NASA SEWP VI

Solutions for Enterprise-Wide Procurement

Contract Holder

SEWP VI OVERVIEW

The NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup", provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services for all Federal Agencies and their approved contractors.

NASA Solutions for Enterprise-Wide Procurement (SEWP) VI is a multi-award Government-Wide Acquisition Contract (GWAC) vehicle. It features a $20B ceiling per prime contract and a 10-year ordering period. The GWAC core purpose is to streamline procurement of commercial IT, communications, audiovisual (ITC/AV) products, cloud, cybersecurity, and related professional services. The GWAC is divided into three segments: Category A, Category B, and Category C.

FAIR OPPORTUNITY

FAR 16.505(b) (1) provides that each contractor shall be given fair opportunity to be considered for each order exceeding $10,000 and issued under multiple award contracts. The FAR states that the method to obtain fair opportunity is at the discretion of the Contracting Officer (CO) and that the CO must documetn the rationale for placement and price of each order. Using the SEWP online Quote Request Tool is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP Quote Request Tool (QRT) will automatically include the Contract Holders within a selected Group or based on a suggested source.

epic
BROADBAND SOLUTIONS

EPIC BROADBAND SOLUTIONS
Category A Contract
80TECH26D0705

POP: 11/1/2026 - 10/31/2036

SEWP VI Fee: 0.34%

Main Office Address:
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112 Inverness Cir E Ste A,
Englewood, CO 80112
Phone: (720) 904-5200

SEWP VI PROGRAM SUPPORT

Order Issues and Post-Delivery Contacts

Epic SEWP VI PM:
Sheri Ridgeway
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(720) 904-5200

Epic SEWP VI DPM:
Ross Ridgeway
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(720) 904-5200

SEWP HELPLINE

help@sewp.nasa.gov
(301) 286-1478
SEWP PMO Hours:
M-F, 7:30 AM – 6 PM(ET)
www.sewp.nasa.gov

ABOUT EPIC BROADBAND SOLUTIONS

Epic Broadband Solutions is a global manufacturer and distributor of network hardware. Founded in 2001, we offer our clients superior material management through specialized account managers and our proprietary customer portal. We focus heavily on market research and product development to bring our clients the newest technology in custom, long-range fiber optics and the latest in innovative fiber design.

WHAT'S IN SCOPE FOR SEWP VI?

SEWP is designed to provide a broad suite of Information Technology, Communication and Audio Visual (ITC / AV) solutions and services. Technology is ever-evolving and for that reason SEWP's processes enable our Contract Holders to add new commercial technology and IT services to their contract daily, as requested by our customers. The focus of SEWP is on the full suite of technology offerings that simplify Governmental access and Industry offerings across the entire ITC/AV solutions and services landscape. SEWP is composed of three (3) scope categories detailed below. If you would like SEWP to determine if your requirement is within scope of the SEWP VI contract, please send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov and we will quickly review and provide feedback.

The SEWP Contracts were awarded by scope category, the three categories are:
Category A -ITC/AV Solutions
Category B -Enterprise-Wide ITC/AV Service Solutions
Category C -Mission-Based ITC/AV Service Solutions

ORDERING PROCESS

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase Requests (PR) and Delivery Orders (DO) that are issued against a SEWP contract is defined by the issuing Agency, not the NASA SEWP Program Management Office (PMO). The typical process is for an end-user to determine a requirement and generate a Purchase Request (PR).

The PR along with any necessary funding information is sent to that Agency's procurement office which results in the issuance of a DO. Any valid Federal Agency DO form, and the associated Delivery Order number may be used. The NASA SEWP Program Management Office (PMO) does not issue DOs - these must be issued through the issuing Agency's procurement office. The SEWP Program Management Office (PMO) reviews, processes and tracks issued DOs and forwards them to the Contract Holder(s).

