



NASA SEWP VI Ordering Guide

Category C: Mission-Based ITC/AV Service Solutions

SEWP OVERVIEW

NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced “soup,” provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services for all Federal agencies and their approved contractors. Created in 1993, SEWP I was the first Government-Wide Acquisition Contract (GWAC) in the federal acquisition space. SEWP has continually evolved over the past 30 years, expanding its scope to meet the needs of its customers. The program is self-funded through a 0.34% usage fee and supports more than 50,000 orders a year.

ABOUT CINDER

Cinder LLC is a small business headquartered in Hillsboro, Oregon, specializing in technical recruiting, staffing, and IT professional services. For more than ten years, Cinder has met the staffing needs of leading high-tech companies, and we bring that same commitment to client satisfaction to federal agencies.

CATEGORY C SERVICES

Through our SEWP VI Category C contract, Cinder provides skilled IT professionals to support specific agency missions, delivered on-site, remotely, or in a hybrid model. Our services align with the following NAICS codes:

541512	Computer Systems Design Services Planning and designing integrated IT systems. Example roles include systems and network architects, cloud and infrastructure engineers, cybersecurity specialists, and IT project managers.
541519	Other Computer Related Services Ongoing IT operations and support. Example roles include Tier 1–3 help desk, desktop and field support, systems and network administration, and data and database administration.
541511	Custom Computer Programming Services Writing, modifying, and testing software. Example roles include application and web developers, DevOps engineers, QA and test engineers, and data analysts.
541330	Engineering Services Engineering in support of IT and communications missions. Example roles include systems, network, telecommunications, and audio-visual engineers, plus technical subject matter experts.

These are examples only; Cinder can support other roles within each NAICS code. Contact us to discuss your requirement. Cleared and clearance-eligible personnel are available.

CONTRACT INFORMATION

Cinder LLC

Contract Number:
80TECH26D0363

Category: C

NAICS: 541512, 541519, 541511, 541330

Period of Performance:
November 2026 – October 2036

Business Size: Small Business

UEI: V24KNVYYLHC3

MAIN OFFICE

Cinder LLC
1385 NE Amberglen Pkwy, Suite 100
Hillsboro, OR 97006
Phone: 503-906-8190
teamcinder.com/sewp-vi

QUOTES, ORDERS & SUPPORT

Ashley McMurtrey
SEWP Program Manager
503-906-8183
ashley@teamcinder.com

Takafumi Watari
SEWP Deputy Program Manager
503-906-8178
taka.watari@teamcinder.com

SEWP Helpline
help@sewp.nasa.gov
301-286-1478
M–F, 7:30 AM – 6:00 PM ET
www.sewp.nasa.gov

WHAT'S IN SCOPE FOR SEWP VI

SEWP provides a broad suite of ITC/AV solutions and services. Because technology is always evolving, SEWP's processes allow Contract Holders to add new commercial technology and IT services to their contracts as customers request them. SEWP VI contracts were awarded in three scope categories:

- **Category A:** ITC/AV Solutions
- **Category B:** Enterprise-Wide ITC/AV Service Solutions
- **Category C:** Mission-Based ITC/AV Service Solutions (*Cinder's category*)

If you would like SEWP to confirm that your requirement is within scope, send an overview or bill of materials to help@sewp.nasa.gov.

CATEGORY C AT A GLANCE

Category C covers ITC/AV services that support a particular agency mission need. Ancillary products are limited to those supporting a mission-based services requirement, and software development is in scope.

Small business set-aside: Category C is reserved for small businesses, so by default a Category C requirement is a small business set-aside. Customers may choose any small business size designation they deem appropriate.

Per-order thresholds: Category C orders are limited to \$2 million per order (inclusive of options) in the first year of contract performance and \$10 million per order in the second year. These thresholds are subject to removal beginning in the third year of performance.

FAIR OPPORTUNITY AND REQUESTS FOR QUOTES

FAR 16.505(b)(1) requires that each contractor be given a fair opportunity to be considered for orders exceeding the micro-purchase threshold issued under multiple-award contracts. The method for providing fair opportunity is at the Contracting Officer's (CO's) discretion, and the CO must document the rationale for the placement and price of each order. No documentation of the order selection needs to be submitted with the order; it is maintained by the issuing procurement office.

The SEWP online Quote Request Tool (QRT) is the recommended method for meeting fair opportunity and supports the required decision documentation. The QRT automatically includes the Contract Holders within a selected category, or a customer may name a suggested source. Customers can request a quote from Cinder through the QRT, by naming Cinder as a suggested source, or by contacting our Program Manager directly.

Cinder will quote only services on our SEWP VI contract, at or below the contract price in the SEWP database of record. Each quote will clearly state how long it is valid, and Cinder will honor any order submitted within that period.

WHO CAN USE SEWP

SEWP contracts are available to NASA, all Federal agencies, and their authorized representatives, including Government Purchase Card holders. No Delegation of Procurement Authority is required.

Approved support service contractors may also order from SEWP. The authorizing Contracting Officer should send a signed Letter of Authorization to sewporders@sewp.nasa.gov before or with the first order. The letter should include:

- Authorizing agency name; CO name, mailing address, phone, and email; and the contractor's corporate name, division, and address
- Contract number and current period of performance (a new letter is needed for each option period)
- A statement that the contractor is authorized to purchase from SEWP contracts in support of that contract
- The CO's signature and date signed

A sample Authorization Letter is available on the SEWP website or from help@sewp.nasa.gov.

ORDERING PROCESS

Each agency's internal ordering process varies. The process and forms for Purchase Requests (PRs) and Delivery Orders (DOs) issued against a SEWP contract are defined by the issuing agency, not the NASA SEWP Program Management Office (PMO). Typically, an end user determines a requirement and generates a PR, which is sent with funding information to the agency's procurement office for issuance of a DO. Any valid Federal agency order form and order number may be used.

1. Customer / Contracting Officer	2. NASA SEWP PMO	3. Cinder
1. Determines best value through market research or the SEWP QRT. 2. Issues an order citing Cinder's SEWP contract number, 80TECH26D0363. 3. Sends the order to sewporders@sewp.nasa.gov.	1. Verifies that all items are on contract and priced at or below the SEWP price. 2. Assigns a SEWP Control Number (SCN) and forwards the order to Cinder.	1. Confirms the order and kickoff details with the customer. 2. Delivers the services. 3. Invoices the agency or ordering contractor.

All orders, including delivery orders, task orders, credit card orders, BPA orders, and order modifications, must be sent to the SEWP PMO at sewporders@sewp.nasa.gov, preferably directly from the customer. Cinder cannot begin work on an order until the SEWP PMO has entered it in the SEWP database and assigned an SCN. Micro-purchase credit card orders may begin immediately.

Information Required on Every Order

If any of the following is missing, processing may be delayed:

- Date of order
- Name, address, phone number, and email of the authorized Government Ordering Official (the CO, or the card holder for credit card orders)
- Name of issuing agency
- Name of ordering agency, if different
- Order number
- Contract Holder name (Cinder LLC) and SEWP contract number
- Appropriation and accounting data
- Billing and invoice address
- Shipping or place-of-performance address
- SEWP CLINs and descriptions to be delivered or fulfilled
- Total order amount
- Any additional, mutually agreed terms and conditions, Statement of Work, etc.
- Period of performance for any services

Order Modifications

Any modifications to an order must also be routed through the SEWP PMO at sewporders@sewp.nasa.gov.

How to Obtain a Quote from Cinder

Customers may request a quote from Cinder in either of two ways:

- **SEWP Quote Request Tool (QRT):** The SEWP-recommended method. Select Category C and the applicable NAICS code, or name Cinder as a suggested source.
- **Contact Cinder directly:** Ashley McMurtrey, SEWP Program Manager, at 503-906-8183 or ashley@teamcinder.com; or Takafumi Watari, SEWP Deputy Program Manager, at 503-906-8178 or taka.watari@teamcinder.com.

To help us respond quickly, please include the labor categories or skills needed, required clearance level, place of performance, desired start date, and period of performance.

SERVICE QUALITY AND WARRANTY

Cinder stands behind the quality of the services we provide.

- **Re-performance at no cost:** Consistent with FAR 52.212-4(a), the Government may require re-performance of nonconforming services at no increase in contract price.
- **Quality management:** Our recruiting, screening, and delivery processes operate under an ISO 9001:2015 certified quality management system.

TROUBLESHOOTING AN ORDER

For questions about an order, warranty, support, an invoice, or other post-delivery issues, contact Cinder using the escalation path below.

Escalation Path

Step	Contact
1	Ashley McMurtrey, SEWP Program Manager: 503-906-8183, ashley@teamcinder.com
2	Takafumi Watari, SEWP Deputy Program Manager: 503-906-8178, taka.watari@teamcinder.com
3	SEWP Helpline: 301-286-1478, help@sewp.nasa.gov , Monday–Friday, 7:30 AM – 6:00 PM ET

TERMS AND CONDITIONS

Contractor	Cinder LLC
Contract Number	80TECH26D0363
Contract Type	Government-Wide Acquisition Contract (GWAC), Category C
NAICS Codes	541512, Computer Systems Design Services 541519, Other Computer Related Services 541511, Custom Computer Programming Services 541330, Engineering Services
Period of Performance	November 2026 – October 2036
Business Designation	Small Business (SB)
UEI	V24KNVYYLHC3
CAGE Code	926T0
Tax ID	46-1323960
Pricing	Services are priced using hourly labor categories on Cinder’s SEWP VI contract.
SEWP Fee	0.34%, included in the price of all offerings and not listed separately on quotes
Payment Terms	Net 30
Credit Cards Accepted	Yes. Government Purchase Card and EFT payments are accepted.
Start Dates	Determined by the scope, skill level, and clearance requirements of each order, and stated in each quote
Quote Validity	Stated on each quote. Cinder honors any order submitted within the stated validity period.
Maximum Order	Category C thresholds apply: \$2 million per order (year 1), \$10 million per order (year 2), subject to removal beginning in year 3