needs
□ Appropriation and accounting data	□ Total order amount	□ Signed order and supporting quote

IMPORTANT ROLES

Ordering agency: Defines the requirement, conducts the acquisition, satisfies fair opportunity, evaluates quotes, funds the action, and issues the delivery order.

NASA SEWP PMO: Reviews, processes, tracks, and forwards issued orders; supports vehicle, scope, and order-routing questions.

Zermount: Provides compliant quotes, validates received orders, performs awarded work, and supports delivery and post-award issue resolution.

Contracting Officer: Only the authorized CO may change order scope, price, schedule, funding, or other contractual terms.

CUSTOMER SUPPORT FROM FIRST QUESTION THROUGH CLOSEOUT

Named contacts, clear escalation, and practical issue resolution.

NEED	CONTACT	PHONE	EMAIL
Quotes, RFIs, market research, and order administration	Jasmine Caletta *Quotes & Inquiries*	703-832-9311 ext. 923	sewpvi@zermount.com
Program and contract oversight; final executive escalation	Terry H. Butler *SEWP Program Manager*	703-832-9311 ext. 957	tbutler@zermount.com
Installation, warranty, technical/software support, post-delivery issues, and urgent escalation	Johanna Javier *Deputy Program Manager*	703-832-9311 ext. 955	jj@zermount.com

DELIVERY, WARRANTY, AND POST-AWARD SUPPORT

Installation and implementation	Include required implementation services in the order. Zermount coordinates access, schedule, deliverables, acceptance, and transition with the Government team.
Warranty and technical support	Basic warranties and service-performance obligations follow the applicable contract and order. Request extended warranty, maintenance, technical support, or software support during quoting so coverage and service levels are included in the order.
Post-delivery assistance	For warranty claims, software issues, service deficiencies, delivery discrepancies, or invoice questions, contact the Deputy Program Manager with the order number and relevant evidence. Service hours and response commitments follow the purchased coverage.

RESOLVE AN ORDER ISSUE

1. START
Quotes & Customer Inquiries or Deputy Program Manager

2. ESCALATE
Deputy Program Manager

3. EXECUTIVE
SEWP Program Manager

Provide the contract number, delivery order number, SEWP Control Number (SCN), affected CLIN or asset, issue description, mission impact, supporting evidence, and requested resolution date. Ask for a case reference and the next update milestone. Contact the NASA SEWP PMO for vehicle or routing issues.

START THE CONVERSATION

Tell us what the mission requires.

We will help your acquisition team translate it into a scope-aligned, competitive SEWP VI order.

sewpvi@zermount.com | (P): 703-832-9311 | https://www.zermount.com/

Governing documents. The executed contract, current Contract Holder User Manual, NASA SEWP guidance, and ordering agency procedures govern. Zermount will update this guide within 10 business days after each contract modification. Before each public release, validate contract dates, business designation, contacts, links, administrative fee, and routing instructions against the executed contracts and current NASA SEWP guidance.