

September 18, 2026

EMMATY ORDERING GUIDE



NASA SEWP VI

I. Company Overview:

Emmaty, Inc. is a full-service engineering, construction, and technology solutions company delivering energy-efficient, sustainable, and mission-critical infrastructure for public and private sector clients.

Founded in 2013, Emmaty has experienced rapid and sustained growth by solving complex infrastructure challenges with technical rigor, operational excellence, and a forward-looking approach to sustainability and innovation. We partner with local, state, and federal agencies, as well as private enterprises, to design and deliver solutions that strengthen resilience, improve energy performance, and support long-term community and environmental goals.

II. SEWP General Information:

NASA SEWP (Solutions for Enterprise-Wide Procurement) is a multi-award Government-Wide Acquisition Contract (GWAC) administered by the NASA SEWP Program Management Office. SEWP provides Federal Agencies and authorized customers with access to a broad range of Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services.

SEWP is designed to facilitate efficient federal technology acquisition while providing customers access to competitive solutions through Best Value and Fair Opportunity processes. SEWP supports NASA and other Federal Government agencies in meeting evolving technology and mission requirements.

SEWP Mission:

The SEWP Program enables NASA and all Federal Agencies to efficiently and effectively acquire mission critical Information Technology, Communication and Audio Visual (ITC/AV) solutions and services via a suite of contracts encompassing a diversity of business sizes and offerings. SEWP's customized reporting streamlined procurement processes, innovative applications, premier customer service, acquisition insight and Government/Industry partnership deliver the Best-in-Class value for the Federal Government.

SEWP Vision:

SEWP is the Pre-eminent World-class Leader utilizing a broad range of comprehensive and intuitively accessible processes and methodologies to manage, inform, display and acquire state of the art technology solutions via the visionary SEWP Marketplace and Agency Storefronts.

III. Contract Information:

Contract Holder Name Information:

Emmaty, Inc 277 Main Street
Northborough, MA 01532

Emmaty SEWP VI Contract Numbers:

Category A: 80TECH26D1675
Category B: 80TECH26D0621
Category C: 80TECH26D0540

IV. SEWP VI Program Management Contacts:

Program Manager (PM)

Madeline Cabrera
Phone Number: (508) 369-0822
Email: madeline.cabrera.sewp@emmaty.com

Deputy Program Manager (DPM)

Shirley Barrios
Phone Number: (617) 865 7412
Email: shirley.barrios@emmaty.com

V. Who Can Use SEWP:

NASA SEWP VI is available for use by NASA, all Federal Agencies, and authorized Federal Agency contractors. Orders may be placed by Government Contracting Officers or other duly authorized Government representatives in accordance with applicable agency procedures and SEWP VI contract requirements. Authorized Federal Agency contractors may also use SEWP VI when properly authorized by the applicable Government Contracting Officer and in accordance with applicable Federal Acquisition Regulation (FAR) requirements and agency procedures.

VI. SEWP VI Scope:

Emmaty was awarded NASA SEWP VI contracts in Categories A, B, and C, providing access to compete across all three SEWP VI acquisition categories. SEWP VI encompasses a broad range of Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services, organized into the

following categories:

Category A – ITC/AV Solutions (Information Technology, Communication and Audio Visual)

Includes the full range of ITC/AV solutions, such as hardware and software products, cloud-based solutions, and associated product-based services including installation, integration, testing, training, and maintenance.

Category B – Enterprise-Wide ITC/AV Service Solutions

Focuses on enterprise-wide strategic solutions designed to improve and enhance Federal Agencies' ITC/AV infrastructure. This includes cloud services, managed services such as computer or printer services, and shared services such as agency-wide help desk ticketing systems. ITC/AV services that form part of an enterprise-wide solution may also support an agency's specific mission needs.

