NASA SEWP VI
Ordering Guide

FRONTIER TECHNOLOGIES

IT Value-Added Reseller for the Federal Government

Category A Contract No. 80TECH26D1165
Category C Contract No. 80TECH26D2151
CAGE Code 1UEU0

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www.ftiusa.com

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1. About Frontier Technologies, Inc.

Frontier Technologies, Inc. (FTI) is a small-business Information Technology Value-Added Reseller (VAR) headquartered in Wilmington, Delaware, serving the Federal Government. FTI delivers commercial IT hardware, software, and technology solutions and services to federal agencies and their approved contractors.

Under NASA SEWP VI, FTI holds two contract awards that let federal customers acquire a broad range of Information Technology, Communications, and Audio-Visual (ITC/AV) products and services quickly, competitively, and in full compliance with federal acquisition requirements. This guide explains what FTI offers under SEWP VI and how to request quotes, place orders, and obtain support.

Company Information	
Legal Name	Frontier Technologies, Inc. (FTI)
Business Type	Small Business, IT Value-Added Reseller (VAR)
Headquarters	3411 Silverside Road, Suite 104B, Wilmington, DE 19810-4803
Website	www.ftiusa.com
CAGE Code	1UEU0
UEI	H1KWL9KAVKV4
Primary NAICS	541519 (541519E)

2. About NASA SEWP VI

2.1 What SEWP Is

NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup", is a Government-Wide Acquisition Contract (GWAC) that provides the latest ITC/AV products, solutions, and services to all Federal agencies and their approved contractors. Established in 1993, SEWP has evolved across six contract generations into one of the federal government's premier acquisition vehicles, processing more than 50,000 orders each year. The program is administered by the NASA SEWP Program Management Office (PMO) and is self-funded through a low usage fee.

2.2 What Is In Scope

SEWP VI provides a broad suite of ITC/AV solutions and services. Contract Holders can add new commercial technology and IT services to their contracts on an ongoing basis as customer requirements evolve. SEWP awards are organized into three scope categories:

- Category A: ITC/AV Solutions (product-based solutions, including hardware, software, and product-based services)
- Category B: Enterprise-Wide ITC/AV Service Solutions
- Category C: Mission-Based ITC/AV Service Solutions

FTI holds awards under Category A and Category C. To confirm whether a specific requirement falls within SEWP scope, customers may send an overview or bill of materials (BOM) to the SEWP PMO at help@sewp.nasa.gov for a quick review.

2.3 Program Fee

> **SEWP Usage Fee: 0.34%**
> SEWP is self-funded through a usage fee of 0.34%, applied to orders placed against SEWP contracts. This fee is already included in FTI's quoted pricing. Customers pay no separate charge to use the SEWP vehicle.

3. FTI's SEWP VI Contracts

FTI holds two SEWP VI awards.

Attribute	Category A	Category C
Award Scope	ITC/AV Solutions (products and product-based services)	Mission-Based ITC/AV Service Solutions
Contract Number	80TECH26D1165	80TECH26D2151
Contract Type	GWAC / IDIQ	GWAC / IDIQ
Period of Performance	November 1, 2026 – October 31, 2036	November 1, 2026 – October 31, 2036
CAGE Code	1UEU0	1UEU0
SEWP Program Fee	0.34%	0.34%

4. Fair Opportunity

FTI's SEWP VI awards are multiple-award contracts. Under FAR 16.505(b)(1), each SEWP Contract Holder must be given a fair opportunity to be considered for each order exceeding the micro-purchase threshold ($10,000) issued under multiple-award contracts.

The method used to provide fair opportunity is at the discretion of the ordering Contracting Officer, who is responsible for documenting the rationale for the placement and price of each order. NASA SEWP's online Quote Request Tool (QRT) is the recommended method for meeting fair-opportunity requirements. The QRT automatically includes the appropriate Contract Holders based on the selected group or suggested source and supports the required decision documentation.

5. How to Order

5.1 Requesting a Quote

Federal customers can request a quote from FTI in two ways: through the NASA SEWP online Quote Request Tool (QRT) at www.sewp.nasa.gov, selecting FTI as a Contract Holder; or directly from FTI's SEWP sales team using the contact information in Section 8. To ensure an accurate and timely quote, please include a description

of the required products or services, quantities, delivery location, and any applicable requirements or bill of materials. FTI provides timely, accurate quotes based on current SEWP offerings and pricing.

5.2 Placing a Delivery Order

Ordering processes vary by agency. Generally, an end user identifies a requirement and generates a Purchase Request (PR), which the agency's contracting office converts into a Delivery Order (DO). Any valid Federal Agency Delivery Order form may be used, referencing FTI's applicable SEWP VI contract number. Orders are placed directly against the SEWP contract; no intermediary procurement vehicle is required. Delivery Orders issued against SEWP contracts are recorded and tracked by the NASA SEWP PMO. Send Delivery Orders to FTI using the contacts in Section 8.

5.3 Order Status and Reporting

FTI provides order status updates throughout fulfillment. Customers may request status at any time using the contacts in Section 8. FTI submits order status and post-order reports to the SEWP PMO as required by the contract.

6. Products and Services

6.1 Category A: ITC/AV Solutions

Under its Category A award, FTI provides commercially available IT products and product-based services, including but not limited to:

- Servers, storage, and data-center hardware
- Networking, security, and infrastructure hardware
- Desktops, laptops, tablets, and mobile devices
- Peripherals, displays, and accessories
- Software licenses and subscriptions
- Audio-visual and communications equipment
- Product-based services such as installation, configuration, integration, and warranty or maintenance offerings tied to the products supplied

All products are quoted using unaltered OEM part numbers, and new commercial items can be added to the contract as customer needs evolve.

6.2 Category C: Mission-Based ITC/AV Service Solutions

Under its Category C award, FTI provides mission-based ITC/AV service solutions in support of federal customer requirements. Customers with a service requirement should contact FTI's SEWP team to scope the effort and confirm it falls within Category C scope.

7. Warranty, Support, and Post-Delivery Services

FTI provides the following customer support services, free of charge, to SEWP customers.

7.1 Installation and Configuration

Product-based installation and configuration services are available and can be included in a quote on request.

7.2 Warranty (Basic and Extended)

Products carry the manufacturer's (OEM) standard commercial warranty. Extended warranty and maintenance options are available for many products and can be quoted on request. FTI coordinates warranty claims with the OEM on the customer's behalf.

7.3 Technical and Software Support

FTI provides post-delivery technical and software support and coordinates manufacturer support resources as needed. Commercially available technical specifications for products on FTI's SEWP contract are available on request.

7.4 Troubleshooting a Problematic Order

If an issue arises with an order, for example a shipment, delivery, invoicing, or product discrepancy, customers should contact FTI's SEWP support team using the contacts in Section 8. FTI will investigate and resolve order issues promptly and will coordinate with the OEM or the SEWP PMO where appropriate.

7.5 Returns and Replacements

Returns and replacements are handled in accordance with the applicable manufacturer terms and federal requirements. Contact FTI's SEWP support team to initiate a return or replacement.

8. Points of Contact

8.1 Frontier Technologies, Inc.

Function	Contact	Phone	Email
Sales and Quotes	FTI SEWP Sales Team	(302) 225-2530	sewpvi@ftiusa.com
Order Status and Post-Delivery Support	FTI SEWP Support Team	(302) 225-2530	sewpvi@ftiusa.com
Program and Contract Management	Jayshree Moorthy, Program Manager	(302) 225-2530	sewpvi@ftiusa.com
Executive Escalation	David DiRamio, Deputy Program Manager	(302) 225-2530	sewpvi@ftiusa.com

Mailing address: 3411 Silverside Road, Suite 104B, Wilmington, DE 19810-4803. Website: www.ftiusa.com.

9. Additional Resources

- NASA SEWP website and Quote Request Tool: www.sewp.nasa.gov
- SEWP Helpline: help@sewp.nasa.gov, (301) 286-1478
- Frontier Technologies, Inc.: www.ftiusa.com

Document Control

This ordering guide is published in accordance with the SEWP VI Statement of Work, Section A.6 (Ordering Guides). Content complies with the requirements of the SEWP VI Contract Holder User Manual. Updated versions are issued no later than 10 business days following each contract modification.