Some Agencies have special requirements for issuing IT Delivery Orders. It is the Issuing Agency's Contracting Officers' (COs/KOs) responsibility to be aware of any Agency-specific policies regarding issuing orders via an existing contract vehicle and Government-Wide Acquisition Contracts. There are no requirements under the SEWP Contracts for issuing Agencies to use other intermediary procurement offices, except as directed through their own internal polices.

If modifications are made to any order, these modifications must also route through the SEWP Program Management Office (PMO).

HOW TO OBTAIN A QUOTE FROM EPIC

Federal agencies and authorized ordering activities may request quotes for eligible hardware, software, or services available under Epic Broadband Solutions' NASA SEWP VI contract.

To request a quote, customers may contact Epic's SEWP VI sales representatives below. When requesting a quote, please include available part numbers or product descriptions, quantities, technical or compatibility requirements, delivery location, required delivery timeframe, and any installation, warranty, support, software, or post-delivery requirements.

Epic will review the request and provide a quote response in accordance with applicable SEWP VI ordering procedures. If additional information is needed, Epic will contact the customer for clarification.

SEWP Quote | Sales Representatives

Sheri Ridgeway
Epic SEWP VI Program Manager
sheri@epicbbs.com
(720) 904-5200

Ross Ridgeway
Epic SEWP VI Deputy Program Manager
rossr@epicbbs.com
(720) 904-5200

General quote support:
sales@epicbbs.com
(720) 904-5200

PROBLEM ORDER | ORDER ISSUE SUPPORT

Epic Broadband Solutions is committed to helping agencies resolve order-related issues promptly and professionally. For questions or concerns involving an active SEWP VI order, customers should contact Epic's SEWP VI Program Support team as soon as the issue is identified.

Examples of order issues may include:

- Order status or shipment tracking questions
- Delayed shipment or delivery timing concerns
- Damaged product upon receipt
- Incorrect item, quantity, or configuration received
- Warranty or replacement questions
- Technical support or product-support questions
- Post-delivery support needs
- Questions related to order modifications or required documentation

When contacting Epic, please include the SEWP Control Number, agency order number, contract number if available, product or part number, description of the issue, requested resolution, and the best customer point of contact.

Epic will review the issue, coordinate internally and with the applicable manufacturer, provider, distributor, or carrier as needed, and respond with the next steps. Where an order modification, delivery correction, replacement, return, or other formal action is required, Epic will coordinate with the ordering agency and follow applicable SEWP VI order procedures.

Order Issues and Post-Delivery Support Contacts

Sheri Ridgeway
Epic SEWP VI Program Manager
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(720) 904-5200

Ross Ridgeway
Epic SEWP VI Deputy Program Manager
rossr@epicbbs.com
(720) 904-5200

INSTALLATION, WARRANTY, AND SUPPORT TERMS

Because SEWP VI includes a broad and continually evolving range of ITC/AV products, services, and solutions from multiple OEMs and providers, installation, warranty coverage, maintenance, technical support, software support, and post-delivery terms may vary by manufacturer, product line, configuration, service offering, and order-specific requirements.

For Epic Broadband Solutions offerings that include installation, warranty, maintenance, technical support, software support, or other post-delivery support components, the applicable terms will be identified in the approved SEWP quote, applicable manufacturer or provider documentation, and the resulting SEWP order. Where OEM or third-party warranty terms apply, Epic will disclose the applicable manufacturer or third-party warranty information as part of the quote or order-support process.

Unless installation or extended support is specifically included in the quote and resulting SEWP order, Epic's standard product orders should be understood as product supply orders supported by the applicable manufacturer, provider, or Epic product-support terms. Any special installation, configuration, support, maintenance, delivery, or post-delivery requirements should be identified by the ordering agency during the quote request process so Epic can confirm availability, scope, pricing, lead time, and any required support terms.

For questions regarding installation, warranty, technical support, software support, or post-delivery terms for a specific product, order, or quote, please contact:

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(720) 904-5200

Ross Ridgeway
Epic SEWP VI Deputy Program Manager
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This guide will be updated as needed to remain aligned with the SEWP VI Contract Holder User Manual.