

AERMOR LLC

NASA SEWP VI Ordering Guide

Category C: ITC/AV Mission-Based Services, Group C1 (Small Business Set-Aside)

Contract number	80TECH26D0530
Period of performance	November 1, 2026 – October 31, 2036
Version	1.0
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Supersedes	Not applicable (initial release)

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How to use this guide

This guide is for federal contracting officers, contracting specialists, and program staff placing an order with AERMOR under NASA SEWP VI. Sections 2 through 4 answer the three questions customers ask most: how to get a quote, what support follows the start of performance, and who to call when something goes wrong.

AERMOR posts this guide on its SEWP VI web page and reissues it within ten business days of any contract modification. Use the copy at www.aermor.com/contracts/sewp-vi/ for the current version.

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1. About AERMOR and SEWP VI

About AERMOR

AERMOR LLC is an SBA-certified Woman-Owned Small Business (WOSB) and Service-Disabled Veteran-Owned Small Business (SDVOSB) headquartered in Virginia Beach, Virginia. Since 2010, AERMOR has delivered cybersecurity, network operations, systems engineering, and test and evaluation services to Department of Defense and federal civilian customers as a prime contractor.

Contract snapshot

Field	Value
Contract number	80TECH26D0530
Vehicle	NASA SEWP VI, multi-award, indefinite-delivery/indefinite-quantity Government-Wide Acquisition Contract (GWAC)
Category and group	Category C, ITC/AV Mission-Based Services; Group C1, Small Business Set-Aside
Period of performance	November 1, 2026 – October 31, 2036. Orders may be completed up to 60 months past contract expiration.
Order types	Firm Fixed Price; Time and Materials; Labor Hour; Fixed Price Award Fee; Fixed Price Incentive Fee; Fixed Price Economic Price Adjustment; or any hybrid of commercial contract types
Minimum and maximum	\$25.00 minimum; \$20,000,000,000 maximum ordering value
Category C per-order limit	\$2 million per order in year one and \$10 million per order in year two, including options. Limits are subject to removal beginning in year three.
SEWP fee	0.34%, included in all prices and never listed separately
UEI / CAGE	FX9ZNBSKELC6 / 5ZDW0
NAICS	541330, as listed on AERMOR's SF 1449. The ordering contracting officer selects the order-level NAICS; Category C orders are not restricted to 541512.
Business size	Small Business; SBA-certified WOSB; SDVOSB
Verified small-business NAICS	512191, 513210, 516210, 517111, 517112, 517121, 517410, 517810, 518210, 519290, 541330, 541715
Quality certifications	ISO 9001:2015 (PRI Certification); CMMI Maturity Level 3, Development and Services

About NASA SEWP VI

SEWP VI is administered by the NASA SEWP Program Management Office (SEWP PMO) at Goddard Space Flight Center. It is available to all federal agencies and to support service contractors authorized in writing by their contracting officer.

SEWP VI covers information technology, communications, and audio-visual (ITC/AV) products and services in three categories. Category A covers ITC/AV product solutions. Categories B and C cover ITC/AV services: Category B for enterprise-wide solutions and Category C for mission- and program-level solutions. Under Category C, product-only requirements are out of scope; ancillary ITC/AV products may be included only when they support a mission-based services requirement.

Category C is reserved for small businesses, so every Category C request is a small business set-aside by default. Ordering under SEWP VI opens on the contract effective date, November 1, 2026.

Fair Opportunity

A.1.13 FAIR OPPORTUNITY AND REQUESTS FOR QUOTES (verbatim from the SEWP VI Terms and Conditions incorporated into Contract No. 80TECH26D0530)

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.

2. How to Obtain a Quote

Quotes and configuration analysis are free to SEWP customers.

Step 1. Confirm the requirement is in scope

Category C covers mission- and program-level ITC/AV services; Section 5 lists the services AERMOR offers. If you are unsure whether a requirement fits, contact us before you issue a request, or send an overview to the SEWP PMO at help@sewp.nasa.gov for a scope review.

Step 2. Issue your request through the SEWP Quote Request Tool

The SEWP Quote Request Tool (QRT) at www.sewp.nasa.gov is the recommended way to request quotes. Select Category C, then the NAICS code and business size for your requirement. You can issue a Request for Quote (RFQ), Request for Information (RFI), or Market Research Request (MRR). AERMOR receives your request when it matches one of AERMOR's verified NAICS codes (listed in Section 1) and size designations.

While a request is open, AERMOR contacts you only through the QRT question-and-answer feature or the "Would Quote" option, so every solicited contract holder sees the same answers. We contact you directly only if you initiated the contact or your request allows direct communication. If your agency uses its own system, for example for classified requirements, follow your agency's process; the resulting order still goes through the SEWP PMO.

