

PUBLIC CUSTOMER GUIDE

SBS SEWP VI

Soft Copy Ordering Guide

How to request quotations, obtain post-delivery support, and resolve order issues.

Document control

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Purpose and audience

This guide is a public, customer-facing reference for NASA SEWP VI customers and authorized ordering offices. It explains how to seek an SBS quotation, obtain product and service support, and escalate a problematic order. It does not replace the executed contract, the current NASA SEWP procedures, or agency-specific ordering requirements.

Guide at a glance

Customer need	What to do	Public SBS contact
Request a quote	Use the current NASA SEWP RFQ / Quote Request Tool (QRT) process, or an agency-approved secure method for sensitive material. Provide a complete requirement and quote due date.	Michael Johnson Managing Director, Federal Services 571-512-0949 michael.johnson@sbsfederal.com
Place an order	Issue the order in accordance with your agency procedures and the current NASA SEWP ordering process. Follow the terms and validity period stated in the SBS quote.	
Get product or service support	Use the applicable product, manufacturer, order, and task-order terms. Use the support path listed in this guide.	Thomas Mecherikunnel SEWP VI Deputy Program Manager 202-766-2456 thomas.mecherikunnel@sbsplanet.com
Troubleshoot a problematic order	Collect the order number, agency, item or service detail, and a concise description of the issue before escalating.	Kenneth Ogden SEWP VI Program Manager 541-285-7576 ken.ogden@sbsplanet.com

About Strategic Business Systems

Strategic Business Systems, Inc. (SBS) is an Information Technology (IT) Services Firm headquartered in the Washington, DC metropolitan area. SBS provides IT infrastructure design, integration, and operation services to corporate, non-profit, and government entities. Our expertise encompasses the full spectrum of infrastructure technologies including the latest cloud infrastructure, big data, network, server, storage, backup and recovery and disaster recovery, security, and Internet technologies. SBS service areas are divided into data flow (ingestion, movement, and integration), data integrity (management, protection, and governance), and data intelligence (insights, analytics, and visualization).

Overview element	Public guide content
NAICS code	541519 - Other Computer Related Services 541511 - Custom Computer Programming Services 541512 - Computer Systems Design Services 541513 - Computer Facilities Management Services
Service offerings	Cloud infrastructure, big data, network, server, storage, backup & recovery, disaster recovery, security, and Internet technologies.
Relevant experience	Strategic Business Systems, Inc. (SBS) brings relevant experience delivering secure cloud, data, and IT infrastructure solutions for U.S. Government and enterprise customers. SBS has served as prime contractor on the National Reconnaissance Office's Ember Hawk and Ember Hawk II programs, designing, developing, and sustaining an enterprise mission framework using microservices and open-systems architecture, data integration, metadata cataloging, analytics, and governed access across complex environments. For NIWC Pacific, SBS architected, developed, and operates COSMOS, a Department of the Navy-accredited AWS GovCloud automation platform providing identity integration, automated account provisioning, infrastructure as code, continuous security monitoring, compliance automation, DevSecOps, FinOps, and data governance. SBS also provides the Massachusetts Port Authority with remote enterprise data-protection consulting, including environmental analysis, error resolution, risk identification, and change-management collaboration. These experiences demonstrate SBS's capability to deliver scalable cloud architecture, hybrid modernization, cybersecurity, DevSecOps, data engineering, governance, and managed operations.
Certifications	ISO/IEC 27001:2022 — SBS's Information Security Management System is aligned with ISO/IEC 27001:2022 and its Annex A control set in addition to the federal frameworks listed below. SBS's corporate control library is authored once under ISO/IEC 27001 and cross-mapped to NIST SP 800-53, NIST CSF 2.0, NIST SP 800-171, CMMC, FedRAMP, and DoD CC SRG. ▸ SOC 2 Type II — attestation in place under AICPA Trust Services Criteria (Security, Availability, Confidentiality) ▸ CMMC Level 2 — implementation complete in production environment; mock C3PAO assessments executed; formal certification pursued in accordance with the DoD CMMC program timeline. ▸ NIST SP 800-171 Rev 2 — all 110 controls implemented on operating environments handling CUI; SSP and POA&M maintained current. ▸ FedRAMP — implementation and sponsor-side experience on FedRAMP Moderate and High environments through federal customer engagements (NRO EH + EH-II, and NIWC PAC COSMOS); SBS can operate to FedRAMP Moderate baseline immediately on task-order award. ▸ DoD Cloud Computing Security Requirements Guide (CC SRG) — demonstrated operational experience at Impact Levels 2 and 4 via NIWC PAC COSMOS; IL-5 familiarity through companion federal engagements. ▸ NIST Cybersecurity Framework (CSF 2.0) — adopted as the corporate security operating framework. ▸ CJIS Security Policy — ready for task orders involving Criminal Justice Information Services data.

