CITIZANT®

NASA SEWP VI

Categories B & C Electronic Ordering Guide for Federal Customers

NASA SEWP VI
Solutions for Enterprise-Wide Procurement

Contract Holder

Program & Contract Information	Program Support & Post-Delivery Contacts
Citizant Contact Information: Citizant, Inc. UEI: RWRHRL4YEUJ7 SBA-certified Woman Owned Small Business 5501 Merchants View Square #805 Haymarket, VA 20169 Phone: (703) 667-9420 Fax: (703) 667-9421 **NASA SEWP VI** Category B – Enterprise Services (80TECH26D1662) Category C – SB Mission Services (80TECH26D1829) POP: 11/1/2026-10/31/2036 – plus 10-Year Option Period	**Program Manager:** Hank Worrell (703) 687-1663 hworrell@citizant.com **Deputy Program Manager:** Natalie Fehervari (703) 687-1667 nfehervari@citizant.com **Sales Representative:** Bob Michels (703) 687-1697 bob.michels@citizant.com

NASA SEWP PROGRAM MANAGEMENT OFFICE

Website: https://www.sewp.nasa.gov/sewpvi/
Order Submission: sewporders@sewp.nasa.gov
SEWP Helpline: help@sewp.nasa.gov | (301) 286-1478
SEWP PMO Hours: M-F 7:30 AM – 6:00 PM

CITIZANT OVERVIEW

Citizant designs and delivers smarter, leaner business and IT modernization solutions for the U.S. government. The company offers Chief Information Officer (CIO) support services including infrastructure management, Agile transformation, DevSecOps automation, Super Intelligence solutions, and program/portfolio management support, as well as Chief Data Officer (CDO) support services including innovative data strategy, governance, and data-centric cloud modernization approaches.

Certifications: ***CMMC Level 2*** (C3PAO audited) plus ***CMMI-DEV/SVC ML3***. Mature Management & Delivery Systems for project excellence based on ISO 9001:2015 (Talent Acquisition/Delivery); ISO 20000-1:2018 (Shared Services); and ISO 27001:2024 (Information Security).

ABOUT NASA SEWP VI

The NASA Solutions for Enterprise-Wide Procurement (SEWP) program provides Federal Agencies and their approved contractors with the latest Information Technology, Communications, and Audio-Visual (ITC/AV) products and services. First awarded in 1993, SEWP was the original Government-Wide Acquisition Contract (GWAC) in the Federal acquisition space and has continually expanded in scope over the past three decades. The SEWP VI program is self-funded through a program usage fee of 0.34% and supports more than 50,000 orders a year across all Federal agencies.

WHAT'S IN SCOPE FOR SEWP VI?

SEWP VI provides a broad suite of Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services across three scope categories. Citizant holds awarded seats under Categories B and C.

CATEGORY A ITC/AV Solutions	**CATEGORY B — AWARDED** Enterprise-Wide ITC/AV Service Solutions	**CATEGORY C — AWARDED** Mission-Based ITC/AV Service Solutions

CITIZANT'S SEWP VI SERVICE CATEGORIES

Category B – Enterprise-Wide ITC/AV Service Solutions

Managed IT services; enterprise cloud architecture and migration; enterprise application development and modernization built on the Microsoft Power Platform (Power Apps, Power Automate, Power BI, and Copilot); enterprise data analytics and business intelligence; IT service management; and enterprise-wide cybersecurity and compliance support.

Category C – Mission-Based ITC/AV Service Solutions

Mission and program-level application engineering, data processing and analysis, systems hosting, cybersecurity and security systems services, and custom low-code/no-code solution delivery for agency-specific mission needs.

FAIR OPPORTUNITY

SEWP VI is a multiple-award contract. Per FAR 16.505(b)(1), each Contract Holder is given fair opportunity to be considered for every order exceeding $10,000. Orders are awarded at the discretion of the ordering agency's Contracting Officer, typically through the NASA SEWP online Request for Quote (RFQ) and Quote Request Tool (QRT).

HOW TO OBTAIN A QUOTE

Federal agencies may request a quote from Citizant for IT products and services available under SEWP VI Categories B and C. The process for obtaining a quote follows the steps below:

01 Identify Requirement
The customer develops requirements, funding information, and acquisition strategy.
CUSTOMER

02 Request Quotes
Quotes may be requested through the SEWP Quote Request Tool (QRT).
CUSTOMER

03 Evaluate Responses
The Government evaluates technical, pricing, and best-value factors.
GOVERNMENT

04 Issue Delivery Order
The ordering agency issues the delivery order citing the SEWP VI contract number, contract holder information, and required line-item details.
ORDERING AGENCY

05 Submit Order to NASA SEWP
Orders are forwarded to the SEWP Program Management Office for validation and processing before release to the contract holder.
SEWP PMO

06 Performance and Delivery
Citizant performs the work and provides ongoing customer support throughout execution.
CITIZANT

DELIVERY & POST-DELIVERY SUPPORT

For questions regarding installation, basic warranty, extended warranty, technical support, software support, and other post-delivery issues please contact our Deputy Program Manager as listed below.

Technical Support

Citizant provides technical support for solutions delivered under SEWP VI, including troubleshooting, configuration assistance, and operational guidance.

Software Support

For software delivered under SEWP VI, Citizant supports installation, licensing, updates, and compatibility, and coordinates with publishers on escalated issues.

POST-DELIVERY SUPPORT CONTACT
Deputy Program Manger | Natalie Fehervari | (703) 687-1667 | nfehervari@citizant.com

ORDER TROUBLESHOOTING

If an issue arises with an existing order, Citizant's goal is to resolve it as quickly as possible.

Delivery Status

Customers may inquire about the delivery status of any open order. Citizant maintains the current delivery status in the SEWP Contract Holder Only Page (CHOP) and provides updates upon request.

Order Modifications

If requirements change after an order is placed, the ordering Contracting Officer submits a modification through the SEWP PMO. Citizant processes modifications promptly.

Incorrect or Damaged Deliverables

If a delivered product does not match specifications or arrives damaged, contact Citizant immediately for replacement, return, or repair coordination.

Billing & Invoice Questions

For invoicing, payment, or order-amount questions, contact Citizant's Program Manager. Invoicing complies with all FAR requirements.

ORDER TROUBLESHOOTING & ESCALATION CONTACT
Program Manager | Hank Worrell | (703) 687-1663 | hworrell@citizant.com
Unresolved issues may be escalated to the NASA SEWP Program Management Office at chhelp@sewp.nasa.gov.

This guide is published in accordance with SEWP VI Statement of Work Section A.6 (Ordering Guides) and Section A.5.1 (Contractor Responsibilities) and complies with the requirements of the SEWP VI Contract Holder User Manual (CHUM). This guide and all linked SEWP VI resources comply with applicable Government access standards for electronic and information technology, including Section 508 of the Rehabilitation Act Amendments. Citizant will republish an updated version of this guide no later than 10 business days following any contract modification affecting its contents.