Step 3. Contact us for pre-request help

Before you post a request, our SEWP team can help you scope the requirement, choose a contract type, and confirm our services fit. Technical and staffing information for anything on our contract is available on request at no charge.

Role	Name	Telephone	Email
Program Manager	Kerry Pope	(417) 459-7411	Kerry.Pope@aermor.com
Deputy Program Manager	Patrick Teten	(757) 214-0501	Patrick.Teten@aermor.com

Step 4. Receive the quote

AERMOR submits quotes through the SEWP system at or below current SEWP contract prices, with a CLIN list file matching the quoted service CLINs, labor categories, and quantities. Every quote states its validity period. If you ask for the quote by email, we send it and also submit it through SEWP. Any purchase card surcharge appears on the quote as its own line item.

Step 5. Issue the order

Your contracting officer issues the delivery or task order and sends it to the SEWP PMO at sewporders@sewp.nasa.gov. If you send an order to AERMOR, we forward it to the SEWP PMO. The SEWP PMO verifies the order against the CLIN list file, assigns a SEWP Control Number (SCN), and routes it to AERMOR.

Orders must route through the SEWP PMO

AERMOR begins work only after the SEWP PMO assigns an SCN. If you ask AERMOR to sign an order first,

we return it to you to submit to the SEWP PMO.

The one exception is a credit card order under the micro-purchase threshold: AERMOR may begin immediately and reports the order to the SEWP PMO within one business week. Card orders above the micro-purchase threshold are reported to the SEWP PMO within one business day and processed only after an SCN is assigned.

3. Post-Delivery Support

This section states AERMOR's policies for issues after performance begins. AERMOR's Category C offerings are services; any ancillary product is supplied only as part of a mission-based services requirement, so the policies below are written for service delivery first.

Topic	AERMOR policy
Installation and transition-in	AERMOR plans for full capability on the first day of performance. Under the Program Manager, we start onboarding before the order start and coordinate clearance verification, CAC issuance, and system and site access with the customer's security office. When an order follows an incumbent, we coordinate to receive in-progress work products, but our readiness never depends on incumbent cooperation. Pre-qualified backup staff cover Government processing delays. Customers sponsor access requests and provide program documentation. Any ancillary product supplied with a service is installed and configured by AERMOR as part of that service.
Basic warranty	AERMOR warrants its workmanship: services are performed to the specifications, standards, and acceptance criteria in the order, and nonconforming work is corrected at no additional cost. Ancillary products carry the manufacturer's standard warranty, and the Program Manager coordinates any warranty claims with the manufacturer. Report a nonconformance to the Program Manager (Section 7) at any time during performance or within 30 days of accepting a deliverable. AERMOR acknowledges the report within one business day and delivers a correction plan within five business days. The Task Order Lead tracks each issue to closure under our ISO 9001:2015 quality management system, escalating to the Program Manager and Quality Assurance Manager when needed.
Extended warranty	Extended product warranties are generally not applicable to AERMOR's service-based offering. Where ancillary products or extended support requirements are included in a task order, applicable warranty and support terms will be identified in the order.
Technical support	AERMOR provides technical support in accordance with the coverage hours, response requirements, and service levels established in each task order. For general SEWP VI contract and order-support inquiries, AERMOR's standard business hours are Monday through Friday, 8:00 AM to 4:00 PM Eastern Time. Mission-critical issues are prioritized and escalated through designated task-order and program management personnel in accordance with the applicable order. Customers may contact the Program Manager or Technical Support Lead

Topic	AERMOR policy
	using the information in Section 7.
Software support	AERMOR does not sell software licenses as a standalone product under Category C. Where an order requires AERMOR staff to administer or support customer-owned or third-party software, AERMOR staff work within the customer's license terms and refer licensing questions to the license holder; apply patches and updates through the customer's change and configuration management process, following DISA STIGs and IAVAs where required; and escalate product defects to the publisher through the customer's support agreement.

Role	Name	Telephone	Email
Technical Support Lead	Devon McGuire	(757) 214-0501	Devon.McGuire@aermor.com

4. Troubleshooting an Order

If something is wrong with an order, contact AERMOR's Program Manager first.

Checking order status

AERMOR marks each order received in the SEWP system within one business day and updates its status, including period of performance and fulfillment dates, within two business days of any change. For service orders, AERMOR also posts a brief monthly status. Order status is visible to your order point of contact. You can also contact us directly.

Changing an order after award

Your contracting officer sends any modification to the SEWP PMO; all modifications go through the SEWP PMO, whether or not they change the price. AERMOR provides an updated CLIN list file. A substantive change, such as work outside the original quote, needs a new quote and order cycle under fair opportunity.

Nonconforming services or deliverables

If a service or deliverable (such as a report, plan, or assessment) does not meet the order, tell us what is wrong. We provide a correction plan with dates and re-perform the work at no additional cost, tracked to closure.