NASA SEWP VI and Fair Opportunity

NASA SEWP VI is a multi-award Government-Wide Acquisition Contract (GWAC). The following is the complete controlled excerpt of A.1.13, Fair Opportunity and Requests for Quotes, reproduced for customer reference. The executed contract and current NASA SEWP guidance remain controlling.

A.1.13 FAIR OPPORTUNITY AND REQUESTS FOR QUOTES

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.

The Contractor shall not market, quote or otherwise offer for sale, any IT Solutions not listed under this contract, until the said solutions are included in the SEWP database of record, and available to all Government end-users.

If the Government issues a Request For Information (RFI) as part of market research, the Contractor may provide items not yet listed on their SEWP contract as part of a market research quote if:

1. all such items are clearly marked as not yet available on their SEWP contract; and
2. the contractor submits a technology refreshment request to add those products to their contract

If the Government issues a Request For Quote (RFQ) or a Market Research Request (MRR), the Contractor may only respond with items available on their Contract and the price of each item shall be no greater than the price in Attachment F SEWP database of record at the time the quote is issued. If the Contractor has insufficient items on their contract to fully respond to the Formal RFQ, the Contractor must respond with a No Bid.

Unless the RFQ specifically allows for partial quotes, the Contractor must respond fully to all requirements specified in the RFQ.

When submitting a quote to a government end-user, the contractor must clearly state the length of time the quote is valid. The contractor shall honor any order submitted within the stated time period of a quote.

When responding to an RFI or RFQ issued from the NASA SEWP RFQ on-line quoting system, the Contractor must respond as outlined in Attachment C: Contract Holder User Manual (CHUM).

Contract Holders are prohibited from using Government information posted on the NASA SEWP Contract Holder Only Page, such as RFQs, RFIs, etc., for purposes other than proposing on SEWP requirements. This includes Contract Holders providing third parties with SEWP information and requirements for the purpose of assisting companies, that are not SEWP Contract Holders, with providing unsolicited proposals to meet agency requirements already posted to the NASA SEWP RFQ on-line quoting system.

CUSTOMER NOTE: SBS will provide quotations only for products and services available under its SEWP VI contract, subject to the current SEWP database of record, the request terms, and the applicable quote validity period.

How to obtain an SBS SEWP VI quote

Use the following quotation process for all SBS products and services. Do not send classified or sensitive information through an unapproved method.

1. **Prepare a complete requirement.** Identify the agency, desired products or services, quantities, technical requirements, delivery or performance location, required delivery date or period of performance, and quote due date.
2. **Submit the request through the current NASA SEWP process.** Use the NASA SEWP RFQ / QRT process for the normal customer path. For a sensitive or classified request, use the agency-approved secure method and follow the agency's instructions.
3. **Contact SBS for assistance when needed.** Use the approved public sales contact shown for process assistance, clarification, or product and service questions. Do not treat this guide as authorization to bypass an agency's ordering or security procedures.
4. **Review the quote.** Confirm the quoted items or services, quantities, pricing, terms, delivery or performance commitment, and quote validity period before issuing an order.
5. **Issue the order using agency and SEWP procedures.** Issue the order in accordance with your agency's procurement process and the current NASA SEWP instructions. The applicable quote and order terms govern the transaction.

