iTech AG

NASA SEWP VI

Ordering Guide



iTech AG LLC

IT Services and Solutions for Federal Missions

Category B Contract	80TECH26D1590
Category C Contract	80TECH26D1459
Business Size	Small Business
UEI	NK24DGVNDFX9
SEWP VI Anticipated PoP	November 1, 2026 - October 31, 2036
SEWP VI Website	https://www.itechag.com/sewp-vi/

Primary SEWP Contact

Randall Brown | Executive Vice President / SEWP VI Program Manager | randall.brown@itechag.com | 512-557-2829

Version 2.1 | November 2026

1. Purpose and SEWP VI Overview

This Ordering Guide provides federal customers with information needed to request quotes, place orders, obtain support, and resolve order issues with iTech AG under NASA Solutions for Enterprise-Wide Procurement VI (SEWP VI).

NASA SEWP is a Government-Wide Acquisition Contract (GWAC) administered by the NASA SEWP Program Management Office. SEWP VI provides federal agencies and authorized federal contractors access to Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services. NASA has awarded SEWP VI contracts and currently anticipates the SEWP VI ordering period to run from November 1, 2026 through October 31, 2036.

2. About iTech AG

iTech AG LLC is a federal IT services company headquartered in Arlington, Virginia. Through SEWP VI Categories B and C, iTech AG provides enterprise-wide and mission-focused IT services and solutions. iTech AG has a strong focus on ServiceNow and supports federal customers with platform modernization, IT operations, digital services, and related mission-enabling capabilities.

Primary Capability Areas

- ServiceNow and enterprise service management
- Cloud and platform services
- Application modernization and custom development
- IT operations, infrastructure, and managed services
- Data, analytics, automation, and artificial intelligence
- Cybersecurity and security-focused IT services
- Digital government services
- Program and project management

ServiceNow is a strategic technology focus for iTech AG. Any product, service, labor category, or provider quoted through SEWP VI will be limited to offerings that are properly approved and available on iTech AG's applicable SEWP VI contract at the time of quote.

3. Contract Information

Contract Holder	iTech AG LLC
Corporate Address	1220 North Fillmore Street, Suite 400, Arlington, VA 22201
Category B	Enterprise-Wide ITC/AV Service Solutions | 80TECH26D1590
Category C	Mission-Based ITC/AV Service Solutions | 80TECH26D1459
Business Size	Small Business
UEI	NK24DGVNDFX9
Anticipated Ordering Period	November 1, 2026 - October 31, 2036

Public SEWP VI Page	https://www.itechag.com/sewp-vi/

4. SEWP VI Program Support and Contacts

Program Manager / Primary SEWP Contact	Deputy Program Manager
Randall Brown Executive Vice President NASA SEWP VI Program Manager Randall.Brown@iTechAG.com 512-557-2829	Diane Ulrich NASA SEWP VI Deputy Program Manager Diane.Ulrich@iTechAG.com 571-926-3780

For the initial SEWP VI operating period, Randall Brown is iTech AG's primary contact for all SEWP VI inquiries, including sales, Requests for Quotes (RFQs), ordering assistance, contract questions, technical solution coordination, order status, post-delivery support coordination, and problem-order escalation.

Business Hours

Normal iTech AG SEWP VI support hours are Monday through Friday, 8:00 AM to 5:00 PM Eastern Time, excluding federal holidays. Customers may email the Program Manager at any time; inquiries received outside normal business hours will be addressed as soon as practical during the next business period.

5. How to Obtain a Quote

Federal customers may request a quote from iTech AG in either of the following ways:

1. Submit the requirement through the NASA SEWP Quote Request Tool (QRT), which is the recommended method for conducting market research and supporting fair opportunity documentation.
2. Contact Randall Brown directly at randall.brown@itechag.com or 512-557-2829 for assistance with a SEWP VI requirement, scope question, acquisition planning, or quote request.