Invoicing and payment

AERMOR invoices under the order's payment terms and the remittance information registered in SAM. Direct invoice and payment questions to the Deputy Program Manager (Section 7).

Escalation

If an issue is not resolved, escalate to AERMOR's Deputy Program Manager. You can also contact the NASA SEWP PMO at help@sewp.nasa.gov or (301) 286-1478.

Role	Name	Telephone	Email
Program Manager	Kerry Pope	(417) 459-7411	Kerry.Pope@aermor.com
Deputy Program Manager	Patrick Teten	(757) 214-0501	Patrick.Teten@aermor.com

5. AERMOR Category C Services

The services below are within the Category C scope. Other services within the ITC/AV definition may be added to AERMOR's contract and quoted once they are on contract.

Service	What it covers
Cybersecurity and information assurance	RMF implementation and ATO support, continuous monitoring, vulnerability management, DISA STIG compliance, incident response
Red team and information warfare	Adversarial assessments, penetration testing, custom red team tooling
Network operations and IT O&M	Network and system administration, monitoring, patching, firewall and IDS management, service desk, disaster recovery
Application development and databases	Mission software development and sustainment, database administration
Cloud services	Azure and AWS architecture, hosting, and operations
Data and statistical analysis	Statistical analysis, predictive analytics, performance monitoring
IT test and evaluation and systems engineering	Test and evaluation of IT systems: planning, execution, and reporting; DevSecOps and integration
Training	Workforce development and knowledge transfer for supported systems
Program management	Planning, risk, staffing, and reporting for IT services solutions

6. Ordering, Fees, and Payment

Individual agencies may add internal steps; the issuing contracting officer follows agency policy. SEWP requires no intermediary procurement office.

Step	Who acts	What happens
1	Ordering agency	Identifies the requirement and confirms it fits Category C.
2	Contracting officer	Issues an RFQ, RFI, or MRR through the SEWP Quote Request Tool, selecting Category C, NAICS, and business size.
3	AERMOR	Quotes through SEWP at or below contract price, with a CLIN list file and a stated validity period.

Step	Who acts	What happens
4	Contracting officer	For orders above the micro-purchase threshold, evaluates quotes under fair opportunity (FAR 16.505(b)) and selects the awardee.
5	Contracting officer	Issues the order and sends it to sewporders@sewp.nasa.gov .
6	NASA SEWP PMO	Verifies the order, assigns an SCN, and routes it to AERMOR.
7	AERMOR	Marks the order received within one business day, begins work, and keeps status current within two business days of any change.

Support service contractors

Support service contractors may order from SEWP VI with a Letter of Authorization from their Government contracting officer, sent to sewporders@sewp.nasa.gov at least three days before the first order. A template is available from help@sewp.nasa.gov.

SEWP administrative fee

The SEWP PMO is funded by a 0.34% administrative handling fee. The fee is built into AERMOR's prices and is never listed separately on quotes or invoices; AERMOR pays it to NASA.

Payment methods

AERMOR accepts Electronic Funds Transfer and the Government Purchase Card (GSA SmartPay) on orders of any size and never requires a third-party payment platform. AERMOR's purchase card surcharge is 3%, shown as its own line on the quote.

7. Contact Information

AERMOR SEWP VI contacts

Role	Name	Telephone	Email
Program Manager	Kerry Pope	(417) 459-7411	Kerry.Pope@aermor.com
Deputy Program Manager	Patrick Teten	(757) 214-0501	Patrick.Teten@aermor.com
Technical Support Lead	Devon McGuire	(757) 214-0501	Devon.McGuire@aermor.com
Credit Card Micro-Purchase Contact	Robert Johnson	(757) 214-0501	Robert.Johnson@aermor.com

AERMOR corporate

Field	Value
Address	207 Business Park Drive, Suite 100, Virginia Beach, VA 23462
Telephone	(757) 214-0501
General email	info@aermor.com

Field	Value
SEWP VI page	www.aermor.com/contracts/sewp-vi/

NASA SEWP Program Management Office

Field	Value
Website	www.sewp.nasa.gov
Customer help desk	help@sewp.nasa.gov · (301) 286-1478 · Monday–Friday, 7:30 AM–6:00 PM ET
Order submission	sewporders@sewp.nasa.gov
Mailing address	NASA SEWP Program Office, 7601 Ora Glen Drive, Greenbelt, MD 20770

Appendix A. Document Control and Revision Log

AERMOR publishes this guide before the first order under contract 80TECH26D0530 and reissues it within ten business days after each contract modification, with a new version number and issue date.

Version	Issue date	Summary of changes	Approved by
1.0	November 1, 2026	Initial release.	Amy Hommell