



NASA SEWP VI Ordering Guide

Harmonics Consulting, LLC

CATEGORY	CONTRACT AND SERVICE SCOPE
B	80TECH26D2152 Enterprise-Wide ITC/AV Service Solutions
C	80TECH26D0937 Mission-Based ITC/AV Service Solutions

Contract Holder: Harmonics Consulting, LLC
Business Address: 1679 Ottoman Ferry Road, Lancaster, VA 22503
CAGE Code: 6U4G0
Website: <https://harmonicsconsulting.com/nasa-sewp-vi/>

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Reference Manual: NASA SEWP VI Contract Holder User Manual, Version 3, October 1, 2026

1 Purpose and Overview

This Ordering Guide provides Federal Government customers and authorized ordering activities with information for obtaining quotations, placing orders, and requesting customer assistance under Harmonics Consulting, LLC's NASA Solutions for Enterprise-Wide Procurement (SEWP) VI contracts.

NASA SEWP VI is a Government-Wide Acquisition Contract vehicle supporting the acquisition of eligible information technology, communications, and audiovisual products, solutions, and services. Orders must be within the scope of the applicable contract category and must comply with NASA SEWP VI ordering procedures, the governing contract terms, and applicable Federal acquisition requirements.

Harmonics holds awards in two service categories. Category B supports enterprise-wide ITC/AV service solutions, including services that address requirements across an agency or enterprise. Category C supports mission-based ITC/AV service solutions, including services supporting a particular mission requirement. Ancillary products may be included only when permitted within the applicable category's scope and contract requirements.

The terms of the executed SEWP VI contracts and applicable delivery orders govern in the event of a conflict with this guide.

2 Contract Identification

Harmonics Consulting, LLC is the prime contract holder responsible for performance and fulfillment of orders issued under the following contracts:

Category B: Contract 80TECH26D2152, Enterprise-Wide ITC/AV Service Solutions.

Category C: Contract 80TECH26D0937, Mission-Based ITC/AV Service Solutions.

The company is located at 1679 Ottoman Ferry Road, Lancaster, Virginia 22503, and its CAGE code is 6U4G0.

The signed award forms identify NAICS 541519. Customers should consult the applicable contract's current NAICS and business-size information, including any applicable crosswalk or order-level determination, rather than treating the award-form entry as the only potentially relevant NAICS classification.

3 Authorized Ordering Activities

Federal agencies and other entities authorized to use NASA SEWP VI may place orders within the scope of the applicable contract. Ordering activities are responsible for their acquisition planning, funding, fair-opportunity procedures, price determinations, order documentation, and compliance with applicable laws and regulations.

The issuing agency, rather than the NASA SEWP Program Management Office, is the contracting activity responsible for awarding and administering its delivery order. NASA SEWP PMO performs the applicable program processing, tracking, and oversight functions.

4 Fair Opportunity

NASA SEWP VI is a multiple-award contracting vehicle. Ordering activities must follow applicable fair-opportunity requirements under FAR 16.505(b) and the governing SEWP VI contract provisions.

The SEWP Quote Request Tool provides an established mechanism for communicating requirements to eligible contract holders and receiving quotations. The ordering activity remains responsible for selecting an appropriate ordering method, evaluating responses, documenting the basis for its decision, and applying any authorized fair-opportunity exception.

Harmonics responds to eligible requests in accordance with the SEWP VI quotation procedures and the Contract Holder User Manual. This section is an explanatory summary and does not replace the applicable FAR provisions or executed contract terms.

5 How to Request a Quotation

Customers seeking enterprise-wide or mission-based ITC/AV services may submit their requirements through the applicable NASA SEWP quotation process.

For preliminary questions or assistance identifying the appropriate Harmonics contract, customers should email:

Jim Crowe
SEWP VI Program Manager
Email: jim.crowe@harmonicsconsulting.com
Telephone: (303) 585-1642

If Jim Crowe is unavailable, customers should contact:

Joe Gerczak
SEWP VI Deputy Program Manager
Email: joe.gerczak@harmonicsconsulting.com
Telephone: (703) 819-9611

Customers are encouraged to identify the intended scope of work, performance objectives, technical requirements, place of performance, period of performance, anticipated labor or service needs, deliverables, applicable security requirements, and requested quotation due date.

Harmonics will review the requirement for category scope, approved contract offerings, available resources, and other applicable SEWP VI conditions before preparing a response.

6 Quotation Preparation and Contract Offerings

Harmonics will prepare quotations in accordance with the applicable SEWP VI contract, current Contract Holder User Manual, and requirements of the issuing agency.

Services, labor categories, and other offerings must be appropriately established in the SEWP Database of Record before they are quoted and awarded. Where a requirement calls for a new or specifically configured offering, Harmonics will follow the applicable technology-refreshment and contract-line-item procedures before submitting a compliant quotation.

Quoted prices, service descriptions, labor categories, delivery or performance schedules, and any other proposed terms will be based on the specific customer requirement and approved contract offerings.

Harmonics will not represent that an offering is available under a SEWP VI contract unless it has satisfied the applicable contract and program requirements.

7 Order Placement and Processing

The authorized Government ordering activity prepares and issues its delivery order in accordance with its procurement procedures and NASA SEWP VI requirements.

Orders ordinarily must be processed through the NASA SEWP PMO. Harmonics will not begin fulfillment until the SEWP PMO has processed the order and assigned a SEWP Control Number (SCN), except where the CHUM expressly permits a different procedure for qualifying micro-purchase credit-card orders.