When requesting a quote directly, customers should provide as much of the following information as available:

- Agency and requiring organization
- Requirement description or Statement of Work / Performance Work Statement
- Desired period of performance and required start date
- Applicable labor categories, quantities, or level-of-effort assumptions
- Performance location and remote/on-site requirements
- Security, clearance, accessibility, or other special requirements
- Desired contract type (for example, Firm-Fixed-Price, Time-and-Materials, or Labor-Hour), if known
- Quote due date and Contracting Officer / Contract Specialist contact information

iTech AG will review the requirement, confirm that the requested services are within scope and available under the applicable contract, and provide a compliant quote with supporting technical and pricing information.

6. SEWP VI Agency Administrative Handling Fee

The current NASA SEWP VI Agency Administrative Handling Fee is 0.34% for all SEWP VI orders. iTech AG includes the applicable SEWP fee in the total amount of its quote, as well as applicable costs such as handling and travel.

The SEWP fee is not listed as a separate line item on iTech AG quotes or agency orders. As the Contract Holder, iTech AG is responsible for remitting the applicable fee to the NASA SEWP Program Management Office from the quoted/order price. NASA may adjust the fee in accordance with SEWP program requirements; customers should consult the then-current NASA SEWP guidance for the rate.

7. Government Purchase Cards

iTech AG's SEWP VI business expects to focus primarily on IT services and solutions rather than one-time commodity purchases. Government Purchase Card acceptance, if applicable to a specific transaction, will be confirmed with iTech AG before order placement. Customers should contact the Program Manager for order-specific guidance.

8. Fair Opportunity

SEWP VI is a multiple-award GWAC. In accordance with FAR 16.505(b), each contractor is generally afforded a fair opportunity to be considered for orders exceeding the applicable micro-purchase threshold unless a statutory or regulatory exception applies. The ordering Contracting Officer determines the method used to satisfy fair opportunity and documents the rationale for the order placement and price.

NASA recommends using the SEWP Quote Request Tool (QRT) to assist agencies in conducting market research, distributing requirements to eligible Contract Holders, obtaining quotes, and supporting acquisition documentation. The QRT can include eligible Contract Holders within the selected SEWP VI category or based on an agency's properly supported acquisition approach.

9. Ordering Process

Each agency establishes its own internal purchase request and delivery/task order procedures. A typical SEWP VI ordering process is:

1. The requesting organization defines the IT service or solution requirements and confirms funding.
2. The acquisition team conducts market research and satisfies applicable fair opportunity requirements, typically using NASA SEWP customer tools.
3. The agency evaluates responses and selects the solution that represents best value in accordance with its acquisition strategy.
4. The agency Contracting Officer issues a valid task or delivery order against the applicable iTech AG SEWP VI contract.
5. The order is routed through the NASA SEWP Program Management Office for review, processing, and tracking before being forwarded to iTech AG.
6. iTech AG performs in accordance with the order, coordinates any approved providers or subcontractors, and supports required reporting and customer communications.
7. In accordance with SEWP procedures, any order modification should also be routed through the NASA SEWP Program Management Office.

The NASA SEWP PMO does not issue agency orders. The issuing agency's warranted Contracting Officer is responsible for issuing the order and complying with agency-specific acquisition policies.

10. Scope of iTech AG SEWP VI Contracts

Category B - Enterprise-Wide ITC/AV Service Solutions

Category B supports enterprise-wide ITC/AV service solutions. iTech AG expects to support requirements such as:

- Cloud and platform services
- Managed services and shared services
- Enterprise service management and service desk solutions
- Enterprise application and platform modernization
- IT operations and infrastructure services
- Enterprise automation and digital workflow solutions

Category C - Mission-Based ITC/AV Service Solutions

Category C supports mission-focused ITC/AV service solutions. iTech AG expects to support requirements such as:

- Custom software and application development
- Application modernization
- Telecommunications and network operations
- IT engineering and solution design
- Data processing, analytics, and AI-enabled services
- Hosting and related platform operations
- IT management and consulting
- Digital government services
- Cybersecurity and security systems services
- Technical training and related mission support

11. Installation, Warranty, Technical Support, and Post-Delivery Support

Because iTech AG's SEWP VI offering is primarily service- and solution-oriented, installation, warranty, software support, and technical support requirements will vary by order. iTech AG will provide applicable responsibilities, service levels, support terms, and provider/OEM obligations in its quote and the resulting order.

iTech AG will coordinate, as applicable, with ServiceNow and other approved providers, subcontractors, software publishers, or technology partners to support customer requirements. iTech AG will remain the customer's primary point of contact for issues related to its SEWP VI order unless the order establishes a different support structure.

Support Requests

For installation, implementation, warranty, technical support, software support, or other post-delivery issues, contact:

Primary Contact	Randall Brown, SEWP VI Program Manager
Email	Randall.Brown@iTechAG.com
Phone	512-557-2829
Normal Hours	Monday-Friday, 8:00 AM-5:00 PM Eastern Time, excluding federal holidays

Customers should include the agency name, order number, applicable SEWP VI contract number, affected service or solution, a concise description of the issue, and any requested resolution date or mission impact.

12. Problem Orders and Escalation

If a customer experiences a problem with an iTech AG SEWP VI order, the customer should first contact Randall Brown, SEWP VI Program Manager, at randall.brown@itechag.com or 512-557-2829. iTech AG will coordinate internally and with applicable providers or subcontractors to address the issue.

To speed resolution, please provide:

- Agency and ordering organization
- Order number
- Applicable iTech AG SEWP VI contract number
- Description of the issue
- Affected service, system, or deliverable
- Date the issue was identified
- Known mission, schedule, or operational impact
- Requested assistance or desired resolution

If iTech AG cannot resolve the issue through normal coordination, iTech AG and the customer may engage the NASA SEWP Program Management Office for assistance consistent with SEWP procedures.

13. Order Modifications

All modifications to SEWP VI orders should be issued by the ordering agency's warranted Contracting Officer and routed through the NASA SEWP Program Management Office in accordance with SEWP procedures. Customers should coordinate proposed changes with iTech AG before issuance when the change affects scope, price, staffing, schedule, deliverables, or performance assumptions.

14. NASA SEWP Resources

NASA SEWP VI: https://www.sewp.nasa.gov/sewpvi/

NASA SEWP Home: https://www.sewp.nasa.gov/

iTech AG: https://www.itechag.com/

iTech AG SEWP VI: https://www.itechag.com/sewp-vi/

NASA SEWP Customer Support

SEWP Helpline	help@sewp.nasa.gov
Phone	301-286-1478
SEWP Website	https://www.sewp.nasa.gov/

Federal customers may contact the NASA SEWP Program Management Office for assistance with SEWP scope, ordering procedures, customer tools, or other program-level questions.

15. Guide Maintenance and Accessibility

ITech AG's SEWP VI Program Manager maintains this Ordering Guide. In accordance with NASA SEWP requirements, iTech AG will maintain an electronic version suitable for customer download and printing and will update the guide when contract changes materially affect the information contained here. NASA requires updated versions no later than 10 business days following applicable contract modifications.

iTech AG intends to make its SEWP VI webpage and downloadable Ordering Guide conform to applicable Section 508 accessibility requirements. Customers requiring an accessible alternative format may contact the iTech AG SEWP VI Program Manager.

16. Document Control

Document	iTech AG NASA SEWP VI Ordering Guide
Version	2.1
Date	November 2026
Document Owner	Randall Brown, SEWP VI Program Manager
Primary Email	Randall.Brown@iTechAG.com
Primary Phone	512-557-2829
Next Review	Upon SEWP VI go-live, applicable contract modification, or material change to ordering/support information

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