Category C – ITC/AV Mission-Based (Information Technology Communication (ITC) and Audio Visual (AV)) Services

Provides a broad range of mission-based technology services, including custom computer programming, telecommunications and network operations, ITC/AV-based engineering and design, data processing and analysis, hosting and related services, ITC/AV and network operations and computer facilities, ITC/AV management, consulting and educational services, digital government services, cybersecurity, and security systems services.

VII. Market Research and Quote Request

Federal Agencies may use NASA SEWP VI tools to conduct market research and support acquisition planning for Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services.

NASA SEWP VI provides web-based customer tools that may assist agencies in identifying available solutions, gathering technical and pricing information, evaluating potential sources, and refining acquisition requirements before proceeding with a procurement.

SEWP VI Market Research Options:

Federal Agencies may use NASA SEWP VI resources to conduct market research, identify potential solutions, and refine acquisition requirements before proceeding with a procurement. The following table summarizes the available options to support acquisition planning and decision-making:

Option	Description
Online Catalog	Provides access to available SEWP VI products and solutions to support market research and acquisition planning.
Request for Information (RFI)	Used to gather general information about potential products, solutions, and capabilities before defining a specific requirement.
Market Research Request (MRR)	Supports focused market research when an Agency has a more specific need and wants to further refine its requirements.
Request for Quote (RFQ)	Used when an Agency has a defined requirement and is ready to request pricing and proposed solutions from eligible SEWP VI Contract Holders.

Table 1. SEWP VI Research and Request Options

How to Request a Quote from Emmaty:

Federal customers should submit Requests for Information (RFI), Market Research Requests (MRR), and Requests for Quote (RFQ) through the NASA SEWP Quote Request Tool available through the NASA SEWP website.

When a request is issued through the SEWP Quote Request Tool, Emmaty will submit its official response through the Contract Holder Only Page (CHOP). Official quotes and revised quotes associated with requests issued through the SEWP Quote Request Tool will not be provided outside the SEWP system. If a customer requires a revised quote, the customer should use the SEWP “Request Updated Quote” function.

Customers may contact Emmaty’s SEWP sales representative for general capability information or assistance in developing a requirement; however, such communications do not constitute an official SEWP quote.

A courtesy copy of a quote may be provided directly to the customer only when requested and only after the identical quote has been submitted through the SEWP system. Any permitted credit-card micro-purchase or classified-requirement process will be handled in accordance with applicable SEWP procedures.

VIII. A.1.13 Fair Opportunity and Request 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.

IX. SEWP VI Procurement Fee:

An Agency Administrative Handling Fee, at the percentage established and posted by the NASA SEWP PMO and not exceeding 0.34%, applies to SEWP VI orders. The applicable fee is included within Emmaty's quoted prices and total order amount and will not be shown as a separate line item on the quote or order.

X. SEWP VI Ordering Process:

Federal Agencies and authorized customers may place orders under NASA SEWP VI in accordance with their internal acquisition procedures and applicable SEWP VI ordering requirements.

All SEWP VI orders and order modifications must be submitted to the NASA SEWP Program Management Office (PMO) for processing. Orders may be submitted to the SEWP PMO by either the Federal Customer or the Contract Holder.

Before an order can be processed, the applicable CLIN Verification File must match the products, services, quantities, pricing, and total amount of the order. If the order total does not match the applicable Verification File, or if the customer did not use the SEWP Quote Request Tool (QRT), the Contract Holder may be required to provide a new or updated Verification File through the SEWP Order Review process.

Once the required order information has been reviewed and the applicable verification requirements have been satisfied, the SEWP PMO processes the order and assigns a SEWP Control Number (SCN). The Contract Holder may begin fulfillment only after the SCN has been assigned.

