

FEDERAL ACQUISITION

NASA SEWP VI Ordering Guide

Fuse Engineering LLC | Categories B and C

This guide explains how to obtain quotes, place and modify orders, and request installation, warranty, technical, software, billing, and order support through Fuse Engineering's NASA SEWP VI contracts.

Contract at a glance

Item	Fuse Engineering information
Category B contract	80TECH26D0844 — Enterprise-wide ITC/AV services and supporting ancillary products
Category C contract	80TECH26D1700 — Mission-based ITC/AV services and supporting ancillary products
Contract vehicle	Multiple-award Indefinite Delivery Indefinite Quantity (IDIQ) Government-Wide Acquisition Contract (GWAC)
Ordering period	November 1, 2026 through October 31, 2036; five-year base with one five-year option, subject to exercise
Contract ceiling	\$20 billion per contract; confirm the applicable maximum order limit before award
SEWP administrative fee	0.34%, embedded in quoted prices; not a separate quote line item
Business size and status	Small Business; Veteran-Owned Small Business (VOSB)
CAGE code	52J23
Headquarters	325 Gambrills Road, Suite D, Gambrills, Maryland 21054
Main phone and fax	410-439-1944 Fax 410-439-1945
General SEWP inquiries	sewpvi@fuseeng.com
Fuse SEWP webpage	https://www.fuseeng.com/contracts/nasa-sewp-vi/
Corporate website	https://www.fuseeng.com/
Guide version and date	Version 0.4 October 5, 2026

Sources: [1–4, 6, 9, 13]. Order-level business size depends on the selected NAICS and current Exhibit 4. The contracts, modifications, Contract Holder User Manual (CHUM), and order terms govern.

COMPANY AND ACQUISITION OVERVIEW

About Fuse and SEWP VI

Fuse Engineering and company history

Fuse Engineering is a veteran-owned, Maryland-based small business serving national security customers. Our capabilities include high-performance computing, defensive cyber operations, global enterprise IT, DevOps, SecDevOps, containerization, automation, and cloud-based system architecture. [2]

SEWP overview and eligible customers

NASA's Solutions for Enterprise-Wide Procurement (SEWP) VI provides Federal agencies with access to information technology, communications, and audio-visual (ITC/AV) solutions and services. NASA, other Federal agencies, and approved Federal support service contractors may use the vehicle. Support contractors need the required Government authorization and SEWP approval. State and local governments and personal purchases are not authorized. [5]

Category B and C scope

Fuse's Category B contract supports enterprise-wide ITC/AV services; Category C supports mission-based ITC/AV services. Ancillary hardware and commercial software must support the overall services requirement. Software development may fit either category depending on the requirement. Product-only requirements should not be placed under Fuse's Category B or C contracts. [1]

For a scope review, send the Statement of Work or requirement overview to help@sewp.nasa.gov. The ordering Contracting Officer (CO) selects the predominant North American Industry Classification System (NAICS) code, contract type, and set-aside approach and verifies eligibility against current SEWP information. [4, 5]

Fair opportunity

The ordering agency must provide applicable fair opportunity under Federal Acquisition Regulation (FAR) 16.505, unless a permitted exception is properly documented. Naming Fuse as a suggested source or contacting Fuse directly does not replace that obligation. The Quote Request Tool (QRT) helps identify the appropriate competition group. Maintain award rationale and required competition records in the agency's acquisition file. [4, 10]

Available order types

NASA identifies firm-fixed-price, time-and-materials, labor-hour, fixed-price award-fee, fixed-price incentive-fee, and fixed-price economic-price-adjustment order types, including permitted commercial hybrids. The Contracting Officer specifies the applicable type and complies with its requirements. [4]

YOUR PROGRAM SUPPORT DIRECTORY

Program support contacts

Use the contacts below for acquisition assistance and post-delivery questions. Include the applicable Fuse contract number and, when available, the agency order number and SEWP Control Number (SCN). [9]

Role or inquiry	Contact	Phone	Email
Program Manager Contract and order issues	Tommy Gain	410-439-1944	Tommy.Gain@FuseENG.com
Deputy Program Manager Escalation	Bob McGinn	410-439-1944	Bob@FuseENG.com
Sales and quotes	Tommy Gain	410-439-1944	Tommy.Gain@FuseENG.com
Installation, warranty and technical/software inquiries	Tommy Gain	410-439-1944	Tommy.Gain@FuseENG.com
Invoice and billing inquiries	Tommy Gain	410-439-1944	Tommy.Gain@FuseENG.com
General SEWP inquiries	Fuse Engineering SEWP team	410-439-1944	sewpvi@fuseeng.com

The Program Manager is the initial program contact for support and billing coordination. Order-specific technical personnel, support providers, and billing contacts are identified in the applicable order or support documentation. Escalate unresolved matters to the Deputy Program Manager.

NASA SEWP Program Management Office

Resource	Contact information
Customer help desk	301-286-1478 help@sewp.nasa.gov
Order and modification submission	sewporders@sewp.nasa.gov
Order submission fax	301-286-0317
PMO office hours	Monday through Friday, 7:30 AM to 6:00 PM Eastern Time
PMO address	7601 Ora Glen Drive, Greenbelt, Maryland 20770
SEWP and SEWP VI websites	https://www.sewp.nasa.gov/ https://www.sewp.nasa.gov/sewpvi/
Customer Support Center	https://support.sewp.nasa.gov/

NASA PMO resources are for scope, tools, validation, routing, and processing questions. The ordering agency issues and funds the order; NASA's PMO processes it. [6–8]

FROM REQUIREMENT TO QUOTE

How to obtain a quote

Use the NASA Quote Request Tool

Access the QRT through <https://www.sewp.nasa.gov/>. Select the category, NAICS code, and business-size criteria that match the requirement. Fuse may be identified as a suggested source within the applicable competition group. For preliminary questions, email Tommy.Gain@FuseENG.com or sewpvi@fuseeng.com, or call 410-439-1944. [5, 9]

Request	Purpose	Important distinction
Request for Information (RFI)	Capability, availability and requirement planning	Responses are generally informational and are not verified award quotes.
Market Research Request (MRR)	Planning quotes to support acquisition development	Quoted items must be on contract; QRT responses are verified.
Request for Quote (RFQ)	Award-ready responses near the end of acquisition planning	Quoted items must be on contract; QRT responses are verified.

Include a complete requirement package

- Agency, buyer, technical contact, email and telephone; selected category, NAICS code, business designation or set-aside, and response deadline.
- Statement of Work (SOW), Performance Work Statement (PWS), or Statement of Objectives (SOO); outcomes, deliverables, acceptance criteria, estimated workload, labor qualifications, and performance locations and dates.
- Ancillary product quantities and specifications, configuration requirements, and software licensing or subscription needs tied to the services requirement.
- Installation, transition, training, maintenance, warranty, technical/software support, security, site access, accessibility, and data handling requirements.
- Evaluation criteria, pricing format, requested contract type, assumptions to address, and any authorized alternate or partial-response instructions.

Quote review and pricing

Responses to QRT requests are submitted through NASA's Contract Holder Only Page (CHOP), following current CHUM instructions. For RFQs and MRRs, confirm that the quoted offerings and current prices match the SEWP database of record. [12, 14]

Request an itemized quote identifying the contract number, requirement or QRT reference, labor and ancillary products, quantities, prices, schedule, assumptions, exclusions, and applicable license, warranty and support terms. Confirm the quote's validity period before award; it differs from the solicitation response deadline.

NASA's default QRT response period for Categories B and C is 30 days; the customer may adjust it for the requirement. Product prices may be below published maximum prices. Labor-service price reasonableness is determined by the ordering agency at order level. [5]

The current 0.34% SEWP administrative fee is included in the price of products and services and is not separately listed. Confirm current NASA fee guidance when preparing the acquisition. [6]

FROM QUOTE TO PROCESSED ORDER

Ordering and modifications

Order process

1. Define and compete the requirement. Follow agency acquisition procedures and applicable fair opportunity requirements. Evaluate the responses and document the selection.
2. Issue the task or delivery order. Use a valid agency order form, cite the correct Fuse contract, and attach the selected quote and applicable work and support documents.
3. Submit the order to NASA. Email sewporders@sewp.nasa.gov or fax 301-286-0317. The PMO reviews and routes the order before contractor acceptance and fulfillment.
4. Confirm processing. Retain the PMO notification and SCN. Resolve quote, line-item, total or scope discrepancies before fulfillment. [14]
5. Administer performance. Use the order's schedule, deliverables, inspection, acceptance and billing provisions. Send all order modifications through the PMO as well.

NASA delivery order checklist

NASA lists the following information for order processing. Missing information can delay processing. [6]

Identification	Parties and authorization	Pricing and requirement
Delivery order number Order issue date SEWP contract number	Fuse mailing address and telephone Issuing agency name and mailing address	Applicable NAICS code Contract type
Selected Fuse quote Order signature date	Ship-to agency name and mailing address Contracting Officer signature and telephone	Line items and pricing Total order amount

Also include the billing office and submission instructions, required performance or delivery locations and dates, funding/accounting data, acceptance criteria, and incorporated SOW/PWS/SOO or other attachments required by the ordering agency.

Modifications and discrepancies

Changes to scope, price, quantities, schedule, performance period or options require the ordering Contracting Officer's action as applicable. A discussion with Fuse does not amend an order. Route issued modifications through the SEWP PMO; identify the original order and SCN, affected line items, revised total and supporting quote. [6, 11]

If an SCN is missing or the order does not match the selected quote, contact Tommy Gain and the NASA help desk. Supply the order, quote/QRT reference, contract number, transmission date, and PMO correspondence. See the troubleshooting section for other issues.

SUPPORT THROUGHOUT PERFORMANCE

Installation warranty and support

Initial support contact: Tommy Gain, 410-439-1944, Tommy.Gain@FuseENG.com. Alternate and escalation: Bob McGinn, 410-439-1944, Bob@FuseENG.com. The applicable contract, order, license and support documents establish coverage and performance obligations. [9]

Installation and configuration

Specify installation and configuration tasks in the request and confirm their inclusion and pricing in the quote and order. Identify site readiness, access approvals, credentials, dependencies, outage windows, testing and acceptance criteria. Send installation scheduling or readiness questions to the Program Manager with the order number, location and requested dates. Obtain required written authorization before changing work or schedule.

Basic warranty

Review the quote and order for any applicable manufacturer, publisher or service-provider warranty, its duration, start date, exclusions, and claim process. Contractual inspection, acceptance and remedies remain governed by the incorporated contract clauses. For a claim, provide the order, affected item or deliverable, serial number if applicable, entitlement record, symptoms and supporting evidence to the Program Manager. [11]

Extended warranty and maintenance

Request any needed extended coverage, maintenance or subscription renewal in the acquisition package. Confirm the provider, period, covered assets, support level, exclusions and price in the quote and order. Contact the Program Manager before coverage expires or additional services are required. Availability and terms depend on the selected offering.

Technical and software support

Use the support provider and escalation instructions identified in the order or entitlement documentation. If the correct route is unclear, contact the Program Manager with the order/SCN, affected system or software version, license or subscription identifier, impact, error messages and prior troubleshooting. Use approved channels for logs or sensitive information.

For software activation, access or renewals, identify the required user or administrator contact, license type, quantity, entitlement dates and affected environment. Confirm delivery of license or entitlement information and any included vendor support against the order before acceptance.

Returns damaged items and service defects

Report damaged, incorrect or nonfunctioning items and deficient services promptly to the Program Manager. Preserve photos, serial numbers, packaging and delivery records. Request return or repair instructions before shipping anything back. Coordinate corrective work through authorized order channels; contract remedies and provider return procedures govern. [11]

Support hours, response targets, restoration commitments and replacement terms must be specified in the applicable order or coverage documents. Coordinate any mission-critical coverage requirement before award.

RESOLVE ORDER AND BILLING ISSUES

Troubleshooting an order

Issue intake and escalation

Contact Tommy Gain at Tommy.Gain@FuseENG.com or 410-439-1944. Provide the agency order number, Fuse contract, SCN if assigned, quote/QRT reference, affected line items or deliverables, issue timeline, mission impact, supporting records, and requested correction. [9]

Issue	Check and provide	Contact or escalation
Missing SCN or processing delay	Submission date, order/quote references and PMO notices; confirm signature, totals and required fields	Tommy Gain; NASA help desk for processing
Delivery delay or missing quantity	Order schedule, tracking, packing slips and received quantities	Tommy Gain; ordering CO for schedule changes
Incorrect, damaged or defective item	Serial number, item/line number, photos, packaging and description	Tommy Gain; applicable warranty/return provider
Installation or service performance	Site readiness, dependencies, deliverable, acceptance criteria and impact	Tommy Gain; order-designated technical contact
Software activation or entitlement	Version, license/subscription ID, entitlement dates and error messages	Tommy Gain; identified publisher/support provider
Invoice or payment discrepancy	Invoice/order numbers, affected lines, acceptance record, portal rejection or payment notice	Tommy Gain for billing coordination
Modification required	Original order/SCN, desired change, revised quote and affected terms	Ordering CO; route issued modification to NASA PMO

Escalate unresolved Fuse issues to Bob McGinn at Bob@FuseENG.com or 410-439-1944 with the original issue record and prior correspondence. NASA tools, scope and processing questions go to help@sewp.nasa.gov or 301-286-1478. A support conversation does not authorize a contract change.

DELIVERY AND FINANCIAL ADMINISTRATION

Delivery invoicing and payment

Delivery and performance dates, destinations, shipping terms and acceptance criteria are those stated in the contract and order. Identify any outside-continental-US arrangements in the quote and order. Inspect deliverables and record acceptance or deficiencies using the agency's required process.

Invoices must follow the incorporated invoicing provisions and the designated billing office, address or electronic system in the order. Identify the contract/order, invoice number and date, billed line items, quantities, prices and required supporting records. Payment follows the applicable contract and agency procedures, including Prompt Payment Act provisions where applicable. [11]

Invoice preparation checklist

Where FAR 52.212-4 applies, review the incorporated clause and order instructions for these invoice fields. [11]

Invoice information	Include or verify
Identity and references	Contractor name/address; invoice date/number; contract, order and line-item references
Delivered work and amounts	Descriptions, quantities, units, unit and extended prices; shipment details where applicable
Payment and correction contacts	Payment recipient and defective-invoice contact; discount terms if offered
Tax and banking information	Provide only as required by the incorporated clauses and approved agency procedures

Billing inquiries

For a billing question, contact Tommy Gain with the invoice number, submission date, billing office, affected amount and agency notice. Government purchase card use must follow agency rules and applicable contract requirements; confirm any payment-specific terms before award.

SOURCES AND PUBLICATION CONTROL

References and guide maintenance

Bracketed references identify supporting sources. Online information reviewed October 5, 2026. Customer procedures in this guide are subject to the awarded contracts and applicable order terms.

[1] Fuse Engineering NASA SEWP VI contracts

<https://www.fuseeng.com/contracts/nasa-sewp-vi/>

[2] Fuse Engineering September 30 2025 news release

<https://www.fuseeng.com/about-us/major-contract-modernize-ic-systems-ai-cloud/>

[3] Fuse Engineering leadership and 2014 merger

<https://www.fuseeng.com/about-us/leadership/>

[4] NASA SEWP VI Contracting Information

<https://www.sewp.nasa.gov/sewpvi/procurement/contracting-info/>

[5] NASA SEWP VI Frequently Asked Questions

<https://www.sewp.nasa.gov/sewpvi/about/faq/>

[6] NASA SEWP VI Ordering Information

<https://www.sewp.nasa.gov/sewpvi/procurement/ordering-info/>

[7] NASA SEWP home and customer contact resources

<https://www.sewp.nasa.gov/> | <https://www.sewp.nasa.gov/sewpv/contact.shtml>

[8] NASA SEWP VI General Information and PMO office hours

<https://www.sewp.nasa.gov/sewpvi/about/info/>

[9] Company designations contact information and letterhead

Company-supplied Small Business/VOSB designation, PM/DPM/sales contacts and Fuse letterhead.

[10] FAR 16 505 ordering and fair opportunity

<https://www.acquisition.gov/far/16.505>

[11] FAR 52 212 4 commercial contract terms

<https://www.acquisition.gov/far/52.212-4> — use the clause version and addenda incorporated in the award.

[12] NASA SEWP Statement of Work Attachment A Amendment 11

<https://www.sewp.nasa.gov/documents/ATTACHMENT%2BA-SEWP%2BSOW%2BAmdendment%2B11.pdf>

[13] Public contractor records corroborating CAGE 52J23

<https://cage.report/CAGE/52J23>

<https://govconinbox.com/explore/contractors/profile/fuse-engineering-llc-f2rgmn>

[14] NASA SEWP VI post-award and deep-dive training

Company-supplied NASA training presentations, July and August 2026; electronic quote and order processing.

Guide maintenance

A.6 requires a downloadable and printable electronic guide before the first delivery order, updates within 10 business days following each contract modification, and consistency with the CHUM. Publish the approved current version on Fuse's SEWP webpage and maintain current contacts. [12]