SBS Sales Contact:

Michael Johnson | Managing Director
 571-512-0949
michael.johnson@sbsfederal.com

Customer quote-request checklist

✓	Include	Why it helps SBS prepare an accurate response
☐	Agency and requesting office	Allows SBS to identify the request context and coordinate through the proper customer channel.
☐	RFQ / MRR number, if provided	Allows accurate identification of the request in the SEWP process.
☐	Clear item or service description	Supports accurate matching to contract-available products or services.
☐	Quantity, units, and technical requirements	Supports accurate pricing and compliance review.
☐	Delivery location or period of performance	Supports a realistic delivery or service commitment.
☐	Quote due date and any required format	Helps SBS prioritize the response and meet the customer requirement.
☐	Sensitive-data handling instructions	Ensures SBS follows the agency-approved secure method when needed.

Post-delivery support

The applicable manufacturer, product, order, and task-order terms govern installation, warranty, technical support, software support, and other post-delivery matters. Use the public support contacts in this guide for the applicable product, service, warranty, software, or other post-delivery need.

Support need	How the issue is handled	Public contact
Installation	Follow the applicable product, order, and task-order terms. Confirm any required site, access, scheduling, or integration details with the approved support contact.	N/A
Basic warranty	Use the warranty terms applicable to the product and order. Retain the order number, product identifier, and issue description when requesting assistance.	N/A
Extended warranty	Use the purchased extended-warranty coverage and its applicable terms. Confirm coverage before seeking service.	N/A
Technical support	Use the support process applicable to the product or service. Provide a concise description of the technical issue and its business or mission impact.	Ethan Shepherd 858-449-0885 ethan.shepherd@sbsplanet.com
Software support	Use the relevant license, maintenance, subscription, and manufacturer support terms. Do not share protected credentials or sensitive data through an unapproved method.	
Other post-delivery issue	SBS will route the issue to the appropriate support path based on the order, product, service, and applicable terms.	

Troubleshoot a problematic order

Use this escalation path when an order has a delivery, product, service, documentation, or other performance issue that is not resolved through the initial support channel.

- 1. Collect the key order information.** Have the SEWP order number, agency, purchase order or delivery-order reference, affected item or service, quantity, dates, current status, and a concise description of the issue ready.
- 2. Use the appropriate first-line support channel.** For product, warranty, software, or technical issues, first use the applicable approved support contact and the relevant order or manufacturer terms.
- 3. Protect sensitive information.** Do not transmit classified or sensitive requirement details, credentials, or protected data through an unapproved email, portal, or file-sharing method.

Problematic Order Escalation Contact:
 Kenneth Ogden | SEWP VI Program Manager
 541-285-7576
 ken.ogden@sbsplanet.com

4. **Escalate unresolved order issues to the SBS SEWP VI Program Manager.** For a problematic order that remains unresolved, contact Kenneth Ogden and provide the order information and the actions already taken.

Related public resources

Refer to the following resources for current SEWP information and general SBS information.

- **SBS corporate website:** [Open SBS corporate website](#)
- **NASA SEWP home page:** [Open NASA SEWP home page](#)
- **NASA SEWP Customer Support Center:** [Open NASA SEWP Customer Support Center](#)
- **SBS SEWP VI public website:** [Open SBS SEWP VI Public Website](#)

Source references

- SEWP VI Planning presentation, Soft Copy Ordering Guide requirements (slides 5-6).
- Attachment C - SEWP Contractor Holder User Manual, June 13, 2024, Ordering Guide section (pages 21-22).
- SEWP VI Terms and Conditions, A.1.13 Fair Opportunity and Requests for Quotes (pages 42-43).
- SBS corporate website - About and Services pages, reviewed July 13, 2026.

Accessibility and alternate formats

This PDF is structured with headings, lists, table headers, descriptive links, a declared document language, and a logical reading order to support keyboard and assistive-technology use. Accessibility behavior may vary by PDF reader and user configuration.

To request this guide in an alternate accessible format, report an accessibility barrier, or request a communication accommodation, contact Kenneth Ogden, SEWP VI Program Manager, at 541-285-7576 or ken.ogden@sbsplanet.com. Do not include classified information, credentials, or other protected data in an accessibility request.

Revision history

Version	Publication date	Description	Author	Review / approval
1.0	July 21, 2026	Initial release of public SEWP VI customer guide	Kenneth Ogden	Reviewer: Thomas Mecherikunnel Approver: George Village
1.1	August 13, 2026	Approved release: accessibility remediation and content QA completed; public-guide publication authorized.	Kenneth Ogden	Reviewer: Thomas Mecherikunnel Approver: George Village

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