If an order or modification is sent directly to Harmonics, the company will follow the CHUM procedures for forwarding it to the SEWP PMO for processing.

An order should clearly identify the issuing agency, contract number, order number, applicable contract line items, ordered services or deliverables, price, funding information, period of performance, place of performance, and appropriate Government contacts.

Any change to an awarded order must be processed through the appropriate authorized Government and SEWP VI procedures.

8 Pricing and SEWP Administrative Handling Fee

Prices quoted under Harmonics' SEWP VI contracts will reflect applicable contract pricing requirements and the customer's stated requirements.

The SEWP VI Agency Administrative Handling Fee is incorporated into the total quoted prices of applicable offerings. It must not be displayed as a separate fee line item on quotations or orders. The fee is administered in accordance with contract clause A.1.26 and the current NASA SEWP VI program requirements.

The contract provision identifies a handling fee not to exceed 0.34 percent, subject to the applicable published rate and calculation procedures. Harmonics will apply the current program instructions rather than treating the stated maximum as an independently assessed additional customer charge.

9 Installation and Implementation

Installation, configuration, integration, deployment, transition, and related implementation activities will be performed only to the extent included in the applicable delivery order and authorized contract scope.

The delivery order and any incorporated statement of work will establish the required services, deliverables, schedules, customer dependencies, access requirements, acceptance criteria, and responsibilities.

Customers seeking installation or implementation assistance should initially contact Jim Crowe. Joe Gerczak serves as the backup contact when Jim is unavailable.

10 Basic Warranty and Extended Warranty

Warranty obligations are determined by the applicable delivery order, governing SEWP VI contract terms, and any applicable manufacturer or service-provider warranty provisions.

Basic warranty coverage, extended warranty options, maintenance arrangements, service entitlements, and exclusions will be identified through the applicable order and incorporated contractual documentation.

Customers should email Jim Crowe with the delivery order number, affected product or service, description of the issue, date of discovery, and relevant supporting information. If Jim is unavailable, customers should escalate the request to Joe Gerczak.

Harmonics will coordinate evaluation and resolution of warranty matters with the appropriate responsible parties. Nothing in this guide limits any mandatory warranty obligation imposed by the governing SEWP VI contract.

11 Technical Support and Software Support

Harmonics provides coordination for technical support and software-related assistance associated with its SEWP VI orders.

Standard Customer Support Hours: Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time (ET).

Customers should email Jim Crowe first and contact Joe Gerczak if Jim is unavailable.

The specific support services, software maintenance entitlements, response requirements, service levels, and performance commitments are determined by each individual delivery order, subject to governing contract terms. The standard contact hours stated above do not independently establish a guaranteed incident-response time or a 24-hour support commitment.

12 Problematic Orders and Post-Delivery Assistance

Customers experiencing an order discrepancy, delivery issue, incomplete service, performance concern, warranty problem, invoicing question, or other post-delivery matter should contact Jim Crowe.

The customer should provide the applicable SEWP VI contract number, delivery order number, affected items or services, description of the problem, relevant dates, supporting documents, and Government point-of-contact information.

If Jim Crowe is unavailable, the customer should escalate the issue to Joe Gerczak.

Harmonics will coordinate review of the reported matter, identify the appropriate responsible personnel or providers, communicate with the ordering activity, and work toward resolution in accordance with the applicable order and contractual obligations.

Any change to scope, price, funding, schedule, or other binding order requirements must be authorized by the appropriate Government contracting official.

13 Delivery and Performance Schedules and Partial Shipments

Delivery and performance schedules will be established through the applicable quotation and delivery order, consistent with the governing SEWP VI contract.

Where the contract establishes a standard delivery period or specific notification obligations, Harmonics will comply with those requirements and any authorized alternative schedule.

Customers should identify time-sensitive requirements during the quotation process. Anticipated delays will be communicated and managed under the applicable contract and order provisions.

Partial shipments or partial fulfillment arrangements will be handled only when authorized under the governing contractual and ordering requirements.

14 Security and Supply Chain Restrictions

Harmonics will review applicable cybersecurity, supply-chain risk management, product eligibility, prohibited technology, information protection, and other security requirements associated with the requested services.

Offerings must comply with applicable SEWP VI restrictions and relevant Government requirements. Where a delivery order contains agency-specific cybersecurity, personnel, facility, data-handling, or other security requirements, those requirements will be addressed through the applicable quotation and order process.

Harmonics remains responsible as the prime contract holder for fulfillment of its contractual obligations, including work performed through authorized subcontractors and other providers.

15 NASA SEWP VI Program Resources

NASA SEWP Website: <https://www.sewp.nasa.gov/>

SEWP VI Program Information: <https://www.sewp.nasa.gov/sewpvi/>

NASA SEWP Customer Assistance: help@sewp.nasa.gov

Contract Holder Helpdesk: chhelp@sewp.nasa.gov

The Contract Holder Helpdesk supports contractor-facing program questions and should not replace Harmonics' designated customer-support contacts for individual orders.

16 Document Maintenance and Governing Authority

Harmonics will maintain this Ordering Guide as part of its SEWP VI public web presence. Updated versions will be made available no later than 10 business days following each applicable contract modification, as required by Section A.6 of the SEWP VI Statement of Work.

The SEWP VI Program Manager is responsible for coordinating review of changes affecting the guide, including contract modifications, contact information, customer-support procedures, ordering requirements, and applicable NASA SEWP program guidance.

This document provides general ordering and customer-support information. The executed SEWP VI contracts, incorporated attachments, applicable NASA SEWP program procedures, and individual delivery orders govern in the event of any inconsistency.

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