Although Agency-specific ordering procedures may vary, the general SEWP VI ordering process is summarized in the table below:

1	2	3
Federal Customer or Contracting Officer (CO)	NASA SEWP PMO	SEWP VI Contract Holder
1. Determines Best Value through market research and applicable Fair Opportunity procedures. 2. Creates the Delivery Order citing the applicable NASA SEWP VI Contract Number and Contract Holder. 3. Submits the order to the NASA SEWP PMO.	1. Receives and logs the order. 2. Reviews the order and verifies the order total against the applicable CLIN Verification File. 3. Assigns a SEWP Control Number (SCN) once the required order verification is complete. 4. Processes and forwards the valid order to the appropriate Contract Holder.	1. Receives the processed order from the NASA SEWP PMO. 2. Begins fulfillment only after the order has been assigned a SEWP Control Number (SCN) by the SEWP PMO. 3. Delivers the products and/or performs the services in accordance with the Delivery Order. 4. Invoices the ordering Agency or authorized customer in accordance with the order.

Table 2. SEWP VI Ordering Process Workflow

Order Submission:

SEWP VI orders and order modifications should be submitted by the Customer or Contract Holder to the NASA SEWP Program Management Office (PMO) through:

E-mail: sewporders@sewp.nasa.gov

Fax: 301-286-0317

Required Order Information:

SEWP VI orders must contain the information required for processing. The following information is required for each order, as applicable:

- Date of Order
- Name of Authorized Government Ordering Official
 - Contracting Officer for order
 - Credit Card Holder Name for credit card orders
- Name, Phone Number and Email Address of Authorized Government Ordering Official
- Name of Issuing Agency
- Name of Ordering Agency (if different from the Issuing Agency)
- Order Number
 - Unique order number for the Ordering Government entity - Ordering Agency determines the Order Number
- Contract Holder's Name
- Appropriation and Accounting Data
- Billing and Invoice Address
- Shipping Address
- SEWP CLINs and Product Descriptions to be Delivered
- Total Order Amount
- Additional Mutually Agreed-Upon Terms and Conditions, Statement of Work, etc
- Period of Performance for any associated services

XI. SEWP VI Sales & Customer Support

Emmaty provides dedicated support to assist Federal customers with quote requests, sales inquiries, and technical support related to SEWP VI products, solutions, and services. For warranty, installation, technical, software, and other post-delivery support, customers may contact Emmaty using the information below:

Emmaty Request / Sales

(508) 369-0822

sewp.sales@emmaty.com

Emmaty Customer Support

(508) 369-0822

sewp.support@emmaty.com

XII. Warranty & Post-Delivery Support

Installation: When installation is included in the Delivery Order, Emmaty will coordinate the installation schedule, site-access requirements, and acceptance activities with the customer after the order has received a SEWP Control Number (SCN).

Basic Warranty: Products and services will be covered by the applicable manufacturer or service-provider warranty identified in Emmaty's quote and the resulting Delivery Order. Customers should submit warranty claims to Emmaty's SEWP customer support contact sewp.support@emmaty.com

Extended Warranty: Extended warranty or maintenance coverage may be provided when requested by the customer and included in Emmaty's quote and the resulting Delivery Order.

Technical and Software Support: Support will be provided in accordance with the support level, period of performance, and provider terms included in the Delivery Order. Emmaty will coordinate the matter with the applicable manufacturer or service provider.

Post-Delivery Issues: Missing, damaged, incorrect, or defective items should be reported to sewp.support@emmaty.com with the order number, SEWP Control Number (SCN), affected item or CLIN, serial number if applicable, photographs if relevant, and a description of the issue.

XIII. Problematic Order Resolution

1. Contact Emmaty's SEWP Customer Support using the contact information provided in Section XI and report the order-related issue.
2. Provide the agency order number, SEWP Control Number (SCN), affected CLIN or item, serial number if applicable, a description of the issue, and the requested resolution.
3. Emmaty will review the matter and coordinate with the applicable manufacturer, distributor, service provider, or shipping carrier.
4. Emmaty will provide the customer with status updates until the matter is resolved.
5. Unresolved or urgent matters may be escalated to the Emmaty SEWP VI Program Management Contacts identified